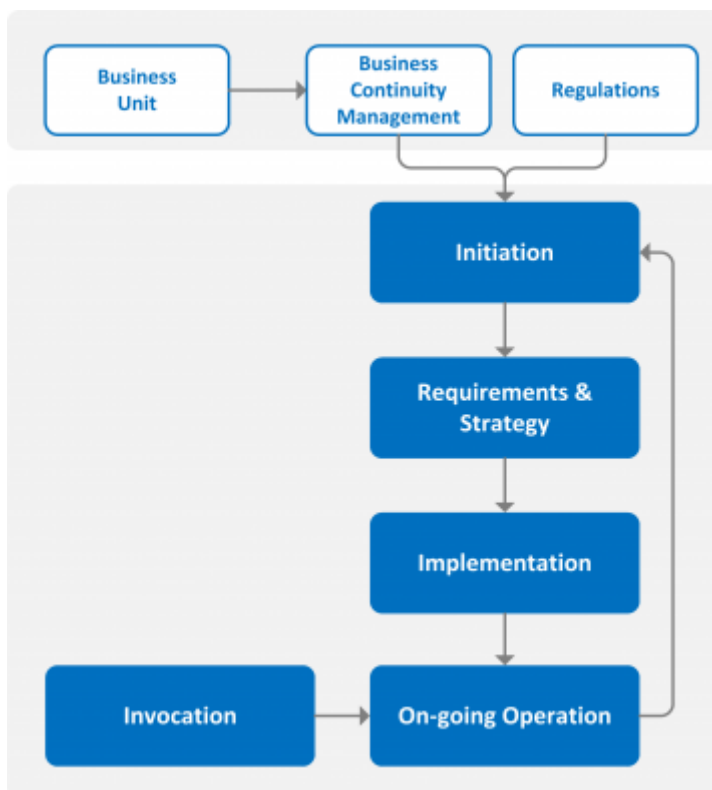


IT Service Continuity Management

Overview

Part of the Service Design lifecycle, *IT Service Continuity Management (ITSCM)* manages risks that could seriously impact IT services. ITSCM ensures that the IT service provider can always provide minimum agreed Service Levels, by reducing the risk from disaster events to an acceptable level and planning for recovery of IT services. UCSF IT works in partnership with the Campus and Medical Center Emergency Management Departments to deliver the ITSCM process in alignment with each respective organization's Business Continuity Program.

At a very high level, the ITSCM includes the following sub process activities:



- **Initiation** - During the initiation stage, policies that specify management intention and objectives should be documented and communicated throughout the organization.
- **Requirements & Strategies** - It is critical to identify and document business requirements for IT Service Continuity in order to ensure that the business can survive a disaster. Business Impact Analysis (BIA) and risk estimate are conducted to develop an IT Service Continuity Strategy.
- **Implementation** - Implementation planning identifies and coordinates the various business and technical plans and deliverables into a cohesive master BCM Plan.
- **Ongoing Operation** - Ongoing operation consists of activities related to maintaining,

testing and changing the continuity plans to ensure that they are Fit-for-Purpose over time.

- **Invocation** - Guidance and criteria for making the decision to invoke Business and IT Continuity Plans must be carefully documented in advance.

IT Service Continuity helps us to collaboratively prepare, plan, mitigate and test for the next disaster. The next disaster could be like the San Andreas movie [1] or one of ten other identified hazards and vulnerabilities. Regardless, we need to prepare for the worst, but continue to hope for the best. -Francine Sneddon, ITSCM Process Manager [2]

Governance

Committee Members [3] (Must be logged into MyAccess)

Meetings

ITSCM Governance Meetings: 1x per Quarter

Documentation

Business Impact Analysis (BIA) [4]

Everbridge Powerpoint Presentation [5]

IT Service Continuity Management (ITSCM) Process [6]

IT Service Continuity Management (ITSCM) BIA Process [7]

IT Service Continuity (ITSCM) Governance Meeting Agendas and Minutes [8]

IT DEOC Documentation [9]

Ransomware [10]

Tiering [11]

Quick Reference Guides

Quick Reference Guide - How to View/Approve a BIA on Catalyst [12]

Quick Reference Guide - How to Send an Everbridge Notification via Web Browser [13]

Quick Reference Guide - How to Send an Everbridge Notification via Mobile Device [14]

Related Links

Campus Emergency Management Website [15]

Medical Center Emergency Management Website (UCSF Intranet) [16]

ITSCM Process Project Plan (Smartsheet) [17]

September Preparedness Month [18]

ITSCM Roadmap

Timeframe	Milestone
Mar 2016	Process and Governance established
Apr 2016	BIA Process defined
Jun 2016	Tier 1 Med Center BIA Reassessment complete
Jul 2016	Begin Tier 1 DR Solutions Project
Jun 2017	BIA Backlog for UCSFIT and Clinical Applications complete
Dec 2017	BIA Backlog for non-IT-managed Applications complete

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Source URL: <http://itsm.ucsf.edu/it-service-continuity-management>

Links:

- [1] <https://www.google.com/url?sa=t&rct=j&q=&esrc=s&source=web&cd=3&cad=rja&>
- [2] <http://itsm.ucsf.edu/francine-sneddon>
- [3] <https://ucsf.box.com/s/va0j54jqv9xovfgalj1h6po90ipn6fo3>
- [4] <http://itsm.ucsf.edu/business-impact-analysis-bia-0>
- [5] <https://ucsf.box.com/s/51xb4m0vlnqumqu89gn8v6d4vdp50h>
- [6] <https://ucsf.box.com/v/ITSCMProcessOverview>
- [7] <http://itsm.ucsf.edu/sites/itsm.ucsf.edu/files/ITSM%20BIA%20Process%20v1.2-1.pdf>
- [8] <https://ucsf.box.com/ITSCMMeetings>
- [9] <http://itsm.ucsf.edu/it-departmental-emergency-operations-center-deoc-team>
- [10] <http://itsm.ucsf.edu/ransomware>
- [11] <http://itsm.ucsf.edu/tiering>
- [12] <http://itsm.ucsf.edu/sites/itsm.ucsf.edu/files/Ref%20Card%20%28Catalyst%29.pdf>
- [13] <http://itsm.ucsf.edu/sites/itsm.ucsf.edu/files/Everbridge%20Reference%20Card%20%28WebBrowser%29.pdf>
- [14] http://itsm.ucsf.edu/sites/itsm.ucsf.edu/files/Everbridge%20Reference%20Card%20%28mobile%20device%29-1_0.pdf
- [15] <http://police.ucsf.edu/emergency-management>
- [16] <https://teamcentral.ucsf.edu/sites/medctr/em/default.aspx>
- [17] <https://app.smartsheet.com/b/home?lx=T5pgjy4RnFrCqoX3WdPhxQ>
- [18] <http://itsm.ucsf.edu/september-preparedness-month>