Continuity Management

Process

The Continuity Management process consists of six procedures.

The first procedure is called "Disaster Notification Handling". When the on-duty manager is notified of an (impending) disaster, he/she uses this procedure and the situation assessment checklist to determine whether or not services are to be recovered at their respective continuity sites.

The second procedure is called "Service Recovery". It is used by the on-duty manager and the recovery teams for the recovery of services at their respective continuity sites.

The third procedure is called "Return to Production". After the successful completion of a service recovery, this procedure is used by the continuity manager, the service recovery team members, and the service providers and change coordinators of the recovered services. They follow this procedure to initiate the return of the service delivery from a continuity mode back to the normal production mode.

The fourth procedure is called "Service Recovery Testing". It is used by the continuity manager to ensure that the instructions in the continuity manual and the continuity plans can be relied on for the recovery of services at their respective continuity sites.

The fifth procedure is called "Continuity Manual Maintenance". This procedure is used by the continuity manager to maintain the continuity manual, and to distribute new versions of this manual and continuity plans after they have been approved.

The sixth and last procedure is called "Continuity Plan Maintenance". This procedure is used by continuity planners to prepare and maintain the continuity plans for the service infrastructures that are covered by a continuity objective specified in an active SLA.

For more details about these procedures, click on the Process button to return to the graphical representation of this process and click on the box that represents the procedure that you would like to know more about. The graphical representation of this procedure will appear and you will be able to click on the Description button in the upper left-hand corner of your screen to read more about it.

Mission

The mission of the Continuity Management process is to continue service delivery from a continuity site when this is the most efficient way to avoid, or resolve, a service outage.

Scope

The scope of the Continuity Management process is limited to service infrastructures with active SLAs that stipulate a continuity objective.

Level of Detail

The level of detail in which Continuity Management information is to be registered is specified in the field utilization guidelines for the fields of the forms that are available in the service management application for the support of this process.

The following forms are available in the service management application for the Continuity Management process:

- Support Request

Change
Work Order

Click on a form to obtain the field utilization guidelines for each of its fields.

In addition, the following documents are available for the support of the Continuity Management process:

Continuity Manual
Situation Assessment Checklist
Continuity Plan Template

Click on a document to open it.

Roles & Responsibilities

The table below lists the different roles that are involved in the Continuity Management process, along with their respective responsibilities. Click on a role to review its profile.

Role	Responsibility
Change coordinator	Reviews the return-to-production tasks after the service provider has requested the return to production for a service infrastructure that is providing a service in continuity mode.
Continuity manager	Organizes and conducts a post-recovery meeting following a service recovery. Organizes and conducts a post-test meeting following a service recovery test. Collects improvement suggestions during post-recovery and post-test meetings. Registers a support request for each suggestion for the improvement of a service infrastructure. Registers a change for improvement suggestions related to the continuity manual or continuity plans. Maintains the continuity manual. Approves or rejects every new version of a continuity plan. Distributes the approved new versions of the continuity manual and the continuity plans.
Continuity planner	Creates and maintains the continuity plans for the service infrastructures that have an active SLA with a continuity objective and for which he/she performs the role of continuity planner.
Customer liaison team member	Keeps the representatives of the affected customers, the providers of the affected services, the service level managers, the service desk agents, and operators up-to-date on the progress of the service recovery.
On-duty manager	Assesses the situation after having been notified of an (impending) disaster to determine whether a service recovery is required. Calls out as many members of the recovery teams as deemed necessary to complete the service recovery after having decided that a service recovery is required. Coordinates the activities of the recovery teams during a service recovery and keeps track of their progress. Decides on corrective actions when they need to be taken during a service recovery and assigns these tasks to the recovery team members. Requests an update to be sent to the representatives of the affected customers when a service has been recovered.

	Assumes the Continuity Management responsibilities from service providers when they are not available. Approves or rejects every new version of the continuity manual.
Recovery support team member	Provides support to everyone working on the recovery of services.
Service provider	Requests the return to production for a service infrastructure that falls under the responsibility of the service provider, and that is providing a service in continuity mode, as soon as the site requirements have been met for this. Approves or rejects every new version of a continuity plan for a service infrastructure that falls under the responsibility of the service provider.
Service recovery team member	Executes the service recovery tasks that the on-duty manager asked him/her to complete. Describes to the change coordinator of the service how the service infrastructure, which he/she helped to recover, has changed.

Key Performance Indicators

The table below lists the key performance indicators (KPIs) that have been selected for tracking the success of the Continuity Management process.

KPI	Definition	Frequency	Unit
Tested continuity plans	The number of continuity plans that have been subjected to at least one service recovery test, divided by the total number of continuity plans.	Annually	%
Continuity plan execution target violations	The number of times that a continuity plan execution target has been violated during service recovery testing, divided by the total number of continuity plans that have been executed during service recovery testing.	Annually	%

Beneficiaries

The roles that rely on the Continuity Management process are listed in the table below, along with their respective requirements for the Continuity Management process.

Beneficiary	Requirement
Change coordinators	Details regarding the changes that have been made to the infrastructures of services that have been recovered. Requests for the return of services to their normal production mode. Instructions for the return to production in the continuity plans.
Continuity managers	Updates from the recovery team members during service recovery tests. Details regarding suggestions for the improvement of the continuity manual, which have been identified during service recovery tests and service recoveries.

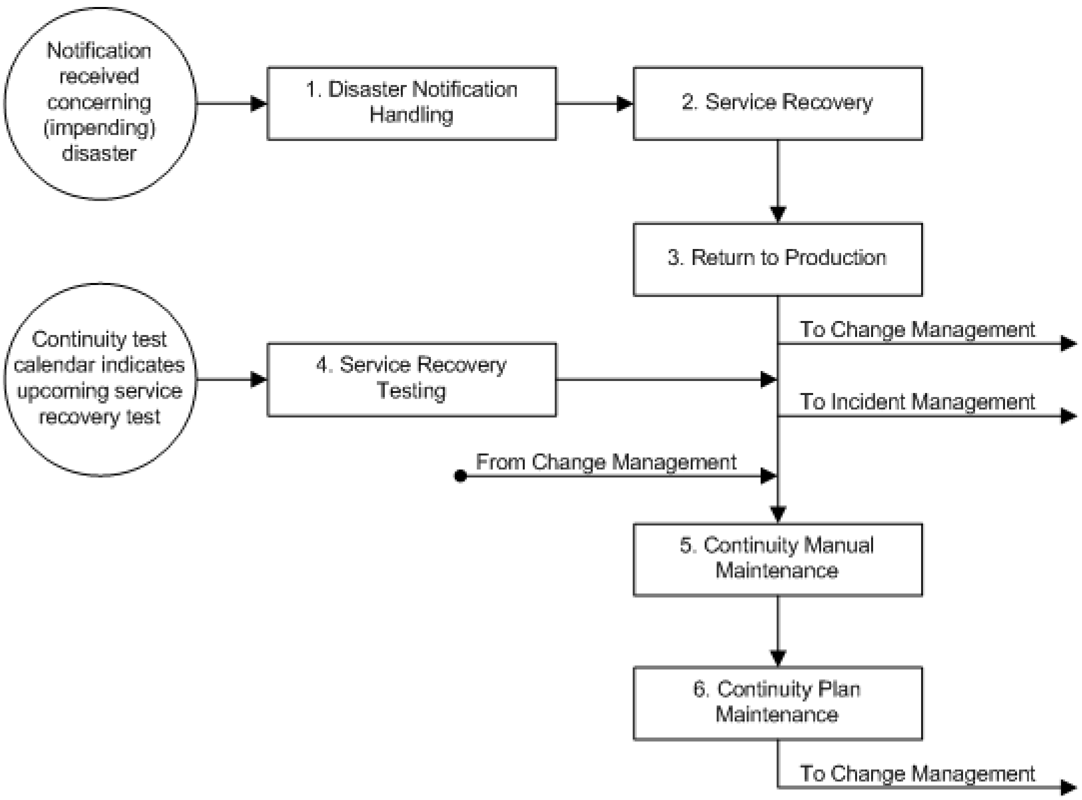
Continuity planners	Details regarding suggestions for the improvement of continuity plans, which have been identified during service recovery tests and service recoveries.
Customer liaison team members	Contact information in the continuity manual that can be used to contact the representatives of the affected customers, the providers of the affected services, the service desk agents, and the service level managers during a service recovery.
Customer representatives	Updates regarding the status of services that are going to be, are being, or have just been recovered at their continuity sites. Information regarding planned service outages related to service recovery tests.
On-duty managers	Detailed instructions in the continuity manual that can be followed to handle the aspects of a service recovery for which on-duty managers are responsible. Updates from the recovery team members during service recoveries.
Operators	Updates regarding the status of services that are going to be, are being, or have just been recovered at their continuity sites. Information regarding planned service outages related to service recovery tests.
Recovery support team members	Contact information in the continuity manual that could be useful when providing support during a service recovery.
Service desk agents	Updates regarding the status of services that are going to be, are being, or have just been recovered at their continuity sites. Information regarding planned service outages related to service recovery tests.
Service level managers	Updates regarding the status of services that are going to be, are being, or have just been recovered at their continuity sites. Information regarding planned service outages related to service recovery tests.
Service providers	Updates regarding the status of services that are going to be, are being, or have just been recovered at their continuity sites. Information regarding planned service outages related to service recovery tests.
Service recovery team members	Detailed technical instructions in the continuity plans that can be followed to recover services at their respective continuity sites.

Owner

The owner of the Continuity Management process is the Service Management CAB.

This CAB is responsible for reviewing, and subsequently approving or rejecting, requests for improvement of the Continuity Management process and its supporting functionality in the service management application.

Process



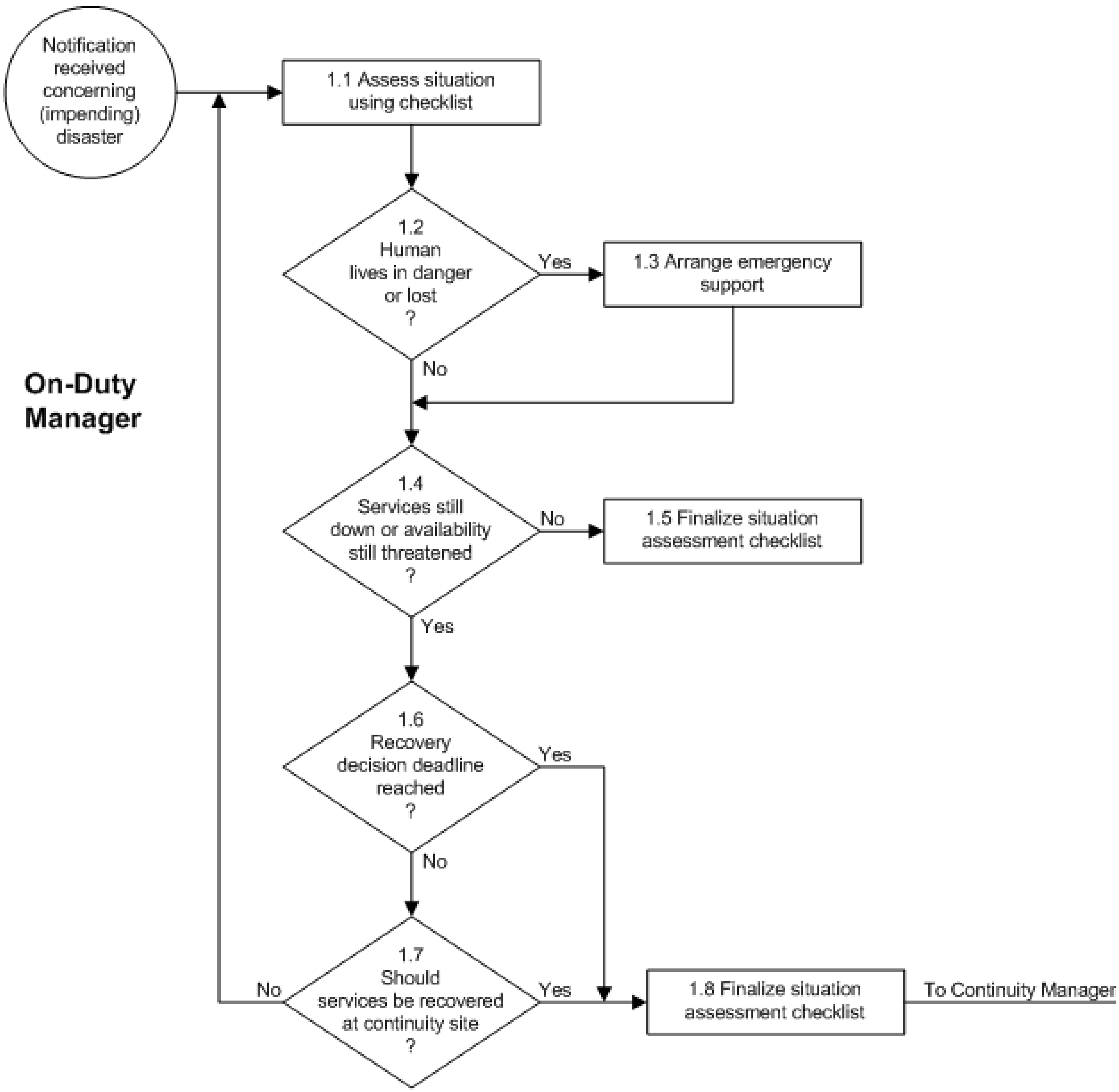
Procedure 1, Disaster Notification Handling

The on-duty manager takes out a copy of the Situation Assessment Checklist after someone has informed him/her that a disaster has struck, or is about to strike. Using the situation assessment checklist, the on-duty manager first determines whether people are in danger, have been injured, or have lost their lives. If this is the case, the on-duty manager makes sure that emergency support is provided (e.g. by calling security).

If emergency support is not required, or once this has been arranged, the on-duty manager finds out whether any services have become unavailable, or could go down, due to the disaster. If the (impending) disaster has not caused any service outages, and is not threatening the availability of any services (e.g. in case of a false alarm), the on-duty manager completes the situation assessment checklist by filling out why this conclusion was drawn.

If, on the other hand, services are down or threatened because of the disaster, the on-duty manager uses the situation assessment checklist to decide whether a service recovery needs to be initiated. This needs to be done right away if the disaster has already caused one or more services to be down for so long that the recovery decision deadline has been reached. If the recovery decision deadline has not yet been reached, the situation assessment checklist guides the on-duty manager towards the decision to either re-evaluate the situation, or to initiate a service recovery. In the latter case, the on-duty manager writes down why he/she decided that a service recovery is required, and thereby completes the situation assessment checklist.

Procedure 1, Disaster Notification Handling



Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
1.1 Assess situation using checklist	1.1.1 Obtain a copy of the Situation Assessment Checklist. If it is no longer possible to print out a copy (e.g. because of the disaster), go to the nearest recovery control room. There you will find a hardcopy. 1.1.2 Answer the questions of the situation assessment checklist.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	1.2.1 Continue with 1.3.1 if people are in danger, have been injured, or have lost their lives. Otherwise go to 1.4.1.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	1.3.1 Ensure that emergency support is provided. If this has not yet been taken care of, follow the instructions for this in the continuity manual. 1.3.2 If necessary, also make sure that the site that is threatened, or that has been impacted, is evacuated and secured. If this still needs to be done, follow the instructions for this in the continuity manual.

Work Instructions

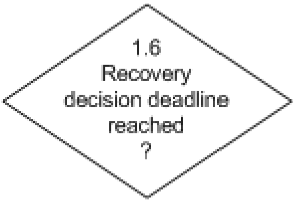
Procedure Step	Work Instructions for On-Duty Managers
	1.4.1 Go to 1.6.1 if the (impending) disaster is still threatening the availability of services for which a continuity objective has been agreed on in an active SLA, or when it has already caused one or more of these services to become unavailable. Otherwise, if the threat of a disaster has passed, continue with 1.5.1. 1.4.2 Also continue with 1.5.1 (i.e. do not consider a service recovery) when it is possible to deal with

	the situation by: improving security measures (e.g. updating virus definitions, applying a security patch, etc.), restoring a backup or a previous software release at the production site (e.g. in case of data corruption or an application change implementation that was unsuccessful), or by replacing hardware that has failed in order to continue service delivery from the production site.

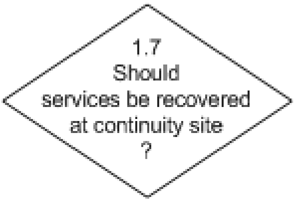
Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
1.5 Finalize situation assessment checklist	1.5.1 If any of the scenario-specific instructions provided in the "Scenario-Specific Instructions" section of the continuity manual apply to the present situation, follow these instructions. 1.5.2 Finalize the situation assessment checklist. Do this by specifying why the decision was taken not to initiate a service recovery. Also place the date, time, and your signature at the bottom of the checklist. 1.5.3 Scan the completed situation assessment checklist and store the digitized version in the appropriate file server directory for Continuity Management files. 1.5.4 Publish the completed situation assessment checklist on the service provider organization's Continuity Management web site. 1.5.5 E-mail the link to the completed situation assessment checklist, along with a short summary of the events to everyone in the service provider organization to ensure that they are aware of what has happened.

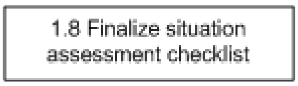
Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	1.6.1 Go to 1.8.1 if the disaster has already caused one or more services, for which a continuity objective has been agreed on in an active SLA, to be down for so long that the recovery decision deadline has been reached. Otherwise continue with 1.7.1.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	1.7.1 Continue with 1.8.1 when it is clear that the recovery of the services should start to minimize or avoid downtime. Otherwise return to 1.1.2 to reassess the situation.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	1.8.1 If any of the scenario-specific instructions provided in the "Scenario-Specific Instructions" section of the continuity manual apply to the present situation, follow these instructions. 1.8.2 Finalize the situation assessment checklist. Do this by specifying why the decision was taken to initiate a service recovery. Also place the date, time, and your signature at the bottom of the checklist. 1.8.3 Keep the finalized situation assessment checklist at hand throughout the recovery. Use it whenever a justification is requested for the service recovery. After the service recovery, the checklist will need to be attached to the service recovery report.

Procedure 2, Service Recovery

After the decision has been made to initiate a service recovery, the on-duty manager determines the appropriate number of people required for each team to perform the recovery in an efficient manner. The on-duty manager uses the contact details listed in the continuity manual to call these people out to the recovery control room from which the service recovery will be coordinated. As the members of the teams arrive in the recovery control room, the on-duty manager assigns them the tasks that need to be performed.

The members of the customer liaison team ensure that the following people are kept up-to-date on the progress of the service recovery:

- the representatives of the affected customer(s),
- the providers of the affected service(s),
- the service level manager(s) of the affected customer(s),
- the service desk agents, and
- the operators.

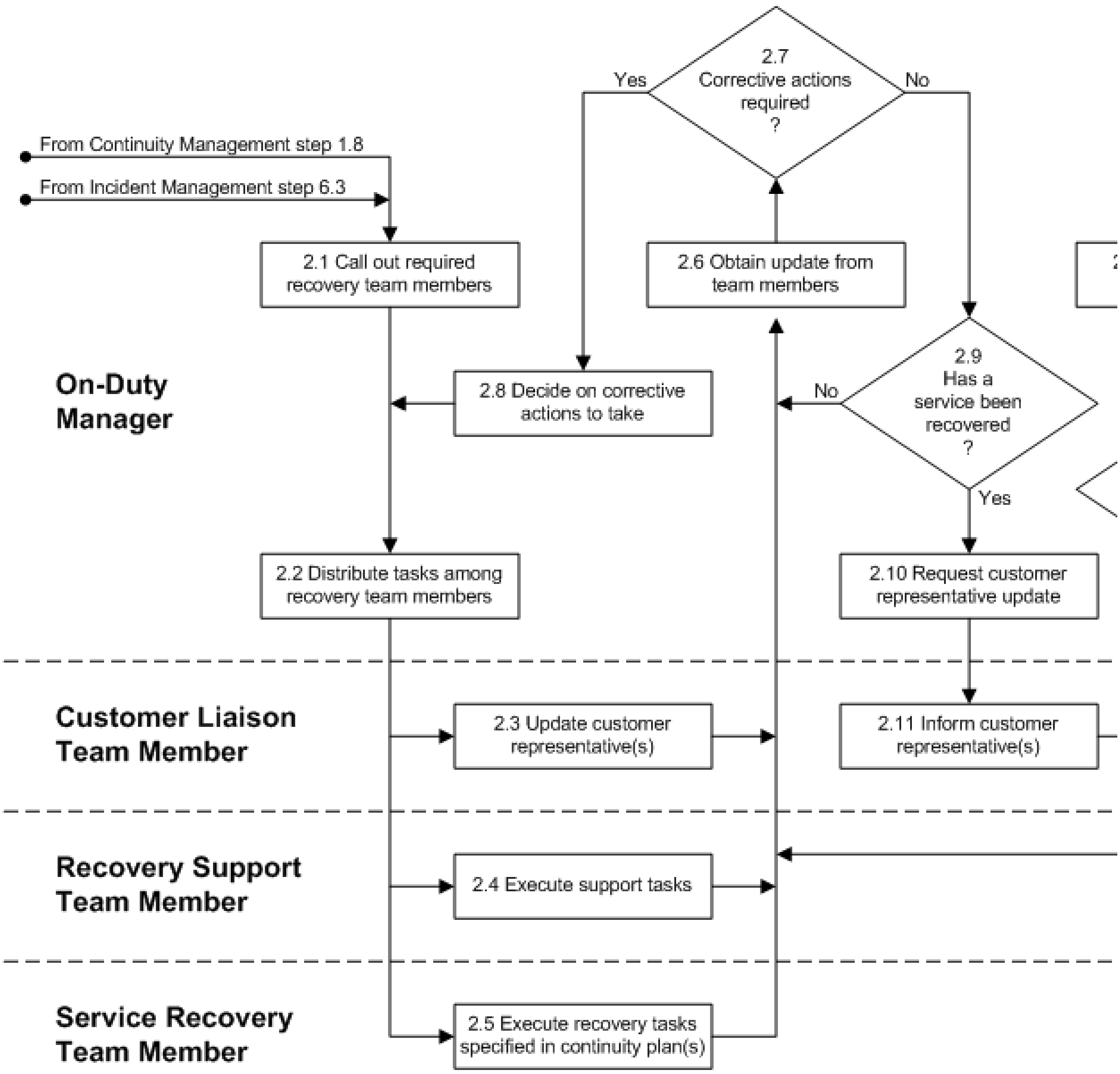
The recovery support team members make sure that everyone working on the service recovery receive the supplies they need, and that they are taken care of in terms of meals, travel, accommodation, etc.

The members of the service recovery team(s) complete the continuity plan checklists that the on-duty manager has asked them to complete.

The on-duty manager keeps track of the service recovery by frequently obtaining updates from the different team members. Whenever corrective actions are required to deal with unforeseen circumstances, the on-duty manager distributes these tasks among the team members.

Every time a service has been recovered, the on-duty manager asks the customer liaison team to inform the representative(s) of the customer(s) that rely on the service, as well as the other people that they have been keeping up-to-date on the progress of the service recovery. Naturally, if only one service had to be recovered, this only happens once.

Procedure 2, Service Recovery



Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
2.1 Call out required recovery team members	2.1.1 Knowing the situation and the service infrastructure(s) that are to be recovered, use the "Continuity Plan Execution" section of the continuity manual to determine the continuity site(s) where the service recovery is to be performed. 2.1.2 Notify the provider(s) of the continuity site(s) to be used for the service recovery. To do this, follow the instructions provided in the "Notifying the Continuity Site Provider" section of the continuity

	manual. 2.1.3 Decide which recovery control room to use to coordinate the service recovery from. Choose the recovery control room of the continuity site at which the (majority of the) service infrastructure(s) is to be recovered. 2.1.4 Estimate the number of members required for each recovery team. Members are required to make up the following teams: the customer liaison team, the recovery support team, the service recovery team for each service infrastructure that is to be recovered, and the service recovery team of any service infrastructure on which the service(s) that are to be recovered depend in order to function. 2.1.5 Look up the contact details of the recovery team members in the "Recovery Team Candidates" section of the continuity manual. 2.1.6 Contact the first person on the candidate list for the customer liaison team. Ask this person to meet you in the recovery control room that you plan to use for the service recovery. Continue contacting candidates for the customer liaison team by going down the list until you have recruited the number of members you require for the service recovery. 2.1.7 Contact the first person on the candidate list for the recovery support team. Ask this person to meet you in the recovery control room that you plan to use for the service recovery. Continue contacting candidates for the recovery support team by going down the list until you have recruited the number of members you require for the service recovery. 2.1.8 Contact the first person on the candidate list for the service recovery team of the service infrastructure that needs to be recovered first. Ask this person to go to the recovery control room of the continuity site where this service infrastructure is to be recovered. Continue contacting candidates for this service recovery team by going down the list until you have recruited the number of members you require for the recovery of the service infrastructure. Follow the same steps for the next service infrastructure that is to be recovered, until the required members of all service recovery teams needed for the service recovery have been called out. Note: If a candidate for a team cannot be reached, simply contact the next person on the candidate list. Note: Provide each person that you call out with a rough overview of the situation and explain that you are in

	charge of the service recovery. Note: Use the directions provided in the "Site Details" section of the continuity manual to ensure that every person who you call out understands where to go and how to get there. 2.1.9 Ensure that the backup data, a copy of the software that needs to be recovered, as well as the system passwords are going to be available in recovery control room that will be used for the service recovery. Use the instructions provided in the following sections of the continuity manual for this: Obtaining Backup Data, Obtaining Software to be Recovered, and Obtaining System Passwords.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
2.2 Distribute tasks among recovery team members	2.2.1 Distribute the tasks that need to be completed among the members of the different recovery teams. Whenever possible, assign tasks to service recovery team members by providing them with the relevant checklists from the continuity plans. 2.2.2 If the recovery is expected to take a long time, call out other candidates to relieve the recovery team members at a practical moment. Similarly, arrange for another person, who from time-to-time acts as an on-duty manager, to relieve you when this is sensible.

Work Instructions

Procedure Step	Work Instructions for Customer Liaison Team Members
2.3 Update customer representative(s)	2.3.1 Look up the contact details of the customer representatives in the "Customers" section of the continuity manual.

	2.3.2 Contact the representative(s) of the customer(s) for which the service(s) are being recovered. Provide them with a summary of the situation. Use the information from the "Business Implications" section of the applicable continuity plan(s) to ensure that the customer representatives understand the implications of the service recovery (e.g. in terms of a number of hours of data that has been lost). Also inform the customer representatives of the time at which the service(s) that are being recovered are expected to be available again. 2.3.3 Provide a summary of the situation, as well as the estimated recovery time(s), to the: service provider(s) of the service(s) being recovered, service level managers, service desk agents, and operators.

Work Instructions

Procedure Step	Work Instructions for Recovery Support Team Members
2.4 Execute support tasks	2.4.1 Arrange supplies, meals, transportation, and accommodation per the request of the on-duty manager. Note: The contact details of suppliers can be found in the "Suppliers" section of the continuity manual. There, it has also been specified how you can pay for goods and services that you have been asked to order. 2.4.2 Help the other teams when they ask for assistance.

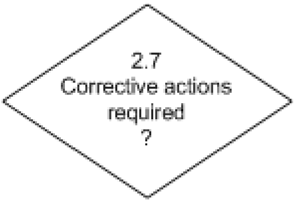
Work Instructions

Procedure Step	Work Instructions for Service Recovery Team Members
2.5 Execute recovery tasks specified in continuity plan(s)	2.5.1 Carry out the steps that are detailed in the continuity plan checklists that have been assigned to you by the on-duty manager. 2.5.2 Keep track of your progress by filling out the spaces provided on the checklists for dates and times. 2.5.3 When you have completed a checklist, use the space provided on the checklist to describe any issues that you encountered, as well as any improvement suggestions that could benefit future service recoveries. Sign the completed checklist to finalize it. 2.5.4 If you have completed all the checklists that the on-duty manager asked you to complete, ask the on-duty manager if there is anything else you can do to make the service recovery successful. 2.5.5 Complete any corrective actions that the on-duty manager assigns to you.

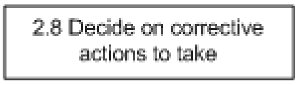
Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
2.6 Obtain update from team members	2.6.1 Keep track of the recovery status by obtaining updates from the recovery team members on the progress that they have managed to make. 2.6.2 Whenever a recovery team member is having a hard time making progress, find out what the issue is that he/she is struggling with.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	2.7.1 Continue with 2.8.1 if you have determined, based on the information provided by the recovery team members, that corrective actions are required. Otherwise go to 2.9.1.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	2.8.1 Discuss the issue(s) with the most appropriate recovery team members. 2.8.2 Decide, with their help, how the issue(s) had best be resolved to ensure that the service recovery can be completed successfully.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	2.9.1 Continue with 2.10.1 after a service recovery team member has informed you that his/her team has successfully recovered and tested the service that they were asked to recover. Otherwise return to 2.6.1.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
2.10 Request customer representative update	2.10.1 Provide the customer liaison team with the "Instructions for Customers" section of the continuity plan that was used to recover the service that is now available again. 2.10.2 Ask the customer liaison team to pass these instructions on to the representative(s) of the customer(s) that should now be able to use the service again. 2.10.3 Ask the customer liaison team to also inform the appropriate people within the service provider organization.

Work Instructions

Procedure Step	Work Instructions for Customer Liaison Team Members
2.11 Inform customer representative(s)	2.11.1 Look up the contact details of the customer representatives in the "Customers" section of the continuity manual. 2.11.2 Contact the representative(s) of the customer(s) for which the service has been recovered. Provide these customer representatives with the instructions from the "Instructions for Customers" section of the continuity plan that was used to recover the service. 2.11.3 Also pass on the news of the successful recovery of the service to the: service provider(s) of the service(s) being recovered, service level managers, service desk agents, and operators.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	2.12.1 Continue with 2.13.1 after all services that had to be recovered are available again to their customers. Otherwise, if there are still services being recovered, return to 2.6.1.

Work Instructions

Procedure Step	Work Instructions for On-Duty Managers
	2.13.1 Contact the continuity manager and inform him/her that the service recovery has been completed.

Procedure 3, Return to Production

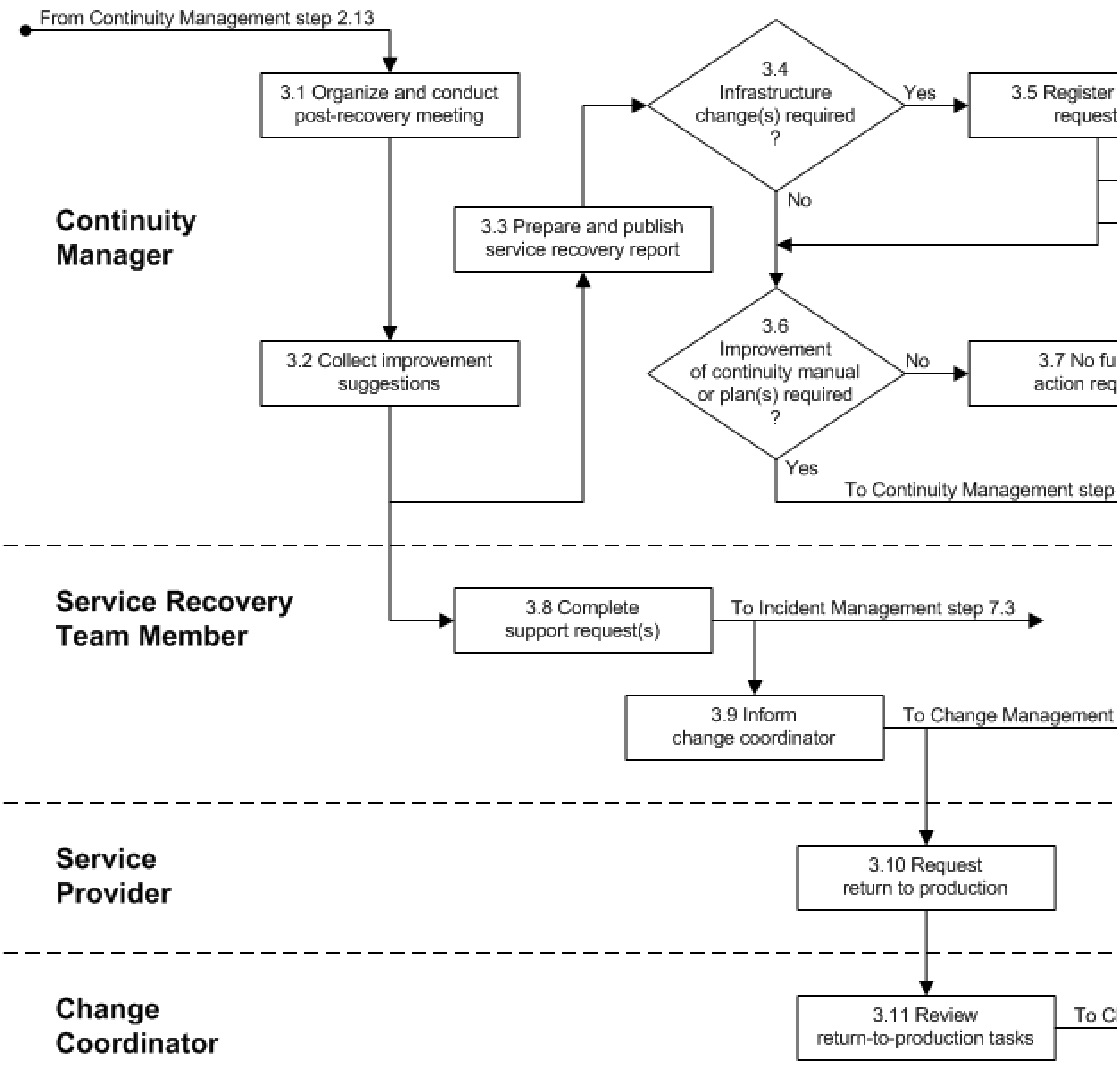
After the recovery of the service(s) has been completed, the continuity manager asks the people who worked together to perform the service recovery to attend the post-recovery meeting. The continuity manager also invites the continuity planner(s) and the service provider(s) of the recovered service(s) to this meeting. During the meeting, the continuity manager reviews the entire recovery with the attendees and collects all ideas for improvement. The continuity manager uses the improvement suggestions collected during the post-recovery meeting to register a support request for every proposed infrastructure change.

In Procedure 5, Continuity Manual Maintenance the continuity manager also registers one change for all proposed continuity manual and/or continuity plan modifications. Before registering these changes, however, the continuity manager prepares the service recovery report. He/she publishes this written account of the service recovery (in digital format if possible) to ensure that everyone in the service provider organization can access it.

Meanwhile, one member of the service recovery team (or a member of each service recovery team, if there were multiple) ensures that the support requests are completed if any were registered for the outage(s) of the recovered service(s) before the service recovery was finished. This service recovery team member also updates the change coordinator of the service that he/she helped to recover. In the update the service recovery team member specifies, for each recovered service infrastructure, how it has changed from its previous state (when it was still running at its production site), to its current state (where it is being delivered from its continuity site). The change coordinator(s) of the recovered service(s) subsequently use this information to ensure that the CMDB gets updated.

As soon as all site requirements have been met to return a recovered service infrastructure back to its normal production state, the responsible service provider orders its return to production. This prompts the change coordinator of the service to review the return-to-production tasks that are specified in the continuity plan of the service infrastructure. The change coordinator does this to prepare for the return to production that he/she will coordinate.

Procedure 3, Return to Production



Work Instructions

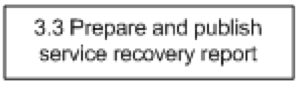
Procedure Step	Work Instructions for Continuity Managers
3.1 Organize and conduct post-recovery meeting	3.1.1 Ask the on-duty manager and the recovery team members to gather for the post-recovery meeting. Also invite the continuity planner(s) and the service provider(s) of the recovered service(s) to attend this meeting. Note: If one or more on-duty managers and/or recovery team members were relieved during the service recovery, make sure that they are also present during the post-recovery meeting. 3.1.2 Ensure that someone takes the meeting minutes. 3.1.3 Review the entire service recovery in a

	chronological fashion.

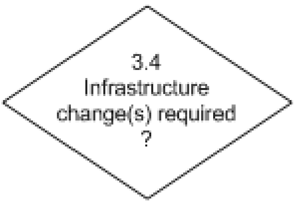
Work Instructions

Procedure Step	Work Instructions for Continuity Managers
3.2 Collect improvement suggestions	3.2.1 Ask the members of the customer liaison team to describe the issues they encountered during the service recovery. Also ask them to describe their ideas for improvement. Next, ask the members of the recovery support team, and then the on-duty manager(s) who coordinated the service recovery, to do the same. 3.2.2 Ask the service recovery team members to ensure that they have finalized the checklists that they completed during the service recovery. Ask this to ensure that they have described the issues that they encountered, as well as their improvements suggestions, on the checklists. 3.2.3 Collect the checklists and review each one during the meeting. Ensure that the information that has been written on them is interpreted correctly. 3.2.4 Ensure that all the issues and improvement suggestions have been captured by the person who is taking the minutes of the meeting. 3.2.5 Discuss each issue and each improvement suggestion with the attendees and decide on the actions that should be taken to perfect the manner in which service recoveries are performed. 3.2.6 Conclude the post-recovery meeting by asking one member of each service recovery team to do the following for the service infrastructure that his/her team recovered: complete any open support requests that were registered before the recovery was completed, and to inform the change coordinator for the service to ensure that an emergency change is registered.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	3.3.1 Use the minutes taken during the post-recovery meeting to prepare a report that describes the entire service recovery. The sequence of events should start from the moment the disaster notification was received by the on-duty manager (or, in case the service recovery was performed for a single service, from the moment the incident was escalated to the service provider). The report should include all decisions taken during the post-recovery meeting. 3.3.2 Scan the completed situation assessment checklist, as well as the checklists from the continuity plans that were completed by the service recovery team members. Store the digitized copies in the appropriate file server directory for Continuity Management files. 3.3.3 Publish the service recovery report, the completed situation assessment checklist, and the checklists completed by the service recovery team members on the service provider organization's Continuity Management web site. 3.3.4 E-mail the link to the service recovery report and the scanned checklists to everyone in the service provider organization to ensure that they are informed of what has happened.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	3.4.1 Continue with 3.5.1 if, during the post-recovery meeting, it was decided to implement one or more infrastructure changes to improve the ability to perform service recoveries. Otherwise go to 3.6.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
3.5 Register support request(s)	3.5.1 Open a new support request. 3.5.2 Select yourself in the Customer field. 3.5.3 In the Service field, select the service infrastructure for which an infrastructure change has been requested. 3.5.4 If the support request concerns a specific configuration item (CI), select it in the CI field. Note: If the CI is not registered in the CMDB, but falls within the scope of the Configuration Management process, select the special CI with the code "NORECORD". Note: If the support request is not related to a specific CI or if the CI falls outside the scope of the Configuration Management process, select the special CI with the code "N/A". 3.5.5 Enter a short but meaningful description of the change request in the Description field. 3.5.6 Describe the infrastructure change that was decided on during the post-recovery meeting in the Information update field. 3.5.7 Set the Source field of the support request to "Own Observation". 3.5.8 Set the Category field of the support request to "Request for Change". Note: The service management application automatically sets the impact level to "None - No Degradation of Service" for the request for change. It subsequently determines the appropriate priority and calculates the target date and time based on the default BIL and the default service hours. 3.5.9 In the Group field, select the group that is responsible for providing the service that has been linked to the support request. The code of this group can be obtained by clicking on the label of the Service field and selecting the "Quick View" option. 3.5.10 Ensure that the Status field of the support request is set to "Assigned". 3.5.11 Go back to 3.5.1 until a separate support request has been registered for each infrastructure change that was decided on during the post-recovery meeting.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
3.6 Improvement of continuity manual or plan(s) required ?	3.6.1 Go to 5.1.1 if, during the post-recovery meeting, it was determined that the Continuity Management documentation needs to be improved. Otherwise continue with 3.7.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
3.7 No further action required	3.7.1 The tasks for the continuity manager related to the service recovery have been completed. No further action is required.

Work Instructions

Procedure Step	Work Instructions for Service Recovery Team Members
3.8 Complete support request(s)	3.8.1 Look up the open support requests with the Category field set to "Request for Incident Resolution" which were registered for the service infrastructure before your service recovery team completed its recovery. 3.8.2 Assign these support requests to yourself. If a support request was already assigned to a specific specialist, inform this specialist that the continuity manager has asked you to complete it. 3.8.3 Describe in the Solution field of the support requests that the service has been recovered at its continuity site and is now available again. 3.8.4 Select the appropriate CI in the CI field if this has not been done yet, or if the wrong CI had been selected before. Note: If the CI is not registered in the CMDB, but falls within the scope of the Configuration Management

	process, select the special CI with the code "NORECORD". Note: If the support request is not related to a specific CI or if the CI falls outside the scope of the Configuration Management process, select the special CI with the code "N/A". 3.8.5 Select the option "Workaround - Root Cause not Removed" in the Completion code field and ensure that the Status field of the support request is set to "Completed". 3.8.6 Fill out the date and time at which the service became unavailable in the Outage start date field and fill out the date and time at which the service became available again in the Outage end date field. 3.8.7 Perform a final review to ensure that the support request has been filled out correctly.

Work Instructions

Procedure Step	Work Instructions for Service Recovery Team Members
3.9 Inform change coordinator	3.9.1 Contact the change coordinator of the service that your service recovery team recovered. 3.9.2 Describe how the service infrastructure has changed from when the service was being delivered from its production site to its current configuration where the service is being delivered from its continuity site. 3.9.3 Ask the change coordinator to register an emergency change in the service management application for the recovery of the service.

Work Instructions

Procedure Step	Work Instructions for Service Providers
3.10 Request return to production	3.10.1 Look up the prerequisites that need to be met before the service infrastructure that you are responsible for can be returned to production. These

	prerequisites can be found in the "Return To Production" section of the service infrastructure's continuity plan. 3.10.2 Make sure that all prerequisites for the return to production are met in a timely fashion. 3.10.3 Once all prerequisites have been met, ask the change coordinator for the service to coordinate the return to production of the service infrastructure. Note: If you are responsible for more than one of the service infrastructures that were recovered during the service recovery, do this for each of these service infrastructures.

Work Instructions

Procedure Step	Work Instructions for Change Coordinators
3.11 Review return-to-production tasks	3.11.1 Review the return-to-production tasks for the service infrastructure(s) that you have been asked to coordinate the return to production for. These tasks can be found in the "Return To Production" section of a service infrastructure's continuity plan.

Procedure 4, Service Recovery Testing

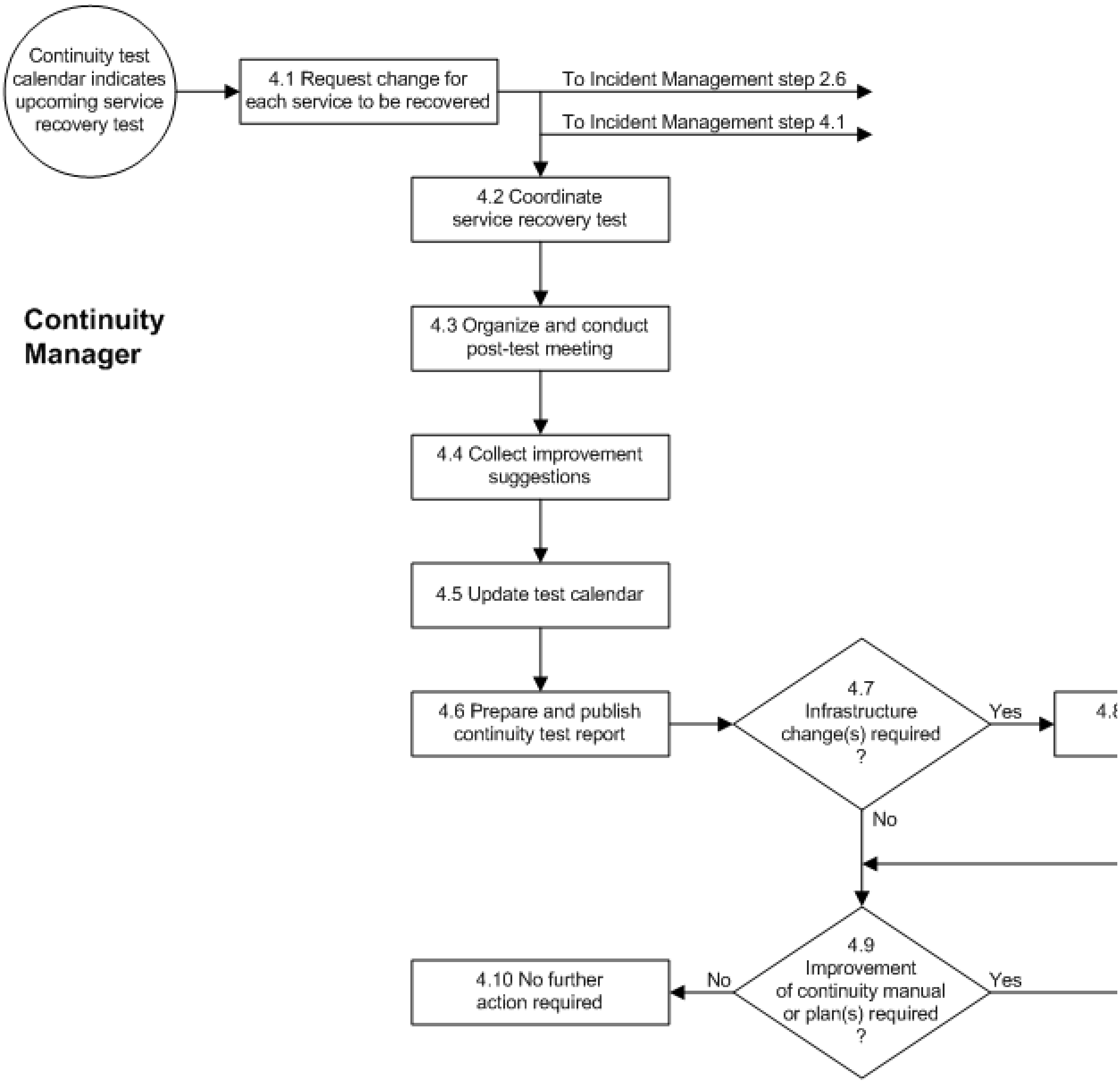
When the continuity test calendar indicates that a service recovery test is coming up, the continuity manager checks which services are to be included in the test. He/she registers a support request for each service, asking the change coordinator of the service to register a change for the service's recovery test. By registering these changes, the change manager is able to identify potential conflicts with other planned changes and events. These changes also ensure that the providers of the services that are to be included in the service recovery test, as well as the representatives of the affected customer(s), are informed.

The continuity manager is the person who coordinates the actual service recovery test. After the test has been completed, the continuity manager asks all team members who participated in the test to attend the post-test meeting. The continuity manager also invites the continuity planner(s) and the service provider(s) of the service(s) that were recovered during the test to this meeting. During the meeting, the continuity manager reviews the entire service recovery test with the attendees and collects all ideas for improvement.

The continuity manager uses the improvement suggestions collected during the post-test meeting to register a support request for every proposed infrastructure change. In Procedure 5, Continuity Manual Maintenance the continuity manager also registers one change for all proposed continuity manual and/or continuity plan modifications. Before registering these changes, however, the continuity manager prepares the continuity test report. He/she publishes this written account of the service recovery to ensure that everyone in the service provider organization can access it.

Finally, the continuity manager schedules an additional test in the continuity test calendar. This is done in such a way that the service provider organization's target of the number of tested continuity plans will be met.

Procedure 4, Service Recovery Testing



Work Instructions

Procedure Step	Work Instructions for Continuity Managers
4.1 Request change for each service to be recovered	4.1.1 Look at the continuity test calendar to determine which service infrastructure(s) will need to be recovered during the next service recovery test. 4.1.2 Open a new support request. 4.1.3 Select yourself in the Customer field. 4.1.4 In the Service field, select the service infrastructure

	that will need to be recovered during the next service recovery test. 4.1.5 Select the special CI with the code "N/A" in the CI field. 4.1.6 Specify in the Description field that it concerns a request for service recovery test. 4.1.7 In the Information update field, specify which service infrastructure will be recovered. If the service is going to become unavailable to the customers during the test, indicate the expected outage period. Be specific about the fact that a change will need to be registered and approved for this. 4.1.8 Set the Source field of the support request to "Own Observation". 4.1.9 Set the Category field of the support request to "Request for Change". Note: The service management application automatically sets the impact level to "None - No Degradation of Service" for the request for change. It subsequently determines the appropriate priority and calculates the target date and time based on the default BIL and the default service hours. 4.1.10 In the Group field, select the group that is responsible for providing the service that has been linked to the support request. The code of this group can be obtained by clicking on the label of the Service field and selecting the "Quick View" option. 4.1.11 Ensure that the Status field of the support request is set to "Assigned". 4.1.12 Go back to 4.1.2 until a separate support request has been registered for each service infrastructure that will need to be recovered during the next service recovery test.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
4.2 Coordinate service recovery test	4.2.1 Ensure that a change has been registered in the service management application for each service infrastructure that is to be recovered during the test. Check each change to ensure that it has been approved by the service provider, and by the representative(s) of the customer(s) that will be

	affected by the test during service hours (if any). 4.2.2 If a service provider or customer representative has rejected the change, contact this person to explain the importance of regular service recovery testing to be able to commit to the continuity objective specified in the SLAs. If necessary, escalate the issue within the service provider organization. Adjust the test plan as needed if the recovery of one or more service infrastructures will not be tested as specified in the continuity test calendar. 4.2.3 Use the continuity manual to select the necessary members of the service recovery team for each service infrastructure that is to be recovered during the test. Inform these people where, when, and for how long they are expected to participate in the service recovery test. Also let them know which service recovery team they will be a member of and include detailed directions to the location where the test will be conducted. Note: It is not necessary to form a customer liaison team or a recovery support team for a service recovery test. Note: Try not to select the most experienced specialists. It is important to use the test to prove that a service recovery can be performed by specialists with limited experience. Note: If someone cannot participate, use the continuity manual to find a replacement. 4.2.4 At the start of the service recovery test, distribute the relevant checklists from the continuity plans among the service recovery team members. Coordinate their activities until the services have been recovered. 4.2.5 Ensure that the service that runs on each service infrastructure that has been recovered during the test is tested. Whenever possible, the tests should be performed by the customer representative(s) or their delegate(s).

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
4.3 Organize and conduct post-test meeting	4.3.1 Ask the service recovery team members to gather for the post-test meeting. Also invite the continuity planner(s) and the service provider(s) of the

	recovered service(s) to attend this meeting. 4.3.2 Ensure that someone takes the meeting minutes. 4.3.3 Review the entire service recovery test in a chronological fashion.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
4.4 Collect improvement suggestions	4.4.1 Ask the service recovery team members to ensure that they have finalized the checklists that they completed during the service recovery test. Ask this to ensure that they have described the issues that they encountered, as well as their improvements suggestions, on the checklists. 4.4.2 Collect the checklists and review each one during the meeting. Ensure that the information that has been written on them is interpreted correctly. 4.4.3 Describe the issues that you encountered, as well as your ideas for improvement. 4.4.4 Ensure that all the issues and improvement suggestions have been captured by the person who is taking the minutes of the meeting. 4.4.5 Discuss each issue and each improvement suggestion with the attendees and decide on the actions that should be taken to perfect the manner in which service recoveries and service recovery tests are performed.

Work Instructions

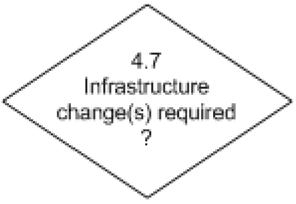
Procedure Step	Work Instructions for Continuity Managers
4.5 Update test calendar	4.5.1 Schedule the service infrastructures, which were included in the service recovery test that was just completed, for a new test. Also schedule a new test for each service infrastructure that was supposed to be tested, but which was not (e.g. because the change for its test was rejected). Do this in a way that ensures that the target for the "Tested

	continuity plans" KPI will be met. 4.5.2 Inform the organization(s) responsible for the involved continuity site(s) of the new test date(s) to ensure that the continuity site(s) are going to be available. 4.5.3 Update the continuity test calendar accordingly and publish it on the service provider organization's Continuity Management web site.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
4.6 Prepare and publish continuity test report	4.6.1 Use the minutes taken during the post-test meeting to prepare a report that describes the entire service recovery test. The sequence of events should start from the moment the support requests were registered to request the changes for the service infrastructures to be included in the test. The report should include all decisions taken during the post-test meeting. 4.6.2 Scan the completed checklists from the continuity plans that were completed by the service recovery team members. Store the digitized copies in the appropriate file server directory for Continuity Management files. 4.6.3 Publish the continuity test report, along with the checklists completed by the service recovery team members, on the service provider organization's Continuity Management web site. 4.6.4 E-mail the link to the continuity test report and the scanned checklists to everyone in the service provider organization to ensure that they are informed of the test results. 4.6.5 Send an e-mail to the coordinators of the changes that you asked to be registered for the service recovery. In this e-mail, inform these change coordinators that they can complete these changes now that the service recovery has been completed.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	4.7.1 Continue with 4.8.1 if, during the post-test meeting, it was decided to implement one or more infrastructure changes to improve the ability to perform service recoveries and/or service recovery tests. Otherwise go to 4.9.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	4.8.1 Open a new support request. 4.8.2 Select yourself in the Customer field. 4.8.3 In the Service field, select the service for which an infrastructure change has been requested. 4.8.4 If the support request concerns a specific configuration item (CI), select it in the CI field. Note: If the CI is not registered in the CMDB, but falls within the scope of the Configuration Management process, select the special CI with the code "NORECORD". Note: If the support request is not related to a specific CI or if the CI falls outside the scope of the Configuration Management process, select the special CI with the code "N/A". 4.8.5 Enter a short but meaningful description of the change request in the Description field. 4.8.6 Describe the infrastructure change that was decided on during the post-test meeting in the Information update field. 4.8.7 Set the Source field of the support request to "Own Observation". 4.8.8 Set the Category field of the support request to "Request for Change". Note: The service management application automatically sets the impact level to "None - No Degradation of Service" for the request for change. It subsequently determines the appropriate priority and calculates the target date and time based on the default BIL and the default service hours. 4.8.9 In the Group field, select the group that is responsible for providing the service that has been linked to the support request. The code of this group

	can be obtained by clicking on the label of the Service field and selecting the "Quick View" option. 4.8.10 Ensure that the Status field of the support request is set to "Assigned". 4.8.11 Go back to 4.8.1 until a separate support request has been registered for each infrastructure change that was decided on during the post-test meeting.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	4.9.1 Go to 5.1.1 if, during the post-test meeting, it was determined that the Continuity Management documentation needs to be improved. Otherwise continue with 4.10.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	4.10.1 The tasks for the continuity manager related to the service recovery test have been completed. No further action is required.

Procedure 5, Continuity Manual Maintenance

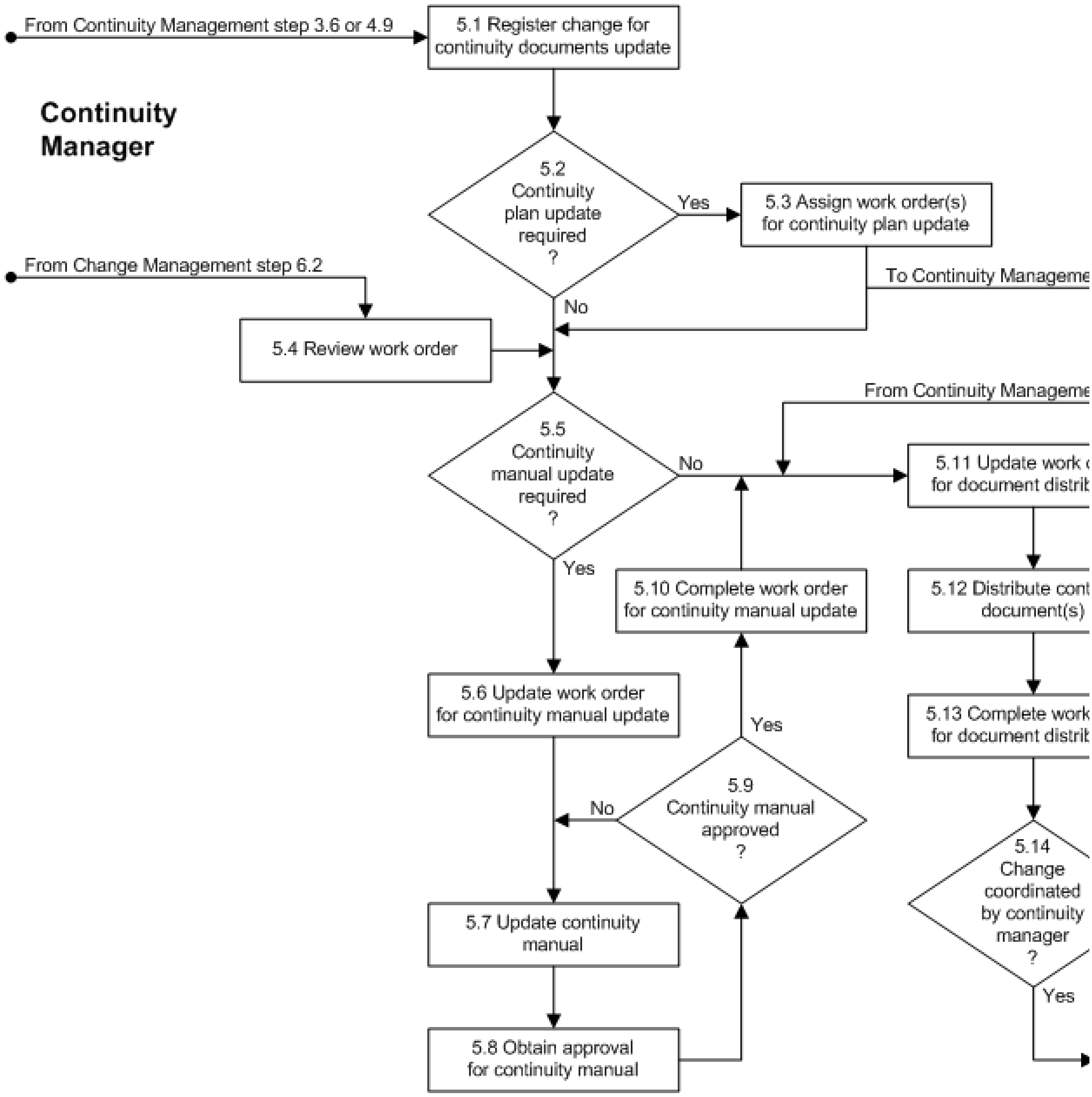
If improvement suggestions for the continuity manual and/or the continuity plans were gathered during a post-test or post-recovery meeting, the continuity manager registers a new change. The continuity manager adds work orders to this change for the update of continuity plans as needed. Such work orders are assigned to the continuity planners who are responsible for maintaining the continuity plans that are to be updated. The continuity manager also adds a work order to the change for him/herself when an update of the continuity manual is required. Finally, he/she ensures that a work order is included and assigned to him/herself for the distribution of the updated continuity management documents.

If this change, or a change that is managed by one of the change coordinators, includes a work order for the update of the continuity manual, the continuity manager prepares the new version of the manual. Once the new version is ready, the continuity manager asks the on-duty manager (the one who is on-duty at that moment) to approve it.

When all new versions of the continuity documents, which had to be prepared for a specific change, are approved, the continuity manager distributes a copy of each new version. At the same time, the continuity manager collects the older versions and ensures that these are destroyed.

After the distribution has been completed, and if the change is coordinated by the continuity manager, the continuity manager closes the change.

Procedure 5, Continuity Manual Maintenance

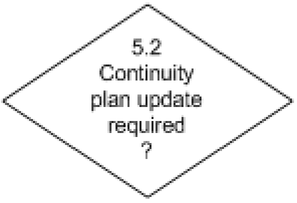


Work Instructions

Procedure Step	Work Instructions for Continuity Managers
5.1 Register change for continuity documents update	5.1.1 Open a new change using the default change template. Leave the Status field of the change set to "Registered" (its default value). 5.1.2 Ensure that you are selected in the Coordinator field of the change. 5.1.3 In the Service field of the change, select the special service "N/A - Service does not (yet) exist or is out of scope". 5.1.4 Enter a short description of the change in the Description field to indicate that the change concerns the update of Continuity Management documentation following a specific service recovery or service recovery test. 5.1.5 In the Information update field of the change, summarize the requirements that were decided on during the post recovery meeting or the post-test meeting. Also include a reference to the service recovery report or the continuity test report in this field. 5.1.6 Select the option "Distinct - Approved Change Template not Available" in the Category field, and select the option "Improvement of Infrastructure or Service" in the Reason field of the change. 5.1.7 Cancel work orders, which were generated by the change template when the change was registered, if they do not apply to this change implementation. Note: A work order can be cancelled by setting its Status field to "Cancelled" and specifying in the Result field why it was cancelled. 5.1.8 Add an implementation work order to the change if an update of the continuity manual is required. Detail in the Information update field of this work order how the manual is to be updated. Also add a work order for the distribution of the updated Continuity Management documentation. Select yourself in the Member field of these work orders. 5.1.9 Leave the Impacted org. field of the work order(s) empty and set the Downtime field to "None". 5.1.10 In the Target date field of the work order(s), specify a date and time that can easily be achieved. Take into consideration the time it will take to get continuity plans updated (if this is required). This can take quite some time when recovered services need to be returned to production first (i.e. after an actual service recovery was performed). 5.1.11 Set the Status field of the implementation work order(s) is set to "Assigned". 5.1.12 Set the Status field of the change to "In Progress"

	Note: Approval is not required for the change as each updated document needs to be approved separately.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	5.2.1 Continue with 5.3.1 if, during the post-recovery meeting or the post-test meeting, it was decided that one or more continuity plans need to be improved. Otherwise go to 5.5.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	5.3.1 Add an implementation work order to the change for each continuity plan that is to be updated. Detail in the Information update field of the work order(s) how the documentation is to be updated. 5.3.2 Select the continuity planner, who is responsible for the service infrastructure for which the plan was written, in the Member field of each work order. 5.3.3 Leave the Impacted org. field of the work order(s) empty and set the Downtime field to "None". 5.3.4 In the Target date field of the work order(s), specify a date and time that can easily be achieved. If the recovered service(s) need to be returned to production first (i.e. after an actual service recovery was performed), this should be taken into consideration. 5.3.5 Set the Status field of the implementation work orders to "Assigned".

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
5.4 Review work order	5.4.1 When the value in the Status field of your work order has changed from "Registered" to "Assigned", open it and read the instructions in the Information field.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
5.5 Continuity manual update required ?	5.5.1 Continue with 5.6.1 if you just added a work order for the update of the continuity manual in 5.1.8 or if the work order you reviewed in 5.4.1 requested such an update. Otherwise go to 5.11.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
5.6 Update work order for continuity manual update	5.6.1 Set the Status field of the work order to "Accepted" if you are not yet ready to start working on the update of the continuity manual. 5.6.2 As soon as you are ready to perform the continuity manual update, set its Status field to "In Progress".

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
5.7 Update continuity manual	5.7.1 Save the most recent version of the continuity manual under a new name by incrementing its

	version number by "1" in the file name. 5.7.2 Open this new copy of the continuity manual and increment its version number by "1" in the document itself. 5.7.3 Adjust the continuity manual per the instructions provided in the work order (or per the instructions provided in 5.8.3 by the on-duty manager if he/she rejected the last version). 5.7.4 Specify in the "Document History" section of the continuity manual what has been changed.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	5.8.1 Print out the new version of the continuity manual. 5.8.2 Review this hardcopy with the on-duty manager (i.e. the one who is on duty at this moment) and ask him/her to approve it. 5.8.3 If the on-duty manager indicates that the changes made to the continuity manual cannot be approved, discuss how these changes are to be altered in order to obtain the approval from the on-duty manager.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	5.9.1 Continue with 5.10.1 if the on-duty manager has approved the new version of the continuity manual. Otherwise return to 5.7.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
5.10 Complete work order for continuity manual update	5.10.1 If the on-duty manager required the continuity manual update to be performed in a different manner than described in the Information field of the work order, describe this in the Result field. 5.10.2 Set the Status field of the work order to "Completed".

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
5.11 Update work order for document distribution	5.11.1 Set the Status field of the work order to "Accepted" if you are not yet ready to start the distribution of the updated Continuity Management documentation (e.g. if the creation and/or update of the continuity plan(s) has not yet been completed). 5.11.2 As soon as you are ready to distribute the updated Continuity Management documentation, set the Status field of the work order to "In Progress".

Work Instructions

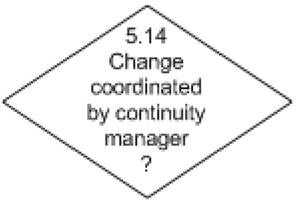
Procedure Step	Work Instructions for Continuity Managers
5.12 Distribute continuity document(s)	5.12.1 Check the "Distribution List" section of the continuity manual to determine how many copies are required of the approved new (versions of the) Continuity Management document(s) that need to be distributed. Also use this section to find out where to distribute the copies to. 5.12.2 Create the necessary copies of the approved new (versions of the) Continuity Management document(s). 5.12.3 Write the location to which a copy is to be distributed onto the copy itself. 5.12.4 Distribute the copies to their respective locations. At the same time, remove the previous version of

	the documentation from these locations. 5.12.5 Ensure that the copies you collected of old versions are destroyed.

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	5.13.1 If you were not able to collect all outdated copies of the Continuity Management documentation, specify in the Result field of the work order which copies (document name, document version, and location) could not be retrieved. 5.13.2 Set the Status field of the work order to "Completed".

Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	5.14.1 Continue with 5.15.1 if the work order for the distribution of the new and/or updated Continuity Management documentation is linked to a change that is coordinated by the continuity manager (i.e. by yourself). Otherwise go to Change Management 6.7.1.

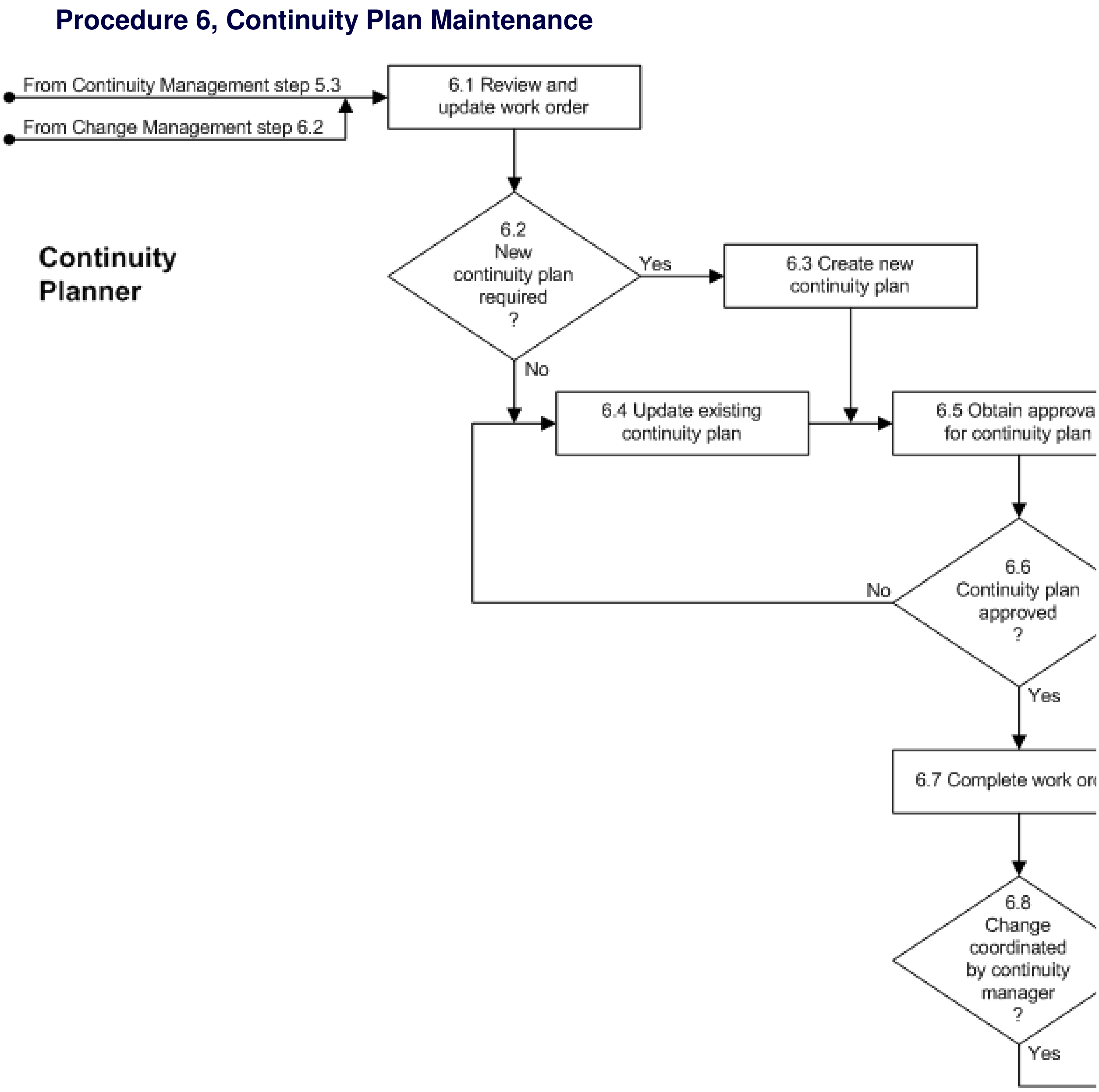
Work Instructions

Procedure Step	Work Instructions for Continuity Managers
	5.15.1 Select the option "Implemented" in the Completion code field of the change. 5.15.2 Ensure that the Status field of the change is set to "Completed".

Procedure 6, Continuity Plan Maintenance

When a continuity planner receives a work order for the creation of a new continuity plan, he/she creates the new continuity plan using the current version of the Continuity Plan Template. Similarly, when a continuity planner receives a work order for the update of an existing continuity plan, he/she prepares the new version.

When the new continuity plan has been prepared, or after the existing continuity plan has been updated, the continuity planner obtains the approval for the plan from both the responsible service provider as well as the continuity manager. Having obtained both approvals, he/she completes the work order that requested the new or updated continuity plan.



Work Instructions

Procedure Step	Work Instructions for Continuity Planners
	6.1.1 When the value in the Status field of your work order has changed from "Registered" to "Assigned", open it and read the instructions in the Information field. 6.1.2 Set the Status field of the work order to "Accepted" if you are not yet ready to start working on the creation of the new, or the update of the existing, continuity plan. 6.1.3 As soon as you are ready to work on the work order, set its Status field to "In Progress".

Work Instructions

Procedure Step	Work Instructions for Continuity Planners
	6.2.1 Continue with 6.3.1 if the work order requests the creation of a new continuity plan. Otherwise, if an update of an existing continuity plan is requested, go to 6.4.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Planners
	6.3.1 Open the Continuity Plan Template and save it with a file name that includes the name of the service infrastructure and the number "1" which indicates the version number of the continuity plan that you are about to create. 6.3.2 Set the version number in the document to "1" and replace the instructions and example texts with actual information.

Work Instructions

Procedure Step	Work Instructions for Continuity Planners
6.4 Update existing continuity plan	6.4.1 Save the most recent version of the continuity plan that needs to be updated under a new name by incrementing its version number by "1" in the file name. 6.4.2 Open this new copy of the continuity plan and increment its version number by "1" in the document itself. 6.4.3 Adjust the continuity plan per the instructions provided in the work order (or per the instructions provided in 6.5.3 by the service provider or continuity manager if he/she rejected the last version). 6.4.4 Specify in the "Document History" section of the continuity plan what has been changed.

Work Instructions

Procedure Step	Work Instructions for Continuity Planners
6.5 Obtain approval for continuity plan	6.5.1 Print out the new (version of the) continuity plan. 6.5.2 Review this hardcopy with the service provider and ask him/her to approve it. 6.5.3 Review the new (version of the) continuity plan with the continuity manager after the service provider has approved it. Leave the hardcopy of the plan with the continuity manager after he/she has approved it. The continuity manager will take care of its distribution. 6.5.4 If the service provider or the continuity manager indicates that the changes made to the continuity plan cannot be approved, discuss how these changes are to be altered in order to obtain his/her approval.

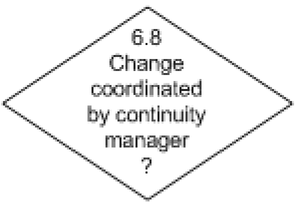
Work Instructions

Procedure Step	Work Instructions for Continuity Planners
	6.6.1 Continue with 6.7.1 if the service provider and the continuity manager have both approved the new (version of the) continuity plan. Otherwise return to 6.4.1.

Work Instructions

Procedure Step	Work Instructions for Continuity Planners
	6.7.1 If the service provider and/or the continuity manager required the new (version of the) continuity plan to be prepared in a different manner than described in the Information field of the work order, describe this in the Result field. 6.7.2 Set the Status field of the work order to "Completed".

Work Instructions

Procedure Step	Work Instructions for Continuity Planners
	6.8.1 Go to 5.11.1 if the change to which the work order for the continuity plan creation or update is linked to a change that is coordinated by the continuity manager. Otherwise go to Change Management 6.7.1.

Support Request

The table below lists the fields of the Support Request form and provides utilization guidelines for each field.

Page	***Main***
Field	**Utilization**
Number	This field contains the unique support request number. This number is automatically generated by the application.
Status	Use this field to select the appropriate status for the support request from the following list of options: Rejected — The support request had better be assigned to another group. Assigned — The responsibility for the resolution of the support request has been assigned to a specific group or member. Accepted — The support request will be resolved as soon as the member to whom the support request has been assigned is ready to start working on it. In Progress — The support request is currently being resolved. Waiting for… — It is temporarily not possible to make any further progress in the resolution of the support request. Completed — The work on the resolution of the support request has come to an end because of the reason specified in the Completion code field. Change Pending — A change has been registered for the implementation of the requested change. ClosedMail — The customer has been informed via e-mail of the manner in which the support request has been completed. The e-mail has asked the customer to verify the solution of the support request. Closed — The customer has accepted the solution of the support request (i.e. the customer has indicated that he/she is satisfied with the solution, or the customer has not responded to the "ClosedMail" e-mail notification within 28 days).
	Separator
Customer	Use this field to select the customer who submitted the support request.
Service	Use this field to select the service for which the customer has submitted the support request. Select the special service "N/A - Service does not (yet) exist or is out of scope" if the support request does not concern a specific service, or if it concerns a service that is not (yet) provided.
CI	Use this field to select the configuration item (CI) that is causing the service disruption (in case of a request for incident resolution), or that the user wants to know something about (in case of an request for information), or that the user

	wants to have changed (in case of a request for change). Select the special CI with the code "NORECORD" if the CI has not yet been registered in the configuration management database (CMDB). Select the special CI with the code "N/A" if the support request does not concern a specific CI (e.g. in case of a request for support improvement).
	Separator
Description	Use this field to enter a short description of the support request. Examples: For requests for incident resolution: Slow response time on <Service> Error message using <Service> Cannot log onto (or access) <Server or Service> Job <Job name> failed with <Abend code> <Customer code> router in <City> down For requests for information: How to <Requested information> For requests for change: Install <Software & Version> on <Workstation or Server Code> Apply upgrade from <Current Software & Version> to <Requested Software & Version> For requests for support improvement: Request <Support Request Number> not resolved in time Change <Change Number> was implemented without approval
Information	This field shows all information that was entered in the Information update field when the support request was saved. Above each entry, the application indicates who entered the text in the Information update field and when it was saved. Each new entry is inserted at the top of this field.
Information update	Use this field to provide any additional information that could prove useful for resolving the support request and/or to provide a summary of the actions that have been taken to date. In case of incidents, specify for instance if the customer has used the service before and whether or not the same incident was encountered. If the customer used the service before, specify since when the customer is experiencing the incident. If there is an error message, enter the complete error message in this field, even if a screen shot of this message has been attached to the support request.
	Separator
Folder	This field is automatically set to the folder of the organization to which the person who created the support request belongs.
Page	***Details***
Field	**Utilization**
Source	Use this field to select the manner in which the support request was submitted from the following list of options: Alarm E-mail Fax, Letter, Paper Form, or Memo

	Own Observation Personal Visit Telephone Web Request Form
Category	Use this field to select the support request category from the following list of options: Request for Change Request for Incident Resolution Request for Information Request for Support Improvement Request is Out of Scope
	Separator
Impact	Use this field to select the extend to which the service is impacted from the following list of options: None - No Degradation of Service Low - Service Degraded for 1 User Medium - Service Down for 1 User or Degraded for Several High - Service Down for Several Users Note that a service is degraded when some of its functionality is not functioning, or when the response time of the service is slow. A service is down when none of its functionality can be accessed.
Priority	For requests for incident resolution, the application automatically selects the correct priority from the following list of options after the customer, the service level agreement, and the impact level have been selected: P40 - To Be Completed within 40 Service Hours P16 - To Be Completed within 16 Service Hours P8 - To Be Completed within 8 Service Hours P4 - To Be Completed within 4 Service Hours P2 - To Be Completed within 2 Service Hours P1 - To Be Completed within 1 Service Hour For requests for information, the application always sets the priority to P40. For requests for support improvement, the application always sets the priority to P8. For requests for change, the application always sets the priority to P40.
	Separator
Creation date	This field is automatically set to the date and time at which the support request was created.
Target date	This field is automatically set to the date and time at which the support request should be completed, after the priority has been set.

Completion date	This field is automatically set to the date and time at which the support request status was set to "Completed" or greater.
Assignment	Separator
Group	Use this field to select the group to which the support request is to be assigned.
Member	Use this field to select the person to which the support request is to be assigned.
Supplier	Use this field to select the supplier organization that has been asked to assist with the support request.
Reference number	Use this field to enter the unique reference number under which the support request has been registered by the supplier organization.
	Separator
Solution	Use this field to describe, step by step, how the support request has been completed.
Completion code	Use this field to select the appropriate completion code for the support request from the following list of options, after the support request has been completed: Gone - Not Able to Reproduce Solved - Root Cause Analysis not Required Unable - Not Able to Solve or in Conflict with Standard or Policy Withdrawn - Request Withdrawn by Customer Workaround - Root Cause not Removed
Page	***SLA Tracking***
Field	**Utilization**
SLA	Use this field to open the SLA that is linked to the support request.
	Separator
Creation date	This field is automatically set to the date and time at which the support request was created.
Target date	This field is automatically set to the date and time at which the support request should be completed, after the priority has been set.
Maximum duration	This field automatically calculates the difference between the Target date and the Creation date, taking into account only the service hours of the SLA that is linked to the support request.
Completion date	This field is automatically set to the date and time at which the support request status was set to "Completed" or greater.
Actual duration	This field automatically calculates the difference between the Completion date and the Creation date, taking into account only the service hours of the SLA that is linked to the support request.

	Separator
Outage start date	Use this field to enter the exact date and time at which the service became unavailable due to the incident described in this support request.
Outage end date	Use this field to enter the exact date and time at which the service became available again after the incident described in this support request was resolved.
Outage duration	This field automatically calculates the difference between the Outage end date and the Outage start date, taking into account only the service hours of the SLA that is linked to the support request.
	Separator
Reporting tag	Use this field to select the one of the following options to ensure that accurate SLA reports can be generated using the support request information: Customer Accountable Service Provider Accountable Supplier Accountable Duplicate
Page	***Relations***
Field	**Utilization**
Relations	Use this field to link alarms, problems and/or changes to this support request.
Page	***History***
Field	**Utilization**
Registration	The application automatically specifies in this field who created the item and when it was created. The application also uses this field to indicate who last updated the item and when this was done.
History	The application automatically creates a line when an audited field is filled out or updated. For each history line the application specifies who caused it to be created and when it was created.

Change

The table below lists the fields of the Change form and provides utilization guidelines for each field.

Page	***Main***
Field	**Utilization**
Number	This field contains the unique change number. This number is automatically generated by the application.
Status	Use this field to select the appropriate status for the change from the following list of options: Registered — The change is not yet ready for risk & impact analysis. Risk & Impact — The risk & impact analysis is being conducted for the change and the change plan is being finalized. To Be Approved — Approval has been requested for the change. Approved — The change has been approved. In Progress — The change is currently being implemented. Completed — No further action will be taken for this change because it has been implemented, rolled back, or rejected by its approver(s), as specified in the Completion code field.
	Separator
Coordinator	Use this field to select yourself as the coordinator of this change.
Service	Use this field to select the service that is to be changed. Select the special service "NORECORD - Service is not registered in database" if the service that is to be changed has not yet been registered in the application.
	Separator
Description	Use this field to enter a short description of the change.
Information	This field shows all information that was entered in the Information update field when the change was saved. Above each entry, the application indicates who entered the text in the Information update field and when it was saved. Each new entry is inserted at the top of this field.
Information update	Use this field to specify what the result should be after the change has been implemented and any additional information that could prove useful for the people affected by this change (including the specialists who are helping to implement it and the people who need to approve it).
	Separator
Category	Use this field to select the change category from the following list of options: Distinct - Approved Change Template not Available Emergency - Required for Incident Resolution Standard - Approved Change Template Was Used

Reason	Use this field to select the reason why the change has been requested from the following list of options: Expansion of Infrastructure or Service Improvement of Infrastructure or Service Replacement of Infrastructure Component(s) Correction of Infrastructure Component(s) Removal of Infrastructure or Service Move of Infrastructure Component(s)
	Separator
Creation date	This field is automatically set to the date and time at which the change was created.
Completion date	This field is automatically set to the date and time at which the change status was set to "Completed".
Completion code	Use this field to select the appropriate completion code for the change from the following list of options, after the change has been completed: Implemented Partially Implemented Rolled Back Rejected by Approver(s)
	Separator
Folder	This field is automatically set to the folder of the organization to which the person who created the change belongs.
Page	***Work Orders***
Field	**Utilization**
Work orders	Use this field to create new work orders and to link them to this change.
Page	***Relations***
Field	**Utilization**
Release	Use this field to create a link with the release for which this change was requested.
Relations	Use this field to create a link with the support requests and/or problems that form the requests for this change. Use this field also to create a link with the support requests that have been caused by the implementation of this change. In these cases, set the relation type to "Caused by Change Implementation".

Page	***Workflow***
Field	**Utilization**
Predecessors	Use this field to create a link with all the changes that must be completed before this change can be executed.
Successors	Use this field to create a link with all the changes that cannot be executed before this change is completed.
Page	***History***
Field	**Utilization**
Registration	The application automatically specifies in this field who created the item and when it was created. The application also uses this field to indicate who last updated the item and when this was done.
History	The application automatically creates a line when an audited field is filled out or updated. For each history line the application specifies who caused it to be created and when it was created.

Work Order

The table below lists the fields of the Work Order form and provides utilization guidelines for each field.

Page	***Main***
Field	**Utilization**
Number	This field contains the unique work order number. This number is automatically generated by the application.
Status	Use this field to select the appropriate status for the work order from the following list of options: Registered — The work order should not yet be executed. Rejected — The work order had better be assigned to another group or member. Assigned — The execution of the work order can start, unless it should not be executed before a specific date and time specified in the Information field. Accepted — The work order will be executed as soon as the member to whom the work order has

	been assigned is ready to start working on it. In Progress — The work order is currently being worked on. Waiting for… — It is temporarily not possible to make any further progress in the execution of the work order. Failed — An answer cannot be found for the risk & impact work order, the person to whom the approval work order was assigned cannot approve the change, or the objective of the implementation work order cannot be achieved. Completed — The answer has been provided for the risk & impact work order, the change has been approved by the person to whom the approval work order was assigned, or the execution of the implementation work order has achieved its objective. Cancelled — The work order should not be completed (e.g. because the change has been rejected, or the work order was generated by a change template but does not apply to this specific change implementation).
	Separator
Change	Use this field to select the change to which this work order should be linked. If this work order was created from within a change, then this change is automatically selected in this field.
	Separator
Description	Use this field to enter a short description of the work order.
Information	This field shows all information that was entered in the Information update field when the work order was saved. Above each entry, the application indicates who entered the text in the Information update field and when it was saved. Each new entry is inserted at the top of this field.
Information update	Use this field to specify how the work order should be executed, to describe what should be accomplished, and/or to provide a summary of the actions that have been taken to date.
	Separator
Folder	This field is automatically set to the folder of the organization to which the person who created the work order belongs.
Page	***Details***
Field	**Utilization**
Category	Use this field to select the work order category from the

	following list of options: Approval Implementation Risk & Impact
Impacted org.	Use this field to enter the codes of all customer organizations that will be impacted by the execution of this work order. Customers will be impacted if: the implementation of the change will cause the customer(s) to experience a service degradation or a service outage (regardless of the fact whether this is planned to occur during service hours), and/or the implementation of the change will cause the functionality that is provided to the customer(s) to become different.
Downtime	Use this field to select the downtime duration from the following list of options: None 15 Minutes 30 Minutes 1 Hour 2 Hours 3 Hours 4 Hours 6 Hours 8 Hours 10 Hours 12 Hours 16 Hours 20 Hours 24 Hours 30 Hours 36 Hours 42 Hours 48 Hours > 48 Hours Leave the default value set to "None" if the execution of the work order will not cause the service to be down.
	Separator
Creation date	This field is automatically set to the date and time at which the work order was created.
Target date	Use this field to select the date and time at which the execution of the work order should be completed.
Completion date	This field is automatically set to the date and time at which the work order status

	was set to "Completed", "Failed", or "Cancelled".
Assignment	Separator
Group	Use this field to select the group to which the work order is to be assigned.
Member	Use this field to select the person to which the work order is to be assigned.
Supplier	Use this field to select the supplier organization that has been asked to assist with the work order.
Reference number	Use this field to enter the unique reference number under which the work order has been registered by the supplier organization.
	Separator
Result	Use this field to provide information that might prove useful to the change coordinator, after the work order has been set to the status "Failed". For example, specify why the risk & impact work order could not be answered, or specify why the change was not approved in case of an approval work order. After the work order has been set to the status "Cancelled", enter the reason for the cancellation in this field. The work order could, for example, require cancellation because the approver(s) of the change rejected it, or because the work order was generated by the change template used to register the change, but is not required for this specific implementation. Also, fill out this field after having set the status to "Completed" and when the result is slightly different, or if the result was achieved in a different fashion, than specified in the Information field. If the work order was executed as specified, and the objective(s) have been achieved, there is no need to fill out this field.
Page	***Affected CIs***
Field	**Utilization**
Configuration Items	Use this field to create a link with all the configuration items that will be affected by the execution of this work order. Only use this field if the work order category is "Implementation".
Page	***Workflow***
Field	**Utilization**
Predecessors	Use this field to create a link with all the work orders that must be completed before this work order can be executed.
Successors	Use this field to create a link with all the work orders that should not be executed before this work order is completed.

Page	*History*
Field	**Utilization**
Registration	The application automatically specifies in this field who created the item and when it was created. The application also uses this field to indicate who last updated the item and when this was done.
History	The application automatically creates a line when an audited field is filled out or updated. For each history line the application specifies who caused it to be created and when it was created.

Access Denied

Document Templates Not Included in Trial Version	
The document templates are not included in the Alignability ™ trial application. Please contact your nearest Alignability ™ partner for a thorough on-site review of the templates. For further assistance, send an e-mail to info@alignability.com. Your e-mail will be answered within one business day.	

Access Denied

Document Templates Not Included in Trial Version	
The document templates are not included in the Alignability ™ trial application. Please contact your nearest Alignability ™ partner for a thorough on-site review of the templates. For further assistance, send an e-mail to info@alignability.com. Your e-mail will be answered within one business day.	

Access Denied

Document Templates Not Included in Trial Version

The document templates are not included in the Alignability™ trial application. Please contact your nearest Alignability™ partner for a thorough on-site review of the templates.

For further assistance, send an e-mail to info@alignability.com.
Your e-mail will be answered within one business day.