### Business Continuity and Disaster Recovery Management

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<th>Service Name</th>
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<td>Description</td>
<td>This service supports business continuity management functions by ensuring that ITS services can be recovered in the event of a major business disruption within required timescales.</td>
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<td>Eligibility</td>
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| How to Request Service                      | • Approved Work Requests  
• Formal invocation requests from the IT Service Center or authorized IT executive  
• Approved continuity test schedules and operational procedures |
| Availability                                 | • Business Critical - Availability target is 24X7X365 except for scheduled maintenance, holidays or acts of nature or dependent party outages, or seasonal services. System redundancy and Full On-call engineer support is available with 4 hour after-hours response target. Full Support Center Service request schedule is available.  
• In the event of an emergency, designated services are made available from an alternate remote back-up data center location. |
| Charges                                      | There are no charges for this service.               |
| Service Line                                 | Systems and Networks                                |
| Features                                     | • Identify service continuity requirements based on business continuity plans.  
• Coordinate classification and priority of recovery events and activities based on provided priorities from the business.  
• Conduct service continuity risk assessments.  
• Develop service continuity recovery strategies and approaches.  
• Develop and maintain service continuity plans.  
• Test service continuity plans.  
• Implement and coordinate training and communications for service continuity plans, actions, roles, responsibilities and overall awareness.  
• Conduct reviews and audits of service continuity plans and report results to management.  
• Provide information on costs and cost alternatives for continuity strategies.  
• Review proposed and pending infrastructure changes to ensure they do not compromise continuity plans and strategies. |
| Owner                                        | Dexter Caldwell                                      |
| Pre-requisites                               | Functioning Internet connection either on campus or the Asheville Recovery site. |
| VP Customer                                  | Vice President of Finance and Administration         |
| Delivery Channels                            | • Completed work requests  
• Offsite operational location  
• Published service continuity plans and strategies  
• Service continuity risk assessments  
• Consulting support |
| Service Targets                              | • In the event of a disaster Business critical services routed to the off-campus site within 24 hours  
• Annual test of DR site capabilities for each designated DR component |