Functional Area: Network Infrastructure & Operation (Security)

1.	Title	Define continuity and recovery policies
2.	Code	ITCSNO532A
3.	Range	Network failure will inevitably exist irrespective how well the network is maintained. The objective of any network operations is to build a mechanism to enable a network to run continuously as long as possible and recovery from outage as quick as possible. This UoC determines the competencies for defining network continuity and recovery policies. Network includes LAN, WAN, data and PSTN, transmission and radio (both fixed and mobile) network, various transmission paths like cable, fibre, radio and microwave, etc.
4.	Level	5
5.	Credit	3
6.	Competency	Performance Requirement

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6.1 Possess the knowledge in the subject area

- Possess extensive knowledge of the organisation's policies formulation mechanism
- Possess extensive experience with formulating risks and outage plans
- Knowledgeable of the Service level of the organisation's network products and services
- Possess extensive knowledge of security principles, security trends, mitigation techniques, implementation of controls and best practices
- Experienced with the outage level or alarms. This is organisation specific but usually there are 4 levels (See remark)
- Possess extensive knowledge of network infrastructure and all the services that it supports
- Knowledgeable of health and safety rules and hazards.

6.2 Define continuity and recovery policies

Be able to:
- Identify the possible types of network outage such as scheduled and unscheduled maintenance, network overloading, network attacks, etc.
- Rank and categorise the outage types in terms of the extent, timing and likely impact of network outage
- Define suitable response actions and formulate procedures for each outage type. These procedures will be assigned different escalation levels so recovery is performed based on severity of outage and user tolerance level
- Define a responsible person for each severity level to ensure prompt and appropriate decision making
- Document the policies in the form of outage categories with continuity and recovery actions/procedures. Ensure all stakeholders are familiar with the policies by distributing copies of the policies and holding training and presentations

6.3 Exhibit professionalism

- Ensure the defined protections are inline with the organisation security policies
- Always take into consideration and strike a proper balance among all related technological, environmental and legal factors

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7. Assessment Criteria	The integrated outcome requirements of this UoC are the abilities to: i. understand the important effects and requirements of defining network recovery and continuity policies ii. identify the possible locations and types of network outage and the related magnitude of effect iii. formulate procedures to avoid total outage of the network iv. ensure effective recovery procedures are taken for different types or categories of outage v. substantiate the feasibility and effectiveness of these procedures vi. document these policies and procedures effectively vii. ensure the stakeholders are aware and can fully comprehend the policies
Remark	Outage categories/alarms: Priority 1 impact- demands immediate attention Priority 2 degradation – decision on type of attention depends on impact Priority 3 hazardous – attention given as part of normal activity Priority 4 no action – alarm noted