

## Resilience Program Assessment

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### Highlights

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- ***Establish initiatives to move your business resilience program forward***
- ***Set best practice goals for your business resilience program***
- ***Measure your business resilience against a set of predefined best-practice levels***
- ***Manage your business resilience program by establishing centralized governance***

### **How mature is your organization's resilience?**

Maintaining business continuity was once viewed in the context of maintaining disaster recovery plans. Today, however, organizations must address the entire range and level of their exposures, including IT disruptions, sudden competitive moves, customer and consumer demands, security threats, market fluctuations and failure to comply with numerous government and industry regulations.

To fully address these exposures, today's risk management, business continuity, crisis management, and security professionals need to focus on business resilience. Business resilience is the ability to rapidly adapt and respond to risks, as well as opportunities, in order to maintain continuous business operations, be a more trusted partner, and enable growth.

Managing resilience means bringing together high availability, recovery,

continuity, compliance and security management practices to help enhance return on investment and limit interruptions.

### **Understanding business resilience**

The Resilience Program Assessment can help your organization understand and measure its end-to-end business resilience program maturity against industry-leading practices. The assessment process guides you in determining best-practice management goals for business resilience and also provides you with recommendations for initiatives to move your business resilience program forward. The assessment helps you:

- *Broaden your focus from an IT-centric recovery effort to an enterprisewide resilience program under a centralized governance model*
- *Implement industry best practices to enhance your business resilience management capabilities from year to year*
- *Enhance your ability to achieve regulatory compliance*
- *Integrate IT and business resilience in a structured manner to deliver results*

## **Making it happen**

IBM has developed the resilience maturity model to document the management principles that govern end-to-end business resilience protection across the enterprise. The resilience maturity model outlines the disciplines necessary to integrate business continuity, IT recovery, high availability and security capabilities in a structured manner, leveraging critical management processes to deliver meaningful results to your organization.

It is the implementation of the following disciplines that helps drive a successful business resilience program and yields a set of customized best practices to support enterprise business resilience:

*Governance:* Provide clarity, definition, and guidance at the enterprise level to support the implementation of program initiatives

*Corporate Culture:* Position the corporate mission and values to enable the program to adapt to and support business change

*Program Execution:* Provide a consistent, enterprise approach to business resilience management to achieve program goals

*Enterprise Risk Management:* Identify, mitigate, and control threats to protect the enterprise in a consistent manner

*Business Integration:* Integrate all lines of business into the resilience program to provide end-to-end availability and protection of business processes

*Technology Solutions:* Identify and implement recoverable, highly available, and security-rich technology solutions to support and protect the organization

*Value Assurance:* Quantify, track, and communicate the value of the program to the organization.

## **Results and benefits**

IBM evaluates and measures each of the disciplines in the resilience maturity model in terms of the degree of your organization's business and IT integration, use of automation and level of executive management involvement. The result is a ranking of your organization compared to best management practice, with the following documents:

Your resilience program assessment report details the assessment findings, your organization's position relative to the resilience maturity model, focus areas for consideration, and recommended initiatives to help you meet your business resilience program goals in the form of an action plan.

Your business resilience program action plan outlines how your organization can achieve a higher level of business resilience through stronger program management. The action plan delineates tasks and milestones, as well as an estimate of the resources required to help you reach your goals.

## **Complementary IBM solutions**

IBM has a comprehensive portfolio of Business Resilience and Continuity Services that complement this offering.

From simple to complex multivendor environments, we can help you address your availability, continuity, recovery, security, and compliance issues. We can help recommend the best strategy, as well as provide management of your business resilience disciplines.

## **For more information**

To learn more about IBM Business Resilience and Continuity Services or other IBM Global Services, contact your local IBM sales representative or Business Partner, or visit our Web site at:

**ibm.com/services/its/resilience**



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