



وزارة النقل والاتصالات
وتقنية المعلومات



IT Operations Continuity Policy

April 2026

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1. Introduction:

Information technology forms a core pillar for the operations of the Units of the State Administrative Apparatus, as daily government activities depend on it. From this perspective, this policy aims to ensure the continuity of these operations during crises and emergencies, safeguard business processes from any negative impacts, and enhance institutional readiness, along with continuous staff training to effectively manage risks and respond to emergencies.

2. Objective

This policy aims to achieve the following objectives:

- Establish a methodology to ensure the continuity of IT operations within the Units of the State Administrative Apparatus during emergencies and crises.
- Minimize the negative impacts of potential disruptions on the continuity of business operations and government services.
- Enhance institutional readiness to enable the units to efficiently and effectively restore critical IT systems and services.
- Ensure the continuous delivery of technical services and operations to beneficiaries without interruption, or with minimal impact.
- Strengthen the management of risks associated with IT business continuity through the implementation of preventive controls and approved response and recovery plans.

3. Purpose

This policy aims to ensure the continuity of IT services and technologies by enhancing entities' readiness to handle crises, emergencies, and potential disruptions, and by enabling them to restore and operate critical systems and technical services efficiently and in the shortest possible time. This contributes to minimizing negative impacts on business continuity and ensuring the reliable and sustainable delivery of services.

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4. Scope of Implementation

This policy applies to all Units of the State Administrative Apparatus.

5. Policy Statements

In accordance with the Information Technology Risk Management Policy and its Guidelines, and to achieve the objectives of this policy, the state administrative units commit to the following:

1. Developing an internal plan to ensure the continuity of IT operations in accordance with this policy's terms and requirements.
2. Conduct a Business Impact Analysis (BIA) to prioritize the recovery of systems, data, and services, to effectively allocate resources during crises, and use the results to enhance continuity plans.
3. Define and document the roles, responsibilities, and competencies of the IT Business Continuity Team within the Unit. The Unit shall establish and formally constitute the team where it is not already reflected within the current organizational structure.
4. Identify and provide the resources required to support and restore the continuity of IT operations during crises and emergencies.
5. When contracting with a third party, the unit must require the third party to develop a dedicated continuity plan for the services provided and submit it to the unit for review and approval, to ensure alignment with the unit's internal continuity plan.
6. The unit must conduct an actual annual test of the IT continuity plan to verify the effectiveness and integration of its components and to ensure readiness for crises and emergency situations.
7. Determine Key Performance Indicators (KPIs) for IT continuity plans such as recovery time, test execution rate, and percentage of systems covered by the plan.

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8. The unit must periodically review the IT continuity plan to keep pace with technical developments and changes in the unit's services and functions, while considering potential risks, to ensure the plan's effectiveness and facilitate the timely restoration of services.
9. The unit must periodically educate its employees about their roles in the IT continuity and responding crises and emergency situations to ensure their readiness and enhance the unit's overall readiness.
10. The unit must adhere to all applicable policies, standards, frameworks, and circulars issued by the relevant authorities when preparing the IT continuity plan

6. Policy Management

1. This policy is owned by the Ministry of Transport, Communications, and Information Technology and will be subject to review whenever necessary.
2. This policy shall be implemented by the date of its approval and circulation by the Ministry of Transport Communications and Information Technology.

7. Policy Compliance

1. The Ministry of Transport, Communications, and Information Technology shall monitor the compliance of the units and present the results of compliance to the Council of Ministers
2. Information Technology (IT) departments or sectors within the administrative units of the state must supervise the implementation and management of this policy.

8. Relevant Publications:

- IT Risk Management Policy and Guide.
- The operational policy issued by the regulatory framework for national data governance and management.
- Relevant legislation issued by the concerned authorities.

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