

INFORMATION TECHNOLOGY (IT) SERVICE CONTINGENCY PLAN

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1. SCOPE

Service Area, Service Offerings, Service Areas that depend on the service at risk

2. RECOVERY OBJECTIVES

A. RECOVERY TIME OBJECTIVE (RTO)

The length of time IT processes can be down before it impacts the business.

B. RECOVERY POINT OBJECTIVE (RPO)

The maximum interval of data loss since the last IT service backup that the business can tolerate and still proceed with normal business processes.

3. RECOVERY TEAM

SERVICE / ROLE / FUNCTION	RESPONSIBILITY	DEPENDENCIES	EXPECTED RESPONSE TIME

4. RECOVERY STRATEGY

A. INITIAL RECOVERY

A large, empty rectangular box with a thin black border, intended for writing the initial recovery strategy.

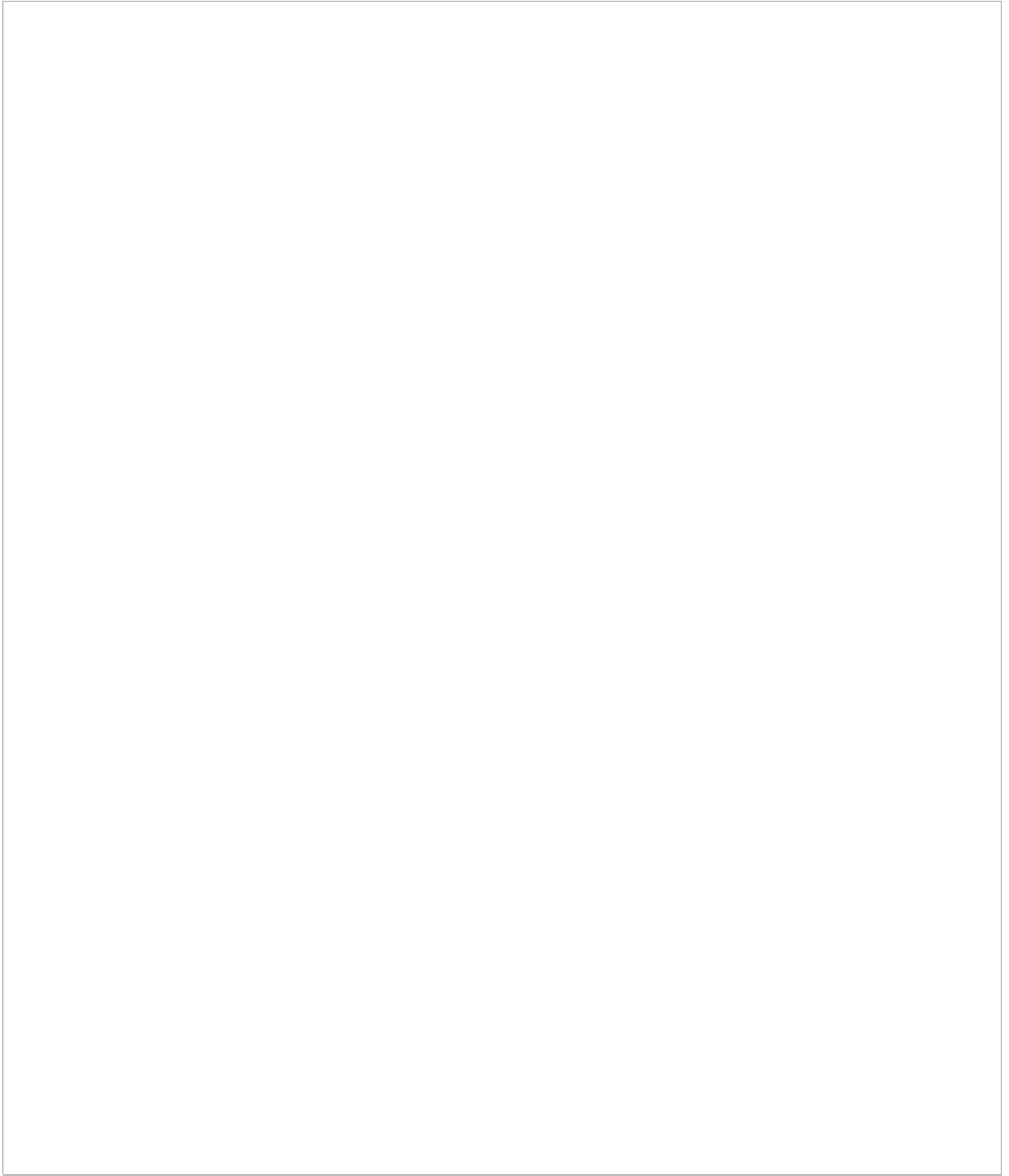
B. OVERALL RECOVERY STRATEGY

A large, empty rectangular box with a thin black border, intended for writing the overall recovery strategy.

RECOVERY SCENARIOS

ID	TITLE	STRATEGY
	DATA FAILURE	
	CRITICAL RECOVERY TEAM IS UNAVAILABLE	
	BUSINESS IS INACCESSIBLE	

5. RETURN TO OPERATIONS



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