

Technology Continuity Management

Word from CTO

We strongly believe that business continuity forms part of the overall management strategy of the company. It is vital that we create and maintain good working practices within a safe environment for all our employees and clients.

With the understanding and participation of every member of staff, we can ensure that our Technology Continuity strategy is an effective part of company culture.

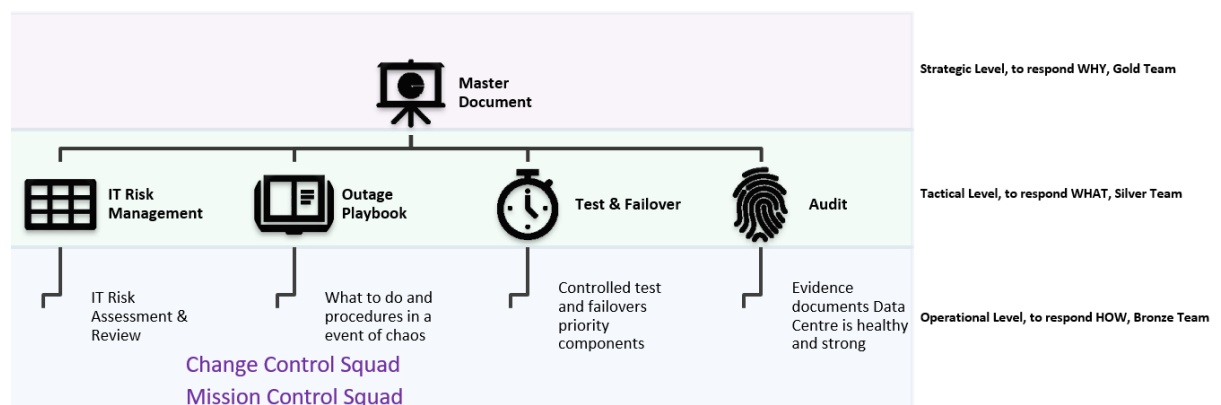
What is [Technology Continuity Management](#)?

It is the process involved in creating a system of prevention and recovery from potential threats to the company. It involves defining any and all risks that can affect the company's operation, making it an important part of the organization's risk management strategy, providing an effective response that safeguards the interests of its major stakeholders.

It was designed based on good practice guidelines and BS25999 by the BSI (British Standards Institution). This document intends to focus on strategy and guidance for technology continuity as a part of the company wide business continuity strategy.

How it works

We have created an agile framework split into 4 key components to ensure that in the event of a major issue, things are acted on quickly, professionally and without unnecessary red tape slowing remediation down.



Where I can find the policies?

Both published policies (as below) can be found on the Intranet under >My Colart > Toolbox > Policies > IT. These will be reviewed and updated regularly where necessary.

- Master document which contains all formalised process, policies and strategies in the event of major outages:
 - Technology Continuity Management Strategy v1.0
- Outage playbook which contains guiding information for the end users on how to act in the event of a major outage.
 - Colart IT Outage Playbook v1.0

What I need to do?

Please ensure that you read and have understanding of the 2 documents above. In order to help out and build the necessary skills we will also be providing an eLearning training on how to proceed in major incidents, how to obtain the help from IT and relevant actions on which individual must take in order to revert to the up and running scenario.

Who do I need to contact in case of doubts?



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Head of Tech Support

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