

Business Continuity Policy

Service Level Business Continuity Plans

The Civil Contingencies Act 2004 (CCA) has legislated that all Category 1 responders have comprehensive Business Continuity Plans (BCPs) in place. The CCA also requires Category 1 responders to maintain plans to ensure that they can continue to exercise their functions in the event of an emergency so far as is reasonably practicable.

As a category 1 responder, identified in the Civil Contingencies Act 2004, XXXXXX Hospital NHS Foundation Trust has a responsibility to have comprehensive Business Continuity Plans in place.

Business Continuity Management (BCM), including processes for recovery and restoration, should be considered by NHS organisations as part of every day business processes. BCM should be embedded in the culture of the NHS, as are the principles of health and safety. This requires demonstrable commitment to the process from the Boards of NHS organisations.

Scope

This policy relates to XXXXXXXX Hospital NHS Foundation Trust. It has been devised using the guidance in the following documents:-

- The NHS Emergency Planning Guidance 2005
- The Civil Contingencies Act 2004
- Beyond a Major Incident 2004
- UK Health Department's UK Influenza Pandemic Contingency Plan 2005

This policy applies to all departments and units within the Trust.

Aims

The aim of BCM is to establish a process whereby the Trust produces continuity plans to ensure it reacts to untoward events in a co-ordinated manner. Whilst business continuity and major incident planning are usually separate processes within an organisation, a major incident may trigger a business continuity issue or could occur at the same time as a separate business continuity issue.

The aim of this policy is to provide a framework to support the Trust's commitment to ensure that all departments, within the Trust, have

Service Continuity Management Policy

Pierre Bernard



Service Continuity Management Policy:

The ITIL Process Manual James Persse, 2016-01-01 This practical guide is a great solution to address the key problem how to implement ITIL and ISO 20000 when initial training has been completed It supports the basic approaches to the fundamental processes small to medium sized companies will find the concise practical guidance easy to follow and implement It avoids the complex enterprise wide issues which are not required for many organisations Each chapter has the following structure Improvement activities Process inputs and outputs Related processes Tools and techniques Key Performance Indicators Critical Success Factors Process Improvement roles Benefits of effective Process Implementation challenges and considerations Typical assets and artefacts of an Improvement program

IT Release Management Dave Howard, 2016-04-19 When implemented correctly release management can help ensure that quality is integrated throughout the development implementation and delivery of services applications and infrastructure This holistic total cost of ownership approach allows for higher levels of system availability is more cost effective to maintain and increases overall s

Metrics for Service Management: Jan Schilt, Jan van Bon, Peter Brooks, 2020-06-10 This title is the sister book to the global best seller Metrics for IT Service Management Taking the basics steps described there this new title describes the context within the ITIL 2011 Lifecycle approach More than that it looks at the overall goal of metrics which is to achieve Value The overall delivery of Business Value is driven by Corporate Strategy and Governance from which Requirements are developed and Risks identified These Requirements drive the design of Services Processes and Metrics Metrics are designed and metrics enable design as well as governing the delivery of value through the whole lifecycle The book shows the reader how do achieve this Value objective by extending the ITIL Service Lifecycle approach to meet business requirements

IT Governance Policies & Procedures Michael Wallace, Larry Webber, 2012-09-10 IT Governance Policies and Procedures 2013 Edition is the premier decision making reference to help you to devise an information systems policy and procedure program uniquely tailored to the needs of your organization Not only does it provide extensive sample policies but this valuable resource gives you the information you need to develop useful and effective policies for your unique environment IT Governance Policies and Procedures provides fingertip access to the information you need on Policy and planning Documentation Systems analysis and design And more IT Governance Policies and Procedures 2013 Edition has been updated to include A new chapter covering service level agreements Updated information and new policy covering Agile project management Updated information on managing mobile devices such as tablets and smartphones New policies for managing user devices including bring your own device policy flash drive usage and loaning out hardware for temporary use New information and policy for managing the use of public and private app stores for downloading software on mobile devices such as tablets and smartphones The latest best practices for relocating your technology infrastructure when moving departments or your entire organization New information on measuring the effectiveness of your training programs Updated

information and policy for managing IT training And much more

Calculus of Variations and Optimal

Control/Differential Equations Set Alexander Ioffe, Simeon Reich, I Shafir, 1999-07-16 The calculus of variations is a classical area of mathematical analysis yet its myriad applications in science and technology continue to keep it an active area of research Encompassing two volumes this set brings together leading experts who focus on critical point theory differential equations and the variational aspects of optimal control The books cover monotonicity nonlinear optimization the impossible pilot wave the Lavrentiev phenomenon and elliptic problems

IT Governance: Policies and Procedures,

2020 Edition Wallace, Webber, 2019-11-12 IT Governance Policies Procedures 2020 Edition is the premier decision making reference to help you to devise an information systems policy and procedure program uniquely tailored to the needs of your organization Not only does it provide extensive sample policies but this valuable resource gives you the information you need to develop useful and effective policies for your unique environment IT Governance Policies Procedures provides fingertip access to the information you need on Policy and planning Documentation Systems analysis and design And more Previous Edition IT Governance Policies Procedures 2019 Edition ISBN 9781543802221

Implementing Service and Support Management Processes Carrie Higday-Kalmanowitz, 2005-03-11 The purpose of this book is to provide practical process guide for technical support centres It is based on the ITIL processes covered in Service Support ISBN 011330952X and Service Delivery ISBN 0113309503 but also includes additional processes as well as a Balanced Scorecard Service Model Processes covered in the book are Financial and Operations Management Knowledge Management Configuration Management Change Management Release Management Incident Management Problem Management Service Level Management Capacity and Workforce Management Availability Management IT Service Continuity Management and Customer Satisfaction Measurement

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ITIL Intermediate Certification Companion Study Guide Helen

Morris, Liz Gallacher, 2016-03-15 Complete detailed preparation for the Intermediate ITIL Service Lifecycle exams ITIL Intermediate Certification Companion Study Guide is the ultimate supporting guide to the ITIL Service Lifecycle syllabus with full coverage of all Intermediate ITIL Service Lifecycle exam objectives for Service Operation Service Design Service Transition Continual Service Improvement and Service Strategy Using clear and concise language this useful companion guides you through each Lifecycle module and each of the process areas helping you understand the concepts that underlie

each skill required for certification Illustrative examples demonstrate how these skills are applied in real life scenarios helping you realize the importance of what you re learning each step of the way Additional coverage includes service strategy principles and processes governance organization implementation and technology considerations plus guidance toward common challenges and risks ITIL is the most widely adopted approach for IT Service Management in the world providing a practical no nonsense framework for identifying planning delivering and supporting IT services to businesses This study guide is the ultimate companion for certification candidates giving you everything you need to know in a single informative volume Review the information needed for all five Lifecycle exams Examine real life examples of how these concepts are applied Gain a deeper understanding of each of the process areas Learn more about governance organization implementation and more The Intermediate ITIL Service Lifecycle exams expect you to demonstrate thorough knowledge of the concepts processes and functions related to the modules The certification is recognized around the world as the de facto standard for IT Service Management and the skills it requires increase your value to any business For complete detailed exam preparation ITIL Certification Companion Study Guide for the Intermediate ITIL Service Lifecycle Exams is an invaluable effective tool

Foundations of ITIL® 2011 Edition Pierre Bernard,2020-06-11 For trainers free additional material of this book is available This can be found under the Training Material tab Log in with your trainer account to access the material This book and its predecessors have become the industry classic guide on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This version has now been upgraded to reflect ITIL 2011 Edition Written in the same concise way and covering all the facts readers will find that this title succinctly covers the key aspects of the ITIL 2011 Edition upgrade The ITIL 2011 Edition approach covering the ITIL Lifecycle is fully covered The new and re written processes in ITIL 2011 Edition for strategy management and business relationship management are included as well as the other new and improved concepts in ITIL 2011 Edition This means that it is easy for all readers to access and grasp the process concepts that are so pivotal to many service management day to day operations This title covers the following Lifecycle phase Service strategy Lifecycle phase Service design Lifecycle phase Service transition Lifecycle phase Service operation Lifecycle phase Continual service improvement *The IT Service Part 2 - The Handbook* Pierre Bernard,1970-01-01 Since the early 2000s numerous external scenarios and drivers have added significant pressures upon the IT organisations Among many these include Regulatory compliance data privacy requirements and corporate scandals have focused a requirement for transparency with high impact on IT organisationsEconomic pressures require IT organisations to more closely align with business imperatives The outcome has been an explosion of standards and frameworks each designed to support the IT organisation as it demonstrates to the world that they are the rock of an organisation strong reliable effective and efficient Most of these standards and frameworks have great elements but no organisation can adopt them all and many were created without sufficient considerations for

interoperability The IT Service in 2 parts looks at the key and very simple goals of an IT organisation and clearly and succinctly presents to the reader the best rock solid elements in the Industry It then shows how all the key elements can easily crystallise together with great templates and check lists In Part 1 another book the reader is presented with the simple objectives that the IT department really must address In Part 2 this book the reader gains expert advice on how the components of IT Service are crystallised in a real environment There s a delightfully simple set of steps OVERVIEW OF THE SERVICE DESIGN PACKAGETHE SERVICE STRATEGYASPECTS OF SERVICE DESIGNOUTPUTS OF THE SERVICE DESIGN PHASEOUTPUTS OF THE SERVICE TRANSITION PHASEOUTPUTS OF THE SERVICE OPERATION PHASEWithin these the Author gives a very simple set of templates or tells you where they are to be found practical guidance and very simple checklists It s up to the reader how far you develop each stage a lot depends on the nature of your business of course The joy of this approach is that the reader knows that all basic components are identified and that more extensive resources are referred to if the reader wishes to extend

The CMDB Imperative Glenn O'Donnell, Carlos Casanova, 2009-02-19 Implement Configuration Management Databases that Deliver Rapid ROI and Sustained Business Value Implementing an enterprise wide Configuration Management Database CMDB is one of the most influential actions an IT organization can take to improve service delivery and bridge the gap between technology and the business With a well designed CMDB in place companies are better positioned to manage and optimize IT infrastructure applications and services automate more IT management tasks and restrain burgeoning costs Now there s an objective vendor independent guide to making a CMDB work in your organization The CMDB Imperative presents a start to finish implementation methodology that works and describes how the CMDB is shifting to the superior Configuration Management System CMS Expert CMDB industry analyst Glenn O Donnell and leading edge architect and practitioner Carlos Casanova first review the drivers behind a CMDB and the technical economic cultural and political obstacles to success Drawing on the experiences of hundreds of organizations they present indispensable guidance on architecting and customizing CMDB solutions to your specific environment They ll guide you through planning implementation transitioning into production day to day operation and maintenance and much more Coverage includes Defining the tasks and activities associated with configuration management Understanding the CMDB s role in ITIL and the relationship between CMDBs and ITIL v3 s CMS Building software models that accurately represent each entity in your IT environment Ensuring information accuracy via change management and automated discovery Understanding the state of the CMDB market and selling the CMDB within your organization Creating federated CMDB architectures that successfully balance autonomy with centralized control Planning a deployment strategy that sets appropriate priorities and reflects a realistic view of your organization s maturity Integrating systems and leveraging established and emerging standards Previewing the future of the CMDB CMS and how it will be impacted by key trends such as virtualization SOA mobility convergence and flexi sourcing

ITIL® 2011 At a Glance John O. Long, 2012-07-01 ITIL 2011

At a Glance is an important update to the internationally recognized ITIL best practices for IT Service Management ITIL 2011 At a Glance provides graphical and textual memory joggers for the primary concepts of those best practices IT organizations worldwide are implementing ITIL as a vehicle for improving IT service quality and improve return on investment for IT services This book is an update based on the ITIL 2011 Update The desk reference s unique graphical approach will take otherwise complex textual descriptions and make the information accessible in a series of consistent simple diagrams ITIL 2011 At a Glance will be of interest to organizations looking to train their staffs in a consistent and cost effective way Further this book is ideal for anyone involved in planning consulting implementing or testing an ITIL implementation IT Governance: Policies and Procedures, 2021 Edition Wallace, Webber, 2020-11-06 The role of IT management is changing even more quickly than information technology itself IT Governance Policies Procedures 2021 Edition is an updated guide and decision making reference that can help you to devise an information systems policy and procedure program uniquely tailored to the needs of your organization This valuable resource not only provides extensive sample policies but also gives the information you need to develop useful and effective policies for your unique environment For fingertip access to the information you need on IT governance policy and planning documentation systems analysis and design and much more the materials in this ready reference desk manual can be used by you or your staff as models or templates to create similar documents for your own organization The 2021 Edition brings you the following changes The chapter on Information Technology Infrastructure Library ITIL has been thoroughly revised to incorporate the recent launch of ITIL version 4 The sections on causes of employee burnout as well as the potential pitfalls of poor recruiting practices have been expanded New material has been added to address the increased use of video conferencing for virtual workers as well as the need to safeguard personal smartphones that store company information Tips for developing a mobile device policy have been added Additional pitfalls associated with end user computing have been added A new subsection regarding data storage guidelines for documents subject to data retention laws has been added Additional tips regarding data management have been added Appendix A has been updated to include data breach notification laws for Puerto Rico and the Virgin Islands and also to reflect changes to Vermont s data breach notification laws Data from recent surveys and reports has been added and updated in the Comment sections throughout In addition exhibits sample policies and worksheets are included in each chapter which can also be accessed at WoltersKluwerLR.com ITgovAppendices You can copy these exhibits sample policies and worksheets and use them as a starting point for developing your own resources by making the necessary changes Previous Edition IT Governance Policies Procedures 2020 Edition ISBN 9781543810998 **Service design** Great Britain. Office of Government Commerce, 2007-05-30 The Service Design phase of the ITIL Service Lifecycle uses business requirements to create services and their supporting practices This volume covers design principles for applications infrastructure processes and resources as well as sourcing models Service managers will also find guidance on the engineering of sound requirements supplier

management and design considerations for outsourcing ITIL Foundation Exam Study Guide Liz Gallacher, Helen Morris, 2012-10-15 Everything you need to prepare for the ITIL exam Accredited to 2011 syllabus The ITIL Information Technology Infrastructure Library exam is the ultimate certification for IT service management This essential resource is a complete guide to preparing for the ITIL Foundation exam and includes everything you need for success Organized around the ITIL Foundation 2011 syllabus the study guide addresses the ITIL Service Lifecycles the ITIL processes roles and functions and also thoroughly explains how the Service Lifecycle provides effective and efficient IT services Offers an introduction to IT service management and ITIL V3 service strategy Highlights the topics of service design and development and the service management processes Reviews the building testing authorizing documenting and implementation of new and changed services into operation Addresses creating and maintaining value for customers through monitoring and improving services processes and technology Download valuable study tools including practice exams flashcards a glossary of key terms and more If you prefer self study over the more expensive training course but you don't want to skimp on information or preparation then this study guide is for you **IT Service Management Based on ITIL® 2011 Edition** Pierre Bernard, 2014-10-01 For trainers free additional material of this book is available This can be found under the Training Material tab Log in with your trainer account to access the material In the world of international IT Service Management the previous editions of this book have acquired an excellent reputation as guidance on the topic of ITIL Over the years this authoritative guide has earned its place on the bookshelves and in the briefcases of industry experts as they implement best practices within their organizations This revised edition is based on ITIL 2011 Edition It is written in the same concise way as the previous editions and covering all the facts Readers will find that this title succinctly covers the key aspects of ITIL 2011 Edition It is endorsed by AXELOS the official ITIL Accreditor The ITIL Lifecycle is fully covered In addition there is much attention to the 26 IT Service Management processes and 4 Functions These are described in detail This means that it is easy for all readers to access and grasp the concepts of processes and functions that are so pivotal to many service management day to day operations This title covers the following Introduction to the Service Lifecycle Lifecycle phase Service Strategy Lifecycle phase Service Design Lifecycle phase Service Transition Lifecycle phase Service Operation Lifecycle phase Continual Service Improvement New compared with the previous edition on ITIL V3 are the processes for Strategy Management and Business Relationship Management Also the other new and revised concepts of ITIL are covered in this book Well written and presented this publication provides a useful addition to the core ITIL publications for anyone wanting to understand IT service management Kevin Holland Service Management Specialist NHS Pierre has produced an extremely useful summary of the current version of ITIL This will be an invaluable day to day reference for all practitioners Claire Agutter ITIL Training Zone **Utility Communication Networks and Services** Carlos Samitier, 2016-07-29 This CIGRE green book begins by addressing the specification and provision of communication services in the context of operational

applications for electrical power utilities before subsequently providing guidelines on the deployment or transformation of networks to deliver these specific communication services Lastly it demonstrates how these networks and their services can be monitored operated and maintained to ensure that the requisite high level of service quality is consistently achieved

IT Service Management: ISO/IEC 20000 1:2018 - Introduction and Implementation Guide - Second edition Dolf van der Haven,2020-10-26 The revised standard for Service Management ISO IEC 20000 1 2018 is the third version of the international standard for service management replacing the 2011 edition It provides requirements for the planning design transition delivery and improvement of a Service Management System which is the coordinated set of policies processes organisational structure and people to manage services This book introduces the ISO IEC 20000 1 standard as well as providing extensive practical advice on implementing an SMS that conforms to the requirements It does so by referring to the ISO IEC 20000 1 2018 documentation toolkit which is separately available and contains dozens of templates that allow you to provide the documented evidence necessary

Service Delivery Great Britain. Office of Government Commerce,2001 Service Delivery is the second element in the new ITILInfrastructure Library to be published Service providersneed to offer business users adequate support ServiceDelivery covers all aspects that must be taken intoconsideration Issues covered include Service LevelManagement Financial Management for IT Services ITService

Adopting the Track of Term: An Emotional Symphony within **Service Continuity Management Policy**

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