

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

1. Title	Ensure continuous operations of the computing environment	
2. Code	ITSWOS410A	
3. Range	Provide recovery and operational services to enable continuous operations of the computing environment to support Business Continuity Planning (BCP), which meets the organization standards, in disaster recovery (DR) sites [Operations and Support – IT Service Continuity Management]	
4. Level	4	
5. Credit	3	
6. Competency	<p>6.1 Understand purposes and practices of IT service continuity and disaster recovery</p> <p>6.2 Understand organization's plans for IT service continuity and disaster recovery</p> <p>6.3 Provide recovery and operational services to enable continuous operations of the computing environment to support BCP</p> <p>6.4 Provide recovery and operational services to enable continuous operations of the computing environment professionally</p>	<p>Performance Requirement</p> <p>Be able to adopt the principles of and adapt best practices for IT service continuity and disaster recovery process for an organization</p> <p>Be able to comprehend the plans for IT service continuity and disaster recovery</p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ perform storage management for both data and system backups according to the required Recovery Time Objective (RTO) and Data Loss Window ▪ maintain network availability and conduct switching of network to DR sites ▪ activate DR procedures and maintain IT service continuity at DR sites ▪ synchronise changes between production and DR environment, which include but not limited to impact analysis, change implementation and control, technical document and DR Plan maintenance ▪ restore services at the prime site after Recovery Service Cessation Time, and catch up changes that have been applied at the DR site to the recovered Production site <p>Be able to</p> <ul style="list-style-type: none"> ▪ exercise industry best practices and adhere to standards as well as local and international standards ▪ comply with organization's guidelines and procedures as well as any (local and international) laws and regulatory requirements, if applicable
7. Assessment Criteria	The integrated outcome UoCs requirements of this UoCs are the ability to execute the DR plan.	
Remark	<ol style="list-style-type: none"> 1. The participant is assumed to have a comprehensive knowledge in IT and its applications. 2. This UoCs comprises both business impact assessment and process definition requirement for the IT Service Continuity Management of ITIL®. 	