

Checklist

Developing an IM Service Continuity Plan



Use the checklist below to support your understanding and implementation provided in the **Guideline: Developing an Information Management Service Continuity Plan**.

Understanding IM Service Continuity

- Service continuity is a proactive process that involves careful planning in the event that a department or other public body's programs or services are disrupted. The main purpose of information management (IM) service continuity is to support the overall department or other public bodies' Business Continuity Planning (BCP) process by making sure that sound IM advice is available to assist in the recovery of information assets.

Identify Key Information Governance Stakeholders

- When developing an IM service continuity plan, it is important to identify key information governance stakeholders and the role they play in the organization. For example, Executive, IM Division staff, and those responsible for the department or other public bodies' Business Continuity Plan (BCP) are primary stakeholders who must be consulted when developing an IM Service Continuity Plan.
- Attaining approval from key information governance stakeholders is one of the most important steps when developing an IM Service Continuity Plan.

Identify IM Requirements of a Department of Public Body

- In the event of service disruption, the information and knowledge embedded in an organization's records is critical for the continued existence of the organization.
- IM requirements will vary, depending on the decisions. For example operational, managerial, and strategic.

Integrate Business Continuity and/or Disaster Recovery Plans

- Business Continuity Planning typically aims to develop appropriate plans at pre-disaster in order to resume operations to a minimum acceptable predefined level.
- Disaster Recovery picks up after the immediate crisis has been dealt with, and refers to issues such as restoring data, recovering interrupted applications, and getting back to normal operations.
- Combining the two above will ensure that you are ready for an effective response to a service interruption.

Monitor and Verify

- Review and validate compliance, performance and capacity of the service continuity needs of the organization.