## 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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<tbody>
<tr>
<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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<tr>
<td>Eligibility</td>
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<tr>
<td>How to Request Service</td>
<td>• Approved Work Requests</td>
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<td></td>
<td>• Formal invocation requests from the IT Service Center or authorized IT executive</td>
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<td></td>
<td>• Approved continuity test schedules and operational procedures</td>
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<tr>
<td>Availability</td>
<td>• 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.</td>
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<td>• In the event of an emergency, designated services are made available from an alternate remote back-up data center location.</td>
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<tr>
<td>Charges</td>
<td>There are no charges for this service.</td>
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<tr>
<td>Service Line</td>
<td>Systems and Networks</td>
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<tr>
<td>Features</td>
<td>• Identify service continuity requirements based on business continuity plans.</td>
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<td>• Coordinate classification and priority of recovery events and activities based on provided priorities from the business.</td>
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<td></td>
<td>• Conduct service continuity risk assessments.</td>
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<td>• Develop service continuity recovery strategies and approaches.</td>
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<td>• Develop and maintain service continuity plans.</td>
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<td>• Test service continuity plans.</td>
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<td>• Implement and coordinate training and communications for service continuity plans, actions, roles, responsibilities and overall awareness.</td>
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<td>• Conduct reviews and audits of service continuity plans and report results to management.</td>
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<td>• Provide information on costs and cost alternatives for continuity strategies.</td>
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<td>• Review proposed and pending infrastructure changes to ensure they do not compromise continuity plans and strategies.</td>
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<tr>
<td>Owner</td>
<td>Dexter Caldwell</td>
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<tr>
<td>Pre-requisites</td>
<td>Functioning Internet connection either on campus or the Asheville Recovery site.</td>
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<td>VP Customer</td>
<td>Vice President of Finance and Administration</td>
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<td>Delivery Channels</td>
<td>• Completed work requests</td>
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<td></td>
<td>• Offsite operational location</td>
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<td>• Published service continuity plans and strategies</td>
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<td>• Service continuity risk assessments</td>
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<td>• Consulting support</td>
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<td>Service Targets</td>
<td>• In the event of a disaster Business critical services routed to the off-campus site within 24 hours</td>
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<td>• Annual test of DR site capabilities for each designated DR component</td>
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