

Business continuity and Disaster Recovery

Cloud service provider must develop an organizational requirement for business continuity plans (BCP), fault tolerance, high availability and disaster recovery (DR) controls apply to the Customer's outsourced environments as they do for Customer managed facilities.

Customers should consider whether the Provider's continuity and recovery procedures are enough to meet the Customer's or organizational requirements, and the scope of the cloud service should include any failover sites and systems that might be used to store the customer data in a BCP or DR situation.

The ability to perform tests of the BCP and DR capabilities and to observe results of the Provider's testing should also be considered.

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