

ITIL IT SERVICE CONTINUITY PLAN

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1. INTRODUCTION

Provide an overview of the purpose, scope, and definition of the IT service continuity plan.

2. PURPOSE

The purpose of the IT service continuity plan is to ensure that IT risks are managed in order to maintain the minimum levels of agreed business continuity.

3. SCOPE

Include all IT services that are covered by the IT service continuity plan.

5. RECOVERY PLAN

Provide a detailed account of the services that will be recovered, how they will be recovered, backup plan, and the time it will take.

| SERVICE | OWNER | RECOVERY DETAILS | EXPECTED RECOVERY TIME |
|-----------|-------|------------------|------------------------|
| Email | | | |
| Internet | | | |
| Archiving | | | |
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