



## IT Service Continuity Management

**Purpose:** "...[S]upport the overall business continuity management (BCM) process by ensuring that, by managing the risks that could seriously affect IT services, the IT service provider can always provide minimum agreed business continuity-related service levels." (SD 4.6.1)

**Activities:** Agree ITSCM processes and policies, conduct Business Impact Analyses, assess and manage risk, produce and maintain an ITSCM strategy and plans in concert with BCM, and test ITSCM plans (SD 4.6.2)

### General Platform Criteria Assessment Questions

PinkVERIFY #	General Platform Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
ITSCM-11-G-001	Does the tool use ITIL® 2011 Edition process terms and align to ITIL 2011 Edition workflows and process integrations?
N/A	
<i>Comment:</i>	
ITSCM-11-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?
N/A	
<i>Provide an overview description of the tool's security permissions' capability, structure and authority basis (e.g.: based on role, organization, location).</i>	
ITSCM-11-G-003	Does the tool support designating fields as mandatory?
N/A	
<i>Provide an overview:</i>	
ITSCM-11-G-004	Management Reports
14.14	Can the tool produce reports 'out of the box' without additional products or consultancy services? Including test results, predictive scenarios with potential solutions.
<i>Provide an overview:</i>	
ITSCM-11-G-005	Does the tool facilitate the production of management reports from historical records?
N/A	
<i>Provide an overview:</i>	
ITSCM-11-G-006	Does the tool provide an audit trail for record information and updates? For example: IDs of individuals or groups opening, updating and closing records; dates and times of status and activities updates, types of activities
N/A	
<i>Describe:</i>	
ITSCM-11-G-007	Does the tool automate notification and escalation to keep IT and users informed of potential issues or progress?
N/A	
<i>Describe:</i>	



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PinkVERIFY #	General Platform Criterion Assessment Question
ISS #	
<b>Vendor Response: (cell expands to accommodate response)</b>	
ITSCM-11-G-008 N/A	Does the tool provide facilities within the tool database for archiving closed records?
<i>Describe:</i>	



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**Core Criteria Assessment Questions**

PinkVERIFY #	Core Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
ITSCM-11-C-001	Business Impact Analysis
14.2	Does the tool provide BIA functionality?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-002	Recovering to Minimum Service
14.4	Does the tool allow the minimum time to be specified within which minimum levels of recovery are achieved? E.g., staffing, facilities and services.
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-003	List of Services
14.1	Can the tool accommodate a list of services in order of business criticality?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-004	List of Critical Contracts
14.7	Does the tool accommodate a list of critical contracts that are required for the delivery of critical services?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-005	Service by Recovery Option
14.10	Can the tool provide a list of services and/or vital business functions showing the recovery option for each?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-006	Business Impact Graph
14.3	Can the tool create a graph showing the anticipated impact of the loss of an IT service over time?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-007	Risk Analysis
14.5	Does the tool assist with risk analysis and management assessments?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-008	Test Results
14.9	Can the tool record the results of tests that have been carried out?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-009	Testing Schedule
14.8	Does the tool assist with the establishment and operation of a regular strategy testing program?
<i>Describe (can include screenshots):</i>	



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PinkVERIFY #	Core Criterion Assessment Question
ISS #	
<b>Vendor Response: (cell expands to accommodate response)</b>	
ITSCM-11-C-010 N/A	Does the tool support the development of a detailed recovery workflow for Service Continuity and Disaster Recovery activities?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-011 14.12	Document Distribution Does the tool support the controlled distribution of ITSCM plans to key staff?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-012 N/A	Does the tool enable a Service Continuity / Disaster Recovery workflow override of normal workflow activities?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-013 N/A	Does the tool enable a Service Continuity / Disaster Recovery hierarchical escalation and notification override of normal hierarchical escalation?
<i>Describe (can include screenshots):</i>	
ITSCM-11-C-014 14.13	Document Management Does the tool provide the means for effective change controlled document management? Such as for policies, requirements, procedures and plans.
<i>Describe (can include screenshots):</i>	



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**Integration Criteria Assessment Questions**

PinkVERIFY #	Integration Criterion Assessment Question
ISS #	
<i>Vendor Response: (cell expands to accommodate response)</i>	
ITSCM-11-I-001 N/A	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?
<i>Describe (can include screenshots):</i>	
ITSCM-11-I-002 14.6	SLAs Can the tool record the SLAs and service targets that would apply when operating at a recovery site?
<i>Describe (can include screenshots):</i>	
ITSCM-11-I-003 N/A	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?
<i>Describe (can include screenshots):</i>	
ITSCM-11-I-004 N/A	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?
<i>Describe (can include screenshots):</i>	
ITSCM-11-I-005 14.11	Change Mgmt. Interface Does the tool have an interface with change mgmt. to enable RFCs to be raised for Changes to ITSCM documentation?
<i>Describe (can include screenshots):</i>	
ITSCM-11-I-006 N/A	Does the tool integrate with Incident Management to enable the escalation of incidents to major incident or “disaster / crisis” status?
<i>Describe (can include screenshots):</i>	
ITSCM-11-I-007 N/A	Does the tool integrate with Availability Management for risk assessment and risk response activities to optimize risk mitigation?
<i>Describe (can include screenshots):</i>	
ITSCM-11-I-008 N/A	Does the tool integrate with Capacity Management to identify and enable sufficient resource capacity / requirements? For example: server capacity
<i>Describe (can include screenshots):</i>	