

Table of Contents

1	Introduction	9
1.1	Overview	9
1.2	Purpose.....	9
1.3	Benefits	11
1.4	Key Concepts.....	11
1.5	Structure of this Guide	12
2	Overview of the Operation Phase	13
3	What Organizations Should Do	17
3.1	Introduction	17
3.2	Capture of Operational Control Requirements.....	18
3.3	Design of Operational Processes	18
3.4	Verification of Processes.....	19
3.5	Deployment of Processes	19
3.6	Verification of the Effectiveness of Processes	19
4	Process Relationships	21
5	Handover	23
5.1	Introduction	23
5.2	Scope.....	23
5.3	Roles and Responsibilities.....	23
5.4	Handover Process Flow Diagram	25
5.5	Process Narrative	26
5.6	Procedural Guidelines and Considerations.....	27
5.7	Records and Record Content	29
5.8	Scalability.....	32
6	Establishing and Managing Support Services.....	33
6.1	Introduction	33
6.2	Scope.....	33
6.3	Roles and Responsibilities.....	33
6.4	Establishing and Managing Support Services Process Flow Diagram	35
6.5	Process Narrative	36
6.6	Procedural Guidelines and Considerations.....	38
6.7	Records and Record Content	40
6.8	Scaleability.....	44
7	Performance Monitoring	45
7.1	Introduction	45
7.2	Scope.....	45
7.3	Roles and Responsibilities.....	45
7.4	Performance Monitoring Process Flow Diagram	46
7.5	Process Narrative	47
7.6	Procedural Guidelines and Considerations.....	49
7.7	Records and Record Content	52
7.8	Scaleability.....	53

8	Incident Management	55
8.1	Introduction	55
8.2	Scope.....	55
8.3	Roles and Responsibilities.....	55
8.4	Incident Management Process Flow Diagram	57
8.5	Process Narrative	58
8.6	Procedural Guidelines and Considerations.....	60
8.7	Records and Record Content	63
8.8	Scalability.....	64
9	Corrective and Preventive Action	65
9.1	Introduction	65
9.2	Scope.....	65
9.3	Roles and Responsibilities.....	65
9.4	Corrective and Preventive Action Process Flow Diagram.....	67
9.5	Process Narrative	68
9.6	Procedural Guidelines and Considerations.....	70
9.7	Records and Record Content	71
9.8	Scalability.....	72
10	Operational Change and Configuration Management.....	75
10.1	Introduction	75
10.2	Scope.....	75
10.3	Roles and Responsibilities.....	76
10.4	Operational Change Management Process Flow Diagram.....	78
10.5	Operational Change Management Process Narrative	79
10.6	Configuration Management Process Flow Diagram	86
10.7	Configuration Management Process Narrative	87
10.8	Procedural Guidelines and Considerations.....	89
10.9	Records and Record Content	94
10.10	Scalability.....	97
11	Repair Activity	101
11.1	Introduction	101
11.2	Scope.....	101
11.3	Roles and Responsibilities.....	101
11.4	Repair Activity Process Flow Diagram	102
11.5	Process Narrative	103
11.6	Procedural Guidelines and Considerations.....	104
11.7	Records and Record Content	105
11.8	Scalability.....	105
12	Periodic Review	107
12.1	Introduction	107
12.2	Scope.....	107
12.3	Roles and Responsibilities.....	107
12.4	Periodic Review Process Flow Diagram	109
12.5	Process Narrative	110
12.6	Procedural Guidelines and Considerations.....	111
12.7	Records and Record Content	115
12.8	Scalability.....	117

13 Backup and Restore	121
13.1 Introduction	121
13.2 Scope.....	121
13.3 Roles and Responsibilities.....	121
13.4 Backup and Restore Process Flow Diagram	123
13.5 Process Narrative	124
13.6 Procedural Guidelines and Considerations.....	125
13.7 Records and Record Content	128
13.8 Scalability.....	129
14 Business Continuity Management.....	131
14.1 Introduction	131
14.2 Scope.....	131
14.3 Roles and Responsibilities.....	132
14.4 Business Continuity Management Process Flow Diagram	134
14.5 Process Narrative	135
14.6 Procedural Guidelines and Considerations.....	137
14.7 Records and Record Content	140
14.8 Scalability.....	143
15 Security Management.....	145
15.1 Introduction	145
15.2 Scope.....	145
15.3 Roles and Responsibilities.....	145
15.4 Security Management Process Flow Diagram.....	147
15.5 Process Narrative	148
15.6 Procedural Guidelines and Considerations.....	153
15.7 Records and Record Content	154
15.8 Scalability.....	155
16 System Administration.....	157
16.1 Introduction	157
16.2 Scope.....	157
16.3 Roles and Responsibilities.....	157
16.4 System Administration Process Flow Diagram	159
16.5 Process Narrative	160
16.6 Procedural Guidelines and Considerations.....	161
16.7 Records and Record Content	163
16.8 Scalability.....	164
17 Data Migration.....	167
17.1 Introduction	167
17.2 Scope.....	167
17.3 Roles and Responsibilities.....	167
17.4 Data Migration Process Flow Diagram	169
17.5 Process Narrative	170
17.6 Procedural Guidelines and Considerations.....	174
17.7 Records and Record Content	175
17.8 Scalability.....	178

18	System Retirement, Decommissioning, and Disposal	179
18.1	Introduction	179
18.2	Scope	179
18.3	Roles and Responsibilities	179
18.4	System Retirement, Decommissioning, and Disposal Process Flow Diagram	181
18.5	Process Narrative	182
18.6	Procedural Guidelines and Considerations	186
18.7	Record and Record Content	186
18.8	Scalability	190
19	Appendix 1 – RACI Roles and Operational Processes	191
19.1	RACI Terms	191
19.2	Grid Showing Operational Process versus RACI Role	192
19.3	Roles	192
20	Appendix 2 – Mapping of Operational Processes to ITIL® and COBIT®	195
21	Appendix 3 – List of Control Records	201
22	Appendix 4 – References	205
23	Appendix 5 – Glossary	207
23.1	Acronyms and Abbreviations	207
23.2	Definitions	209