

14. IT SERVICE CONTINUITY MANAGEMENT

Topic/Question	
14.1	<p>List of Services Can the tool accommodate a list of services in order of business criticality?</p> <p>-----</p>
14.2	<p>Business Impact Analysis Does the tool provide BIA functionality?</p> <p>-----</p>
14.3	<p>Business Impact Graph Can the tool create a graph showing the anticipated impact of the loss of an IT service over time?</p> <p>-----</p>
14.4	<p>Recovering to Minimum Service Does the tool allow the minimum time to be specified within which minimum levels of recovery are achieved? Eg, staffing, facilities and services.</p> <p>-----</p>
14.5	<p>Risk Analysis Does the tool assist with risk analysis and management assessments?</p> <p>-----</p>
14.6	<p>SLAs Can the tool record the SLAs and service targets that would apply when operating at a recovery site?</p> <p>-----</p>
14.7	<p>List of Critical Contracts Does the tool accommodate a list of critical contracts that are required for the delivery of critical services?</p> <p>-----</p>

14.8	<p>Testing Schedule Does the tool assist with the establishment and operation of a regular strategy testing programme?</p> <p>-----</p>
14.9	<p>Test Results Can the tool record the results of tests that have been carried out?</p> <p>-----</p>
14.10	<p>Service by Recovery Option Can the tool provide a list of services and/or vital business functions showing the recovery option for each?</p> <p>-----</p>
14.11	<p>Change Mgmt Interface Does the tool have an interface with change mgmt to enable RFCs to be raised for Changes to ITSCM documentation?</p> <p>-----</p>
14.12	<p>Document Distribution Does the tool support the controlled distribution of ITSCM plans to key staff?</p> <p>-----</p>
14.13	<p>Document Management Does the tool provide the means for effective change controlled document management? Such as for policies, requirements, procedures and plans.</p> <p>-----</p>
14.14	<p>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.</p> <p>-----</p>