

COORDINATE BUSINESS RESILIENCY



If your organization is like so many others today, it's become a complex tapestry of products, services, processes, technologies, employees, third parties and more. Each of these organizational components adds another level of complexity, which in turn magnifies the fragility and intricacy of your business processes, critical IT, infrastructure and ever-growing third-party relationships.

As your business evolves—whether through a merger, for example, or a new product offering—it requires business and IT infrastructure to support it. This constantly changing ecosystem impacts your ability to maintain resiliency in the face of disruption, whether it's caused by a natural disaster, a cyber attack or some other crisis event affecting your organization's reputation. In addition, organizational complexity makes identifying risks and the speed at which they could affect the resiliency of your organization more difficult. Thus, critical business functions and supporting infrastructure

must be designed to withstand a wide variety of disruptions and to enable quick recovery or restoration in the event they fail.

Business continuity (BC) and IT disaster recovery (DR) plans go a long way toward ensuring that critical business and IT functions continue to operate or can be recovered to an operational state within an acceptable amount of time if a crisis occurs. However, managing the myriad of plans for all these complex processes, systems, third parties and more is complicated. Business continuity management teams usually capture static BC/DR plan documentation in multiple tools and inflexible systems that are costly to customize and upgrade. What's more, there are often uncoordinated, ad-hoc processes for creating, approving, maintaining and testing plans. With limited coordination among business continuity, disaster recovery and crisis teams, there is often little visibility into emerging IT and business risks that may impact the continuity or resilience of your

organization's operations. This lack of coordination and visibility makes it difficult to prove and report to senior management that continuity and recovery plans are in place and will work as intended.

TRANSFORM FROM RECOVERY TO RESILIENCY

Recovery implies that the business has made reactive plans to restore needed services after a disruption. In contrast, resiliency programs are proactive: They are designed to address and mitigate resiliency risk to your organization—in addition to maintaining recovery plans. Resiliency requires building processes and technologies that naturally adapt to adverse conditions, make mid-course corrections, and avoid many of the negative impacts of a disruption.

A successful business resiliency program aligns your business impact analysis, business continuity planning, IT disaster recovery planning, crisis management and incident response activities with your organization's broader business strategy and objectives.

Now more than ever, your organization needs business continuity and IT disaster recovery teams to work closely to create a more resilient enterprise, capable of minimizing the financial, operational and reputational impact of disruptions. At the same time, your senior management team needs a better understanding of resiliency risk, related budget requirements, not to mention a level of confidence that the organization is prepared should a crisis occur.

THE RSA ADVANTAGE

RSA offers an automated approach to resiliency planning and recovery, allowing your organization to be prepared and respond swiftly in crisis situations to protect day-to-day operations. With RSA, you can transform the efficiency of your resiliency and recovery teams, address the most critical areas of the business quickly, and partner across the business to achieve your organization's resiliency goals.

BRING BUSINESS CONTEXT TO CONTINUITY AND RECOVERY PLANNING

How do you know what is most critical to your business? Which business processes are essential to ensuring resilience? What are the upstream and downstream dependencies, systems and processes, and how does your team plan for them? Assess these critical questions in concert with an understanding of business criticality and corresponding recovery priorities. RSA offers a centralized business process and IT system repository so you can document these critical dependencies. This enables you to catalog and better understand the context of the organization, assess the criticality of each process and supporting technologies and infrastructure, prioritize the BC/DR planning process based on criticality, and then put recovery plans or other resiliency measures in place.

INTEGRATE INCIDENT AND CRISIS RESPONSE

Responding to “business as usual” incidents is part of doing business. However, sometimes those smaller incidents turn into bigger events or even major crises. Muddling through a crisis event or being saved by “heroic efforts” is not the type of experience your team wants to undergo, much less repeat. Organizations must adequately plan for and proactively build steps to manage incidents, and then transition to effectively deal with crisis events as they arise to bring them to swift and successful resolution.

ADAPT YOUR RESILIENCY PROGRAM

Businesses are fluid and prone to changes, so priorities should be evaluated on a regular basis. Why shouldn't resiliency planning and execution follow the same pattern? The ISO 22301 standard recommends developing a resilient organization in line with business priorities and strategic objectives in a way that is flexible enough to adapt and react to changing priorities. With RSA, you can build your resiliency program on the most configurable software in the industry. You can tailor continuity, recovery and incident response processes; add new workflows; and develop reports based on your approaches and taxonomies. RSA's flexible platforms allow you to easily expand with no custom code or professional services requirements. And the RSA solution for business resiliency follows a standards-based approach that aligns with the ISO 22301 international standard for business continuity planning.

RSA USE CASES

RSA's solution for business resiliency provides an automated approach to business continuity and disaster recovery planning and execution, allowing swift response in crisis situations to protect your ongoing operations. With RSA, you can assess the criticality of business processes and supporting technologies, and develop detailed business continuity and disaster recovery plans using an automated workflow for plan testing and approval. Dashboards and reports provide your senior management team with a better understanding of resiliency risks, insight into budget requirements, and a level of confidence that a solid resiliency program is in place if a crisis occurs.

RSA provides several use cases to meet your specific business needs and progress in the business resiliency maturity journey, including the following:

BUSINESS IMPACT ANALYSIS



To understand the criticality of business processes in your organization, you must conduct business impact analyses. RSA's use case for business impact analysis (BIA) is designed to help you determine the criticality of business processes so they can be prioritized and sequenced for recovery planning and developing other resiliency measures. Campaign capabilities enable you to automatically update or create BIAs across sets of business processes that support a certain product or service, or within business units or other organizations. The use case provides an out-of-the-box workflow to drive updates through your business process owners,

We identified a list of required capabilities for our BCM solution and then compared them one-by-one against our existing solution and against RSA. RSA won hands down. It offered a number of capabilities – such as inclusion of vendor contacts lists, availability of supporting documentation, and plan ownership and approval assignment that our existing platform either poorly supported or did not support at all.

The business has experienced a number of benefits since the solution was implemented, including an estimated \$36,000 OPEX savings over three years, as well as full synergy with Equifax's Enterprise Risk Management objectives. "The cross-pollination of data we can now achieve allows multiple organizations to leverage the same data sets, and we've made substantial progress in increasing our BC/DR maturity level, which is now measurable and repeatable."

Global Business
Continuity Manager
Equifax

with built-in approval, monitoring, notifications and reporting across all users. You can share information with interdependent teams across the organization to help align your business continuity, IT disaster recovery, and crisis teams so everyone has the same planning and recovery priorities.

INCIDENT MANAGEMENT



RSA's use case for incident management provides a case management and incident response solution for reporting and categorizing events such as cyber incidents, physical incidents or ethics violations.

The use case enables you to quickly evaluate the criticality of an incident, determine the appropriate response procedures, and assign response team members based on factors like location, business impact or incident type. This use case also integrates with the crisis management use case to seamlessly handle incidents that turn into crises, and it includes workflows and dashboards for tracking and reporting on costs, related incidents, losses and recovery.

BUSINESS CONTINUITY AND IT DISASTER RECOVERY PLANNING



RSA's use case for business continuity and IT disaster recovery planning offers a coordinated, consistent and automated approach to business continuity and IT disaster recovery planning, testing and execution. It allows you to respond swiftly in crisis situations

to protect your ongoing operations. Organizations can also use the RSA mobile application for business continuity management to view business or IT recovery plans, strategies, tasks and recovery requirements according to user role. This decreases an organization's dependency on hard copy plans and enables a faster response to crisis events.

CRISIS MANAGEMENT



RSA's use case for crisis management provides a coordinated, consistent and automated approach for swift response in crisis situations to protect your business's day-to-day operations. With RSA, you can manage business continuity and disaster recovery, and align activated plans with the activities of your organization's crisis

team to manage crisis events and recovery holistically. The use case also aligns risk assessment with other risk disciplines and automates the process of testing business continuity, IT disaster recovery and crisis plans to facilitate a consistent crisis response that minimizes risks.

ABOUT RSA

RSA® Business-Driven Security™ solutions provide organizations with a unified approach to managing digital risk that hinges on integrated visibility, automated insights and coordinated actions. With solutions for rapid detection and response, user access control, consumer fraud protection and integrated risk management, RSA customers can thrive and continuously adapt to transformational change. For more information, visit rsa.com.