

IT SERVICE CONTINUITY MANAGEMENT	
CONTRACTED SERVICE HOURS	
ITSC PLAN REVIEWS, TESTS AND REWORKING	ITSC PLAN INVOCATION
08:45 – 17:30 GMT/BST on a Working Day	24 hours' x 7 days per week x 365 days per year
SERVICE PURPOSE	
To identify and document the measures required to restore the Supported Environment in the event of a DR Event and to implement those measures should a DR Event occur.	
SERVICE SPECIFICS	
Supported Environment	Specific IT Services/Supported Assets subject to IT Service Continuity Management
ITSC Plan	Nature and extent of the ITSC Plan
ITSC Plan Reviews	Regularity and extent of each ITSC Plan Review
ITSC Plan Test	Number and extent of ITSC Plan Tests
SERVICE DESCRIPTION	
<ul style="list-style-type: none"> ➤ Acora will, using its systems, processes and methodologies, review and document an ITSC Plan relating to specific elements of the Supported Environment, agree the details of this Plan with the Customer and then use this to undertake the ITSC Plan Tests and deal with DR Events. ➤ Acora will undertake an agreed number of ITSC Plan Tests during the Service Period, with each ITSC Plan Test taking an agreed number of Professional Service Days covering planning, execution and reviewing of each such ITSC Plan Test. ➤ ITSC Plan Tests will be based on the RPOs and RTOs set out in the ITSC Plan and the results reviewed against these measures. ➤ Following each ITSC Plan Test, Acora will report the results to the Customer, together with recommendations for improvements and/or changes to the ITSC Plan. ➤ Acora will update the ITSC Plan following the post ITSC Plan Test and use for future ITSC Plan Tests and DR Events. ➤ Acora will review the ITSC Plan at the agreed frequency and to the agreed level to ensure that the ITSC Plan and ITSC Plan Test documents are maintained, including the impact on the ITSC Plan of any changes made to the Supported Environment. ➤ Upon a DR Event, Acora will implement the ITSC Plan within the RTOs and RPOs set out in the ITSC Plan. ➤ All timescales (including the RTOs and RPOs) will start running from the point at which Acora is notified by the Customer of the relevant DR Event or where Acora invokes the ITSC Plan as a result of Acora agreeing with the Customer to do so following a DR Event. ➤ Any changes or improvements to the ITSC Plan identified as a result of the outcome of a DR Event will be agreed with the Customer and documented by Acora in a revised ITSC Plan. 	
IT SERVICE CONTINUITY MANAGEMENT REPORTS	
<p>Following completion of each ITSC Plan Test, a report will be provided to the Customer detailing:</p> <ul style="list-style-type: none"> ➤ Overview ➤ Process ➤ Summary of ITSC Plan Test result ➤ Detailed technical recovery results ➤ Remediation tasks required ➤ Next steps 	