Contents

[1. Introduction 3](#_Toc113356032)

[2. Recovery team 3](#_Toc113356033)

[1. Recovery team checklist 4](#_Toc113356034)

[2. Changes to Risks 4](#_Toc113356035)

[4. Status of disaster prevention measures 5](#_Toc113356036)

[5. Disaster Mitigation practices summary 5](#_Toc113356037)

[6. Service levels during the recovery period 5](#_Toc113356038)

[7. Incident Report 5](#_Toc113356039)

**DOCUMENT REVISION CONTROL**

REVISION HISTORY

| **Date** | **Author** | **Version** | **Change Reference** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

REVIEWERS

| **Name** | **Position** | **Date** |
| --- | --- | --- |
|  |  |  |
|  |  |  |
|  |  |  |

DISTRIBUTION

| **Date** | **Distributed to** | **Version** | **Distribution Format** |
| --- | --- | --- | --- |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

APPROVALS

| **Date** | **Approved by** | **Version** | **Designation** | **Approval remarks** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

# 1. Introduction

The purpose of this report is to provide an overview of IT service continuity management (ITSCM) and its benefits for organizations. This report provides recommendations for how organizations can improve their ITSCM practices in each of these areas.

# 2. Recovery team

This section describes the other services, responsible person, dependencies, and expected response time for recovering this service.

| **Service** | **Responsibility** | **Dependencies** | **Expected Response Time** |
| --- | --- | --- | --- |
| Service A | A | [Identify all service, system, infrastructure, or facility dependencies so that recovery plans can be invoked in the appropriate order.]  E.g.: Power supply | Duration in minutes or hours |
| Service B | B | [Identify all service, system, infrastructure, or facility dependencies so that recovery plans can be invoked in the appropriate order.]  E.g.: Network connectivity / DNS service | Duration in minutes or hours |
| Service C | C | [Identify all service, system, infrastructure, or facility dependencies so that recovery plans can be invoked in the appropriate order.]  Network connectivity and operational status of video infrastructure | Duration in minutes or hours |
| Service D | D | [Identify all service, system, infrastructure, or facility dependencies so that recovery plans can be invoked in the appropriate order.]  E.g.: Network connectivity and operational status of video infrastructure | Duration in minutes or hours |

# 3. Recovery team checklist

<<< [Use the following checklist to indicate the execution of key activities. Add additional tasks as needed.] >>>

|  |  |  |
| --- | --- | --- |
| **Task** | **Target Completion Date** | **Actual Completion Date** |
| Confirm recovery invocation |  |  |
| Initiate disaster communication and assemble Recovery Team |  |  |
| Identify top issues and contact Crisis Management Team |  |  |
| Initiate transport of recovery media to the recovery site |  |  |
| Identify status reporting procedures |  |  |
| Communicate reporting procedures to Recovery Team |  |  |
| Start recovery actions |  |  |

# 4. Changes to Risks

|  |  |  |
| --- | --- | --- |
| **Newly added risks** | **Absolute Risks** | **Changes to the prioritization of risks** |
| Initiate disaster communication and assemble Recovery Team | Initiate disaster communication and assemble Recovery Team | Start recovery actions |
| Initiate disaster communication and assemble Recovery Team |  |  |
| Identify top issues and contact Crisis Management Team |  |  |
| Initiate transport of recovery media to the recovery site |  |  |
| Identify status reporting procedures |  |  |
| Communicate reporting procedures to Recovery Team |  |  |

# 5. Status of disaster prevention measures

|  |  |  |  |
| --- | --- | --- | --- |
| **Measure** | **Description** | **Responsible** | **Due date** |
| Fire drills | Fire and emergency drills need to be held every month | Facility Manager | 2/7/22 |
| Emergency response drills | The emergency response team needs to Perform disaster mitigation drills quarterly | Facility Manager | 8/7/22 |
|  |  |  |  |

# 6. Disaster Mitigation practices summary

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Practice objectives** | **Duration** | **Planned** | **Actual** | **Shortcomings** | **Comments** |
| Train the emergency workers on disaster mitigation practices | 1 month | Drill planned for a team of 10 personnel | 7 of them participated | Less attendance |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# 7. Service levels during the recovery period

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Description** | **Cause** | **Effect** | **Actions were taken to resume operations** | **Shortcomings** | **Recovery period** |
| The fire broke out at the storage facility | Short circuit in the electrical wiring system | Half of the storage facility burnt | Fire has been controlled and the wiring system is being replaced | Low-quality wirings installed in the facility | 1 month |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

# 8. Incident Report

| **Incident ID** | **Status** | **Priority** | **Description** | **Owner** | **Affected Services** | **Related Records** |
| --- | --- | --- | --- | --- | --- | --- |
| 2312 | In review | Low | The basement is flooded due to heavy rain | Facility Manager | Electrical devices and equipment |  |
| E1223 | Resolved | High | fire broke out in the hardware room | IT Manager | Desktops, Laptops |  |
|  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |