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2.16.1 ELC Guidance | Internal Revenue Service

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Objective: IT Service Continuity Management (ITSCM) aims to manage risks that could seriously impact IT services. This ITIL process ensures that the IT service provider can always provide minimum agreed Service Levels, by reducing the risk from disaster events to an acceptable level and planning for the recovery of IT services.

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2.16.1 ELC Guidance 2.16.1.1 Program, Scope and Objectives 2.16.1.1.1 Background 2.16.1.1.2

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ITIL | IT Service Management | IT Governance UK

ITIL Availability Management aims to define, analyze, plan, measure and improve all aspects of the availability of IT services. It is responsible for ensuring that all IT infrastructure, processes, tools, roles etc are appropriate for the agreed availability targets.

IT Service Continuity Management | IT Process Wiki

Incident management (IcM) is an area of IT Service Management (ITSM) that involves returning service to normal as quickly as possible after an incident, in a way that has little to no negative

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impact on the business. In practice, incident management often relies upon temporary workarounds to ensure services are up and running while the ...

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Business process management (BPM) is a discipline in operations management in which people use various methods to discover, model, analyze, measure, improve, optimize, and automate business processes. Any combination of methods used to manage a company's business processes is BPM. Processes can be structured and repeatable or unstructured and variable.

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