## Business Continuity and Disaster Recovery Management

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<tr>
<th><strong>Service Name</strong></th>
<th>Business Continuity and Disaster Recovery Management</th>
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**Description**
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.

**Eligibility**

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<th><strong>How to Request Service</strong></th>
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<tr>
<td>Approved Work Requests</td>
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<td>Formal invocation requests from the IT Service Center or authorized IT executive</td>
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<tr>
<td>Approved continuity test schedules and operational procedures</td>
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**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