

Business continuity management flashcard



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The ITIL stands for information technology infrastructure library.

ITIL is intended to improve and maintain a quality services and operations through the collection of best practices in information technology sector. The ITIL refers to the coherent and communicative codes of best practices of IT service management. And also it refers to a set of books that will guide to define models for planning, delivery and management of services of IT organisation. The purpose of ITIL is to provide tools and best practices to align the IT services with business objectives to the organization.

The ITIL provides businesses with a customizable framework of best practices to achieve quality service management and to overcome difficulties associated with the growth of IT systems. As IT services are becoming more prominent and integrated in business, ITIL assists in establishing a business management approach through IT Service Management. ITIL will be implemented to help organizations to meet their aims and business needs through the best use of IT. ITIL can be said as part of QMS management of an organization to continue the business after major disasters. Quality service management fully holds the risk and security of management.

Need to adopt ITIL: With the adoption of ITIL with in the organisation, organisations became most effective and efficient and effective by improving the existing process and introducing new regulations and procedures. ITIL maps organizational structure and skill requirements for an IT organization by using a comprehensive set of procedures to help an IT organization to manage its IT operations. ITIL also improves the availability of IT services

and systems and provides the advantage of internal cost savings. The benefits of ITIL are as follows: ITIL provides documented approach to all the activities of an organization ITIL helps the organization to get reorganization to offer global level services The organization can get qualified educational companies Effectiveness and efficiency of an organization will be improved The ITIL has probable positive effect on profits of organizations The interaction and performance of organization within the business and customers will be improved.

The organization can easily recruit the specific roles against ITIL's best practice ISO /IEC 20000 specifications of ITIL establish the confidence for customers and purchasers about services of organization locally and worldwide. ITIL adoption reduces IT costs IT services will be improved by the use of proven best practice processes ITIL adoption improves use of skills and experience ITIL includes the various levels. Those understand of ITIL this is known as foundation level of ITIL, ITIL change management which is the practicing level of ITIL and understanding of ITIL service support and service delivery which is a level of ITIL managers.

2: Description of ITIL Business Continuity Management Business continuity management is the capability of an organisation to continue its services regardless of any event of disaster.

Business Continuity management provides a framework to ensure the capability of business to any contingency, to help ensure continuity of service to the key customers and the protection of brand and reputation. It provides a basis for planning to ensure long-term survivability following a disruptive event. Business Continuity Management is an on-going process with several different but complementary elements. Unplanned events can

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have shattering effects on the organization. The disruptive incidents may be a traditional emergencies like fires, floods, earthquakes and tornados as well as risks form physical and cyber terrorism, cyber crime, computer and telecommunications failures, theft, employee sabotage, and labor strife.

Hence it is always suggestible to be prepared to nullify the effect of these hazards on the business than having to “ catch up” when a problem occurs.

Business Continuity needs to be considered by small companies as well as larger corporations. Business Continuity management is very important as many organisations don't prefer to do business with the firms who do not have a contingency plan and disaster recovery plan in their arrangements. BCM planning focuses on assuring continuous business processes and is a major factor in an organization's survival during and after a disruption.

Business Continuity Plans needs an approach to make it clear, concise and tailored to the needs of the business.

Business Continuity Management is nothing but the ensuring the continuity of operations and services of organizations. Business Continuity Management is an on-going process. Planning for business continuity is a comprehensive process that includes disaster recovery, business recovery, business resumption, and contingency planning. The Business continuity planning includes the process of risk assessment and a business impact assessment and risk preventive measures when disaster occurs.

The first step in business continuity process is taking into consideration of the potential impacts of each type of disaster outage and its underlying risks. Hence, Business continuity planning and disaster recovery planning are vital

activities for continuity management. BCM is a key element for long-term survival strategy of an organisation. Prior to Sarbanes-Oxley, disaster recovery and business continuity planning were considered as a luxury and expensive to maintain by most management. Today the corporate perception has changed. Compliance became a necessary tool in maintaining the organization's information assets and supporting infrastructure assets for security, continuity and to comply with law.

ITIL Business continuity management is the process by which plans are put in place and managed to ensure that IT Services can recover and continue should a serious incident occur. It is not just about reactive measures; it is also about proactive measures to reduce the risk of a disaster in the first instance. ITIL includes the processes to manage IT infrastructures for the effectiveness of business continuity. ITSCM, as a part of ITIL's BCM process involves reducing the risk to an acceptable level and planning for the recovery of business processes should a risk materialize and a disruption to the business occur.

In essence ITSCM must be a part of the overall Business continuity Plan and not dealt with in isolation. ITIL Methodology: ITIL methodology includes consistent and comprehensive documentation of best practices for IT Service Management. Service Management is a set of specialized organizational capabilities for providing value to customers in the form of services. The aim of IT Service management is transforming resources into valuable IT services. ITIL Service Management Processes consists of 2 groups called service support and service delivery along with Security management as an independent process to enable the quality service management. Service <https://assignbuster.com/business-continuity-management-flashcard/>

delivery: Service Delivery is the management of the IT services themselves, and involves a number of management practices.

These service delivery guidelines will be decided on the agreements made between Service Provider and the Customer. The aspect of Service delivery includes 5 disciplines. Those are Service Level Management, Capacity Management, Continuity Management, Availability Management, and IT Financial Management. Service Level Management: The objective of the service level management is to maintain and improve the quality of IT service. Availability Management: The Availability management facilitates the business to satisfying its business objectives by delivering a cost effective and continued level of accessibility.