



IT Service Continuity Management V3

Objectives: “Maintain a set of IT Service Continuity Plans and IT recovery plans that support the organization’s overall Business Continuity Plans; complete regular Business Impact Analysis exercises to ensure that all continuity plans are maintained in line with changing business impacts and requirements; conduct regular Risk Analysis and Management exercises, particularly in conjunction with the business and Availability Management and Security Management, that manage IT services within the agreed level of business risk; provide advice and guidance to all other areas of the business and IT on all continuity- and recovery-related issues; ensure that appropriate continuity and recovery mechanisms are put in place to meet or exceed the agreed business continuity targets; assess the impact of all changes on the IT Service Continuity Plans and IT recovery plans; ensure proactive measures to improve service availability are implemented wherever it is cost-justifiable to do so; negotiate and agree the necessary contracts with suppliers for the provision of the necessary recovery capability to support all continuity plans in conjunction with Supplier Management.” (SD 4.5.1)

GENERAL PLATFORM CRITERIA

PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
ITSCM-V3-G-001	Does the tool use ITIL® V3 process terms and align to ITIL V3 workflows and process integrations?
Comment:	
ITSCM-V3-G-002	Does the tool have security controls in place to allow only authorized staff and users to view, open, modify, authorize and close records based on their role?
Provide an overview description of the tool’s security permissions capability, structure and authority basis (e.g.: based on role, organization, location).	
ITSCM-V3-G-003	Does the tool support designating fields as mandatory?
Provide an overview:	
ITSCM-V3-G-004 (OGC ISS 14.1.14)	Management Reports Can the tool produce reports 'out of the box' without additional products or consultancy services? Including test results, predictive scenarios with potential solutions.
Provide an overview:	



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PinkVERIFY #	General Platform Criterion Assessment Question
Vendor Response	
ITSCM-V3-G-005	Does the tool facilitate the production of management reports from historical records?
Provide an overview:	
ITSCM-V3-G-006	Does the tool provide an audit trail for record information and updates? E.g.: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities.
Describe:	
ITSCM-V3-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
Describe:	
ITSCM-V3-G-008	Does the tool provide facilities within the tool database for archiving closed records?
Describe:	



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CORE CRITERIA

PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
ITSCM-V3-C-001 (OGC ISS 14.1.2)	Business Impact Analysis Does the tool provide BIA functionality?
Describe (can include screenshots):	
ITSCM-V3-C-002 (OGC ISS 14.1.4)	Recovering To Minimum Service Does the tool allow the minimum time to be specified within which minimum levels of recovery are achieved? E.g.: staffing, facilities and services.
Describe (can include screenshots):	
ITSCM-V3-C-003 (OGC ISS 14.1.1)	List Of Services Can the tool accommodate a list of services in order of business criticality?
Describe (can include screenshots):	
ITSCM-V3-C-004 (OGC ISS 14.1.7)	List Of Critical Contracts Does the tool accommodate a list of critical contracts that are required for the delivery of critical services?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
ITSCM-V3-C-005 (OC ISS 14.1.10)	Service By Recovery Option Can the tool provide a list of services and/or Vital Business Functions showing the recovery option for each?
Describe (can include screenshots):	
ITSCM-V3-C-006 (OGC ISS 14.1.3)	Business Impact Graph Can the tool create a graph showing the anticipated impact of the loss of an IT service over time?
Describe (can include screenshots):	
ITSCM-V3-C-007 (OGC ISS 14.1.5)	Risk Analysis Does the tool assist with risk analysis and management assessments?
Describe (can include screenshots):	
ITSCM-V3-C-008 (OGC ISS 14.1.9)	Test Results Can the tool record the results of tests that have been carried out?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
ITSCM-V3-C-009 (OGC ISS 14.1.8)	Testing Schedule Does the tool assist with the establishment and operation of a regular strategy testing program?
Describe (can include screenshots):	
ITSCM-V3-C-010	Does the tool support the development of a detailed recovery workflow for Service Continuity and Disaster Recovery activities?
Describe (can include screenshots):	
ITSCM-V3-C-011 (OGC ISS 14.1.12)	Document Distribution Does the tool support the controlled distribution of ITSCM plans to key staff?
Describe (can include screenshots):	
ITSCM-V3-C-012	Does the tool enable a Service Continuity / Disaster Recovery workflow override of normal workflow activities?
Describe (can include screenshots):	



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PinkVERIFY #	Core Criterion Assessment Question
Vendor Response	
ITSCM-V3-C-013	Does the tool enable a Service Continuity / Disaster Recovery hierarchical escalation and notification override of normal hierarchical escalation?
Describe (can include screenshots):	
ITSCM-V3-C-014 (OGC ISS 14.1 13)	Document Management Does the tool provide the means for effective change controlled document management? Such as for policies, requirements, procedures and plans.
Describe (can include screenshots):	



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INTEGRATION CRITERIA

PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
ITSCM-V3-I-001	Does the tool integrate with Knowledge Management – knowledge databases to support controlled access to criteria to invoke ITSCM plans and to service recovery procedures and scripts?
Describe (can include screenshots):	
ITSCM-V3-I-002 (OGC ISS 14.1.6)	Service Level Agreements Can the tool record the SLAs and service targets that would apply when operating at a recovery site?
Describe (can include screenshots):	
ITSCM-V3-I-003	Does the tool integrate with Configuration Management Databases (CMDBs) to enable rapid access to Configuration Item attribute details and relationships which include IT Service Continuity and Recovery requirements?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
ITSCM-V3-I-004	Does the tool integrate with Configuration Management Systems and CMDBs to enable a structured table or graphical representation of Configuration Items in a current configuration, in a minimum acceptable configuration, and in a disruption impact configuration including customers / users, facilities, services, systems and components?
Describe (can include screenshots):	
ITSCM-V3-I-005 (OGC ISS 14.1.11)	Change Management Interface Does the tool have an interface with Change Management to enable RFCs to be raised for Changes to ITSCM documentation?
Describe (can include screenshots):	
ITSCM-V3-I-006	Does the tool integrate with Incident Management to enable the escalation of incidents to major incident or “disaster / crisis” status?
Describe (can include screenshots):	
ITSCM-V3-I-007	Does the tool integrate with Availability Management for risk assessment and risk response activities to optimize risk mitigation?
Describe (can include screenshots):	



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PinkVERIFY #	Integration Criterion Assessment Question
Vendor Response	
ITSCM-V3-I-008	Does the tool integrate with Capacity Management to identify and enable sufficient resource capacity / requirements? E.g.: server capacity
Describe (can include screenshots):	