## Business Continuity and Disaster Recovery Management

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Business Continuity and Disaster Recovery Management</th>
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<tr>
<td><strong>Description</strong></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><strong>Eligibility</strong></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 |