

Planning for Information Management Service Continuity

Overview

Service continuity is the concept of avoiding disruption in services. There will always be various types of risks related to the service disruptions. Therefore, it is important to have processes in place to minimize the risk to services. By doing such, organizations can achieve service continuity. Achieving service continuity will help to determine the success of uninterrupted business processes.

The purpose of an Information Management (IM) Service Continuity Plan is to support the overall department or other public bodies' business continuity planning process by making sure that sound IM advice is available to assist in the recovery of information assets.

Maintaining information management (IM) service continuity is important for organizations as it minimizes disruption of services. IM service continuity contributes to an organization's:

- Improved organizational functions (e.g., access requests),
- Better-managed, aligned organization,
- Improved collaboration and coordination between clients and stakeholders.

Key Points

Sound IM practices are crucial to successful service continuity. IM helps a department or other public body operate efficiently. An organization's memory resides in its records. Aside from facilitating the effective operation of an organization during its day-to-day business functions, 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.

In any organization, information is one of the core elements since it helps to make informed decisions. As a result, it is important to ensure the continuous flow of information so everybody can avail the necessary information. By this continuous flow of information, service continuity can be achieved.

For more information on IM Service Continuity contact IM@gov.nl.ca.

Supporting Materials

POLICY—Information Management and Protection Policy
<https://www.gov.nl.ca/exec/ocio/files/im-im-ip-policy.pdf>

Version History

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