
The Road to Interactive Continuity & Response



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VP, Continuity Solutions
Fusion Risk Management

(BCM, ITDR, Crisis Management, Operational Resilience)

- More than 25 years experience in the risk and resilience industry
- Drives product vision for continuity management and Operational Resilience aspects of solutions
- Experience in mission critical customer support, outsourcing, IT enterprise risk management, and risk and resilience advisory services

"I thrive on interacting with individuals and businesses to understand how things work and using that information to solve problems. It's fun to me...and doing it with people and relationships make the business continuity profession exciting and rewarding."

Objectives

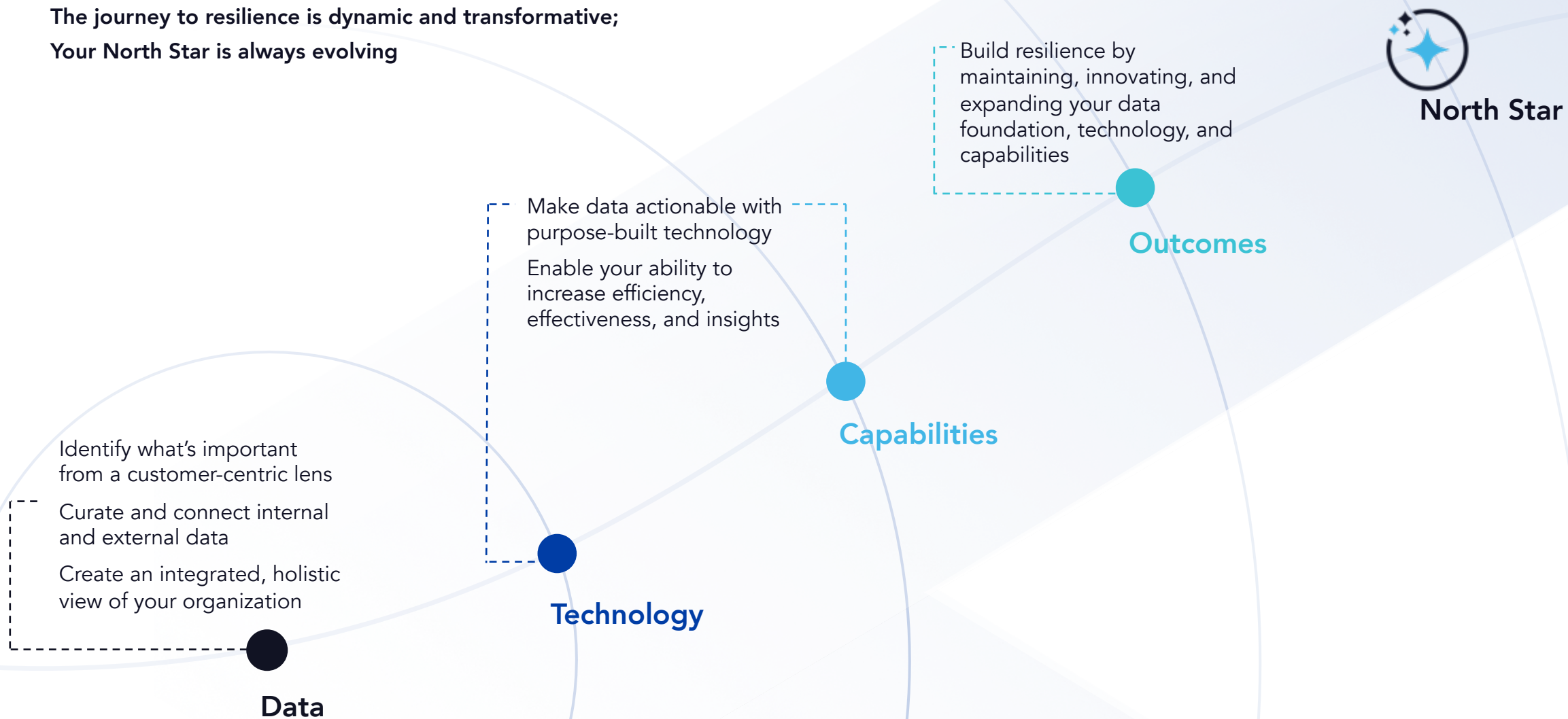
- What does it mean to be resilient?
- Defining Operational Resilience
- Creating a more dynamic continuity program
- Dynamic Response Console demo
- Taking the next step to interactive continuity
- Q&A



What does it mean to be resilient?

The journey to resilience is dynamic and transformative;

Your North Star is always evolving

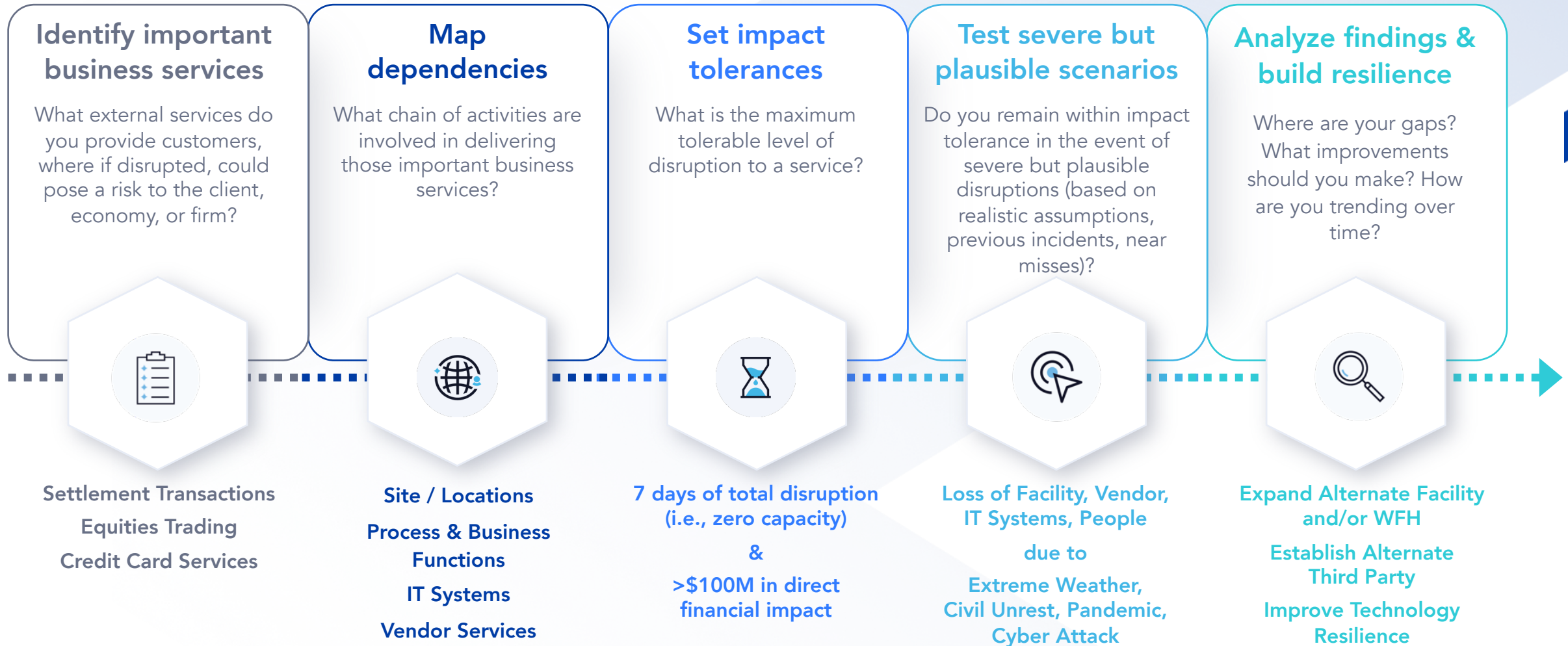


The Emerging Standard for Resilient Operations



Operational Resilience

Emerging approach using common baseline information



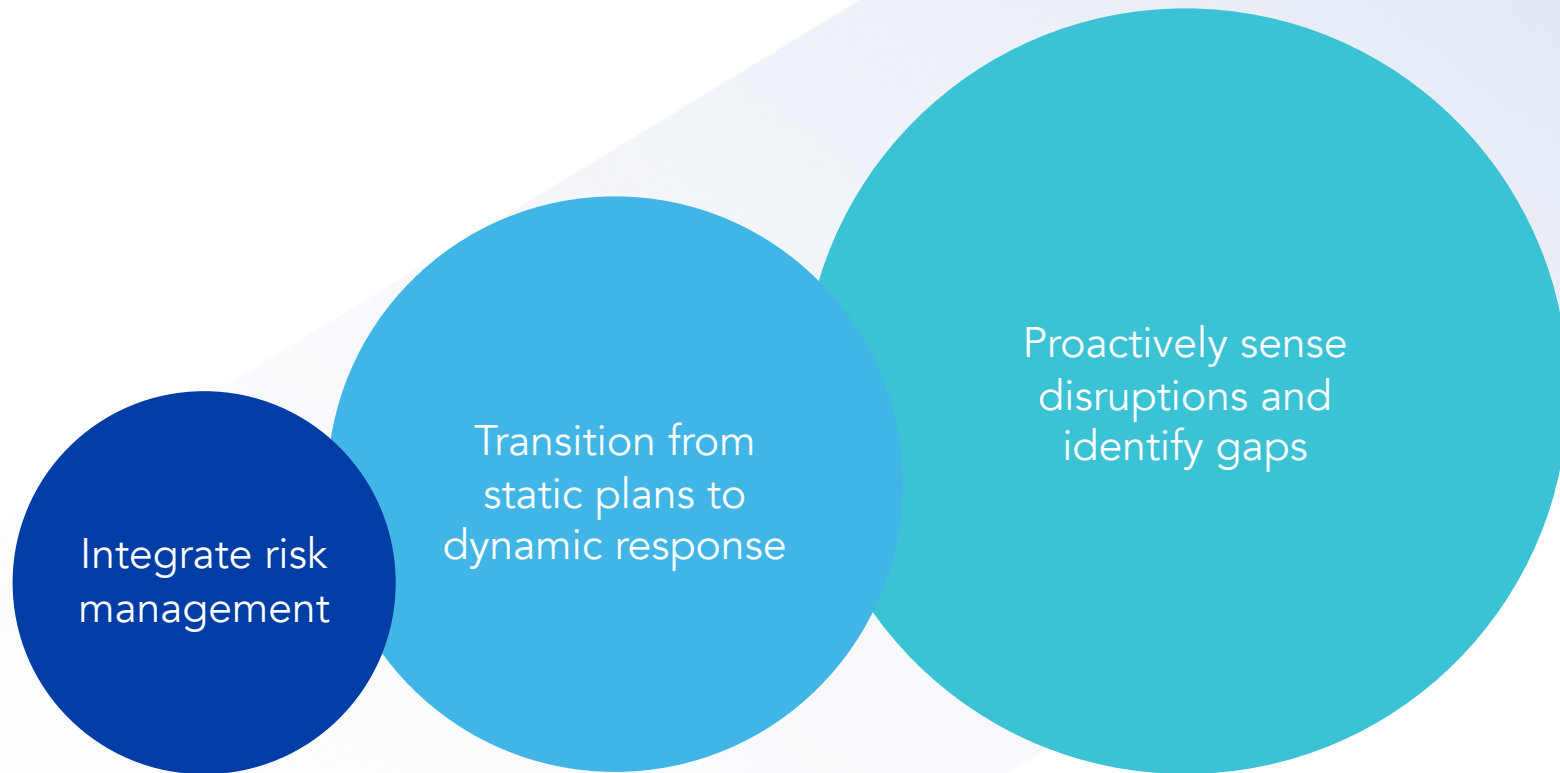
A **business service** is a product or service provided to, and recognized by, customers or market participants. It is the **outcome** expected by a customer, market participant or end user. It is “**what**” is delivered.

Industry Examples:



By adopting a business services view on risk and resilience, organizations **focus time, effort, and resources** on what is **important to your consumers**. This aligns with the way senior leadership views the organization.

How can you evolve your continuity program to be more resilient?



Create a more holistic view

Establish consistency and alignment, share data across disciplines, and integrate risk components.

Prepare and respond with greater agility

Reevaluate and evolve your approach and process by transforming static plans into dynamic strategies.

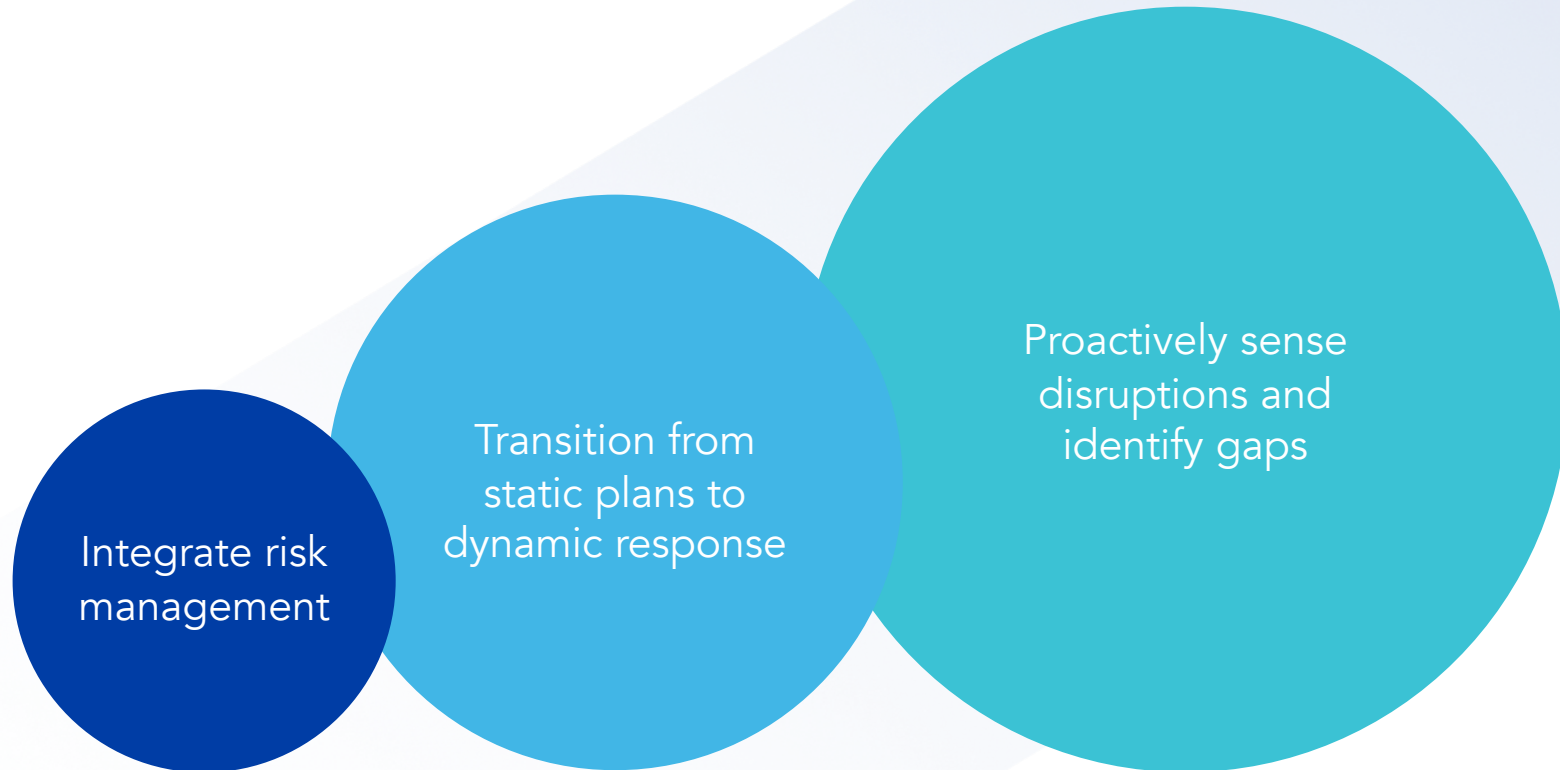
Make more informed, data-driven decisions

Leverage situational intelligence to identify potential issues before they happen and test your preparedness for certain scenarios to proactively address gaps.

Start building an integrated view by incorporating risk into your continuity program



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Embracing a more dynamic approach to planning and response

Traditionally, plans are...

Large and challenging to manage and mature

Underutilized because they are static

Cannot be tailored to unique situations or evolve as they do

Disconnected from services

With Fusion...

Dynamically create composite response plans and more easily manage, update, and mature them

Quickly assemble relevant response plans and actions to execute during an incident

Adjust in real-time, pivot as the situation evolves, and adapt to each unique situations

Align strategies to processes and services to specific situations

Enabling a Dynamic Response

	Recovery Strategies	Dynamic Response Plans	Intelligent Incident Manager
Capabilities	<ul style="list-style-type: none">Recovery Teams Related to Assets*Global recovery/mitigation strategies within procedure librariesMitigations strategies related to dependenciesRecovery strategies can be automatically linked to departmental plans	<ul style="list-style-type: none">Create responses based on impacted assetsDynamically identify required response actions based on business impactsReview, edit, & enrich composite responsesCreate an Incident automatically from Response Plans	<ul style="list-style-type: none">Populate Incidents with related data from Response PlansAutomatically add Recovery Strategies to an Incident based on related AssetsView Recovery Strategies directly from an IncidentActivate Recovery Strategies as requiredManage Plan Procedures and Recovery Strategies in one place
Value	<ul style="list-style-type: none">Reduce large planning efforts by identifying Recovery Strategies during analysisEnforce strategy governance through librariesClearly understand what can be done to recover process and application dependencies	<ul style="list-style-type: none">Dynamic response plans that only include what is needed to effectively respond to a scenarioSpend less time sifting through large plans and focus what needs to be done to respondAbility to create composite, dynamic responses from impacted assets and relevant mitigation strategiesImmediate Incident creation to recover in a timely manner	<ul style="list-style-type: none">Spend less time on setting up the Incident and more time on the recovery effortsOne location for managing both Plan Procedures and Recovery Strategies

* Processes currently configured. Can be applied to other Assets through implementation

What does dynamic response look like along the resilience journey?



Data

Shift how you gather data by collecting strategies at the asset level



Technology

Implement enabling technology such as, Dynamic Response Console and Intelligent Incident Manager



Capabilities

- Create a holistic view and **connect the dots between recovery strategies** and teams, assets, dependencies, etc.
- **Dynamically create composite response plans** and easily review, edit, and enrich them over time
- **Automatically create an Incident from dynamic response plans**
- **Focus on what's the highest priority and efficiently manage incidents**



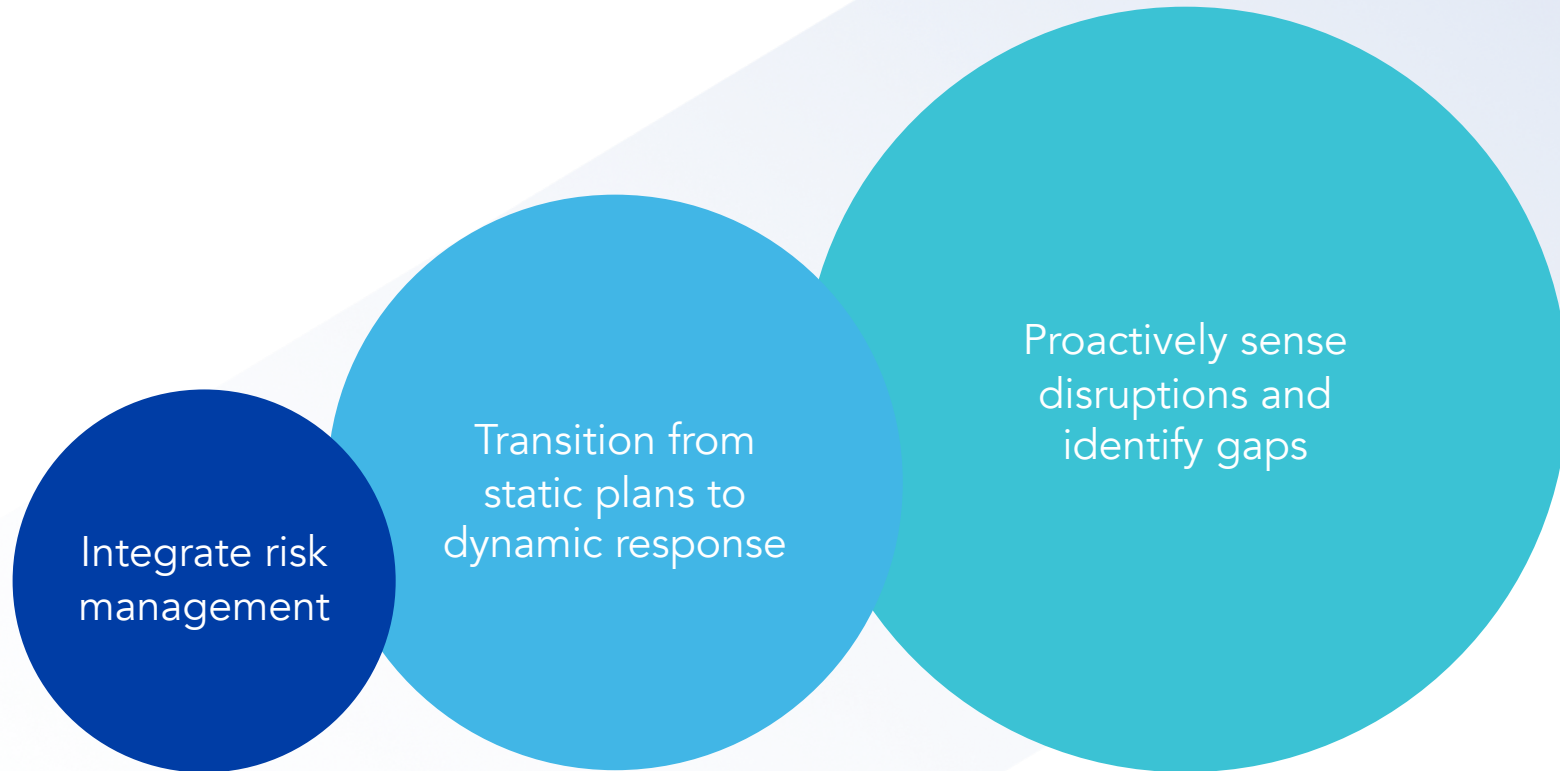
Outcomes

- Streamline planning efforts and orchestration
- Create plans more efficiently
- Save time on setting up an Incident and more time on recovery efforts



Dynamic Response Console Demo

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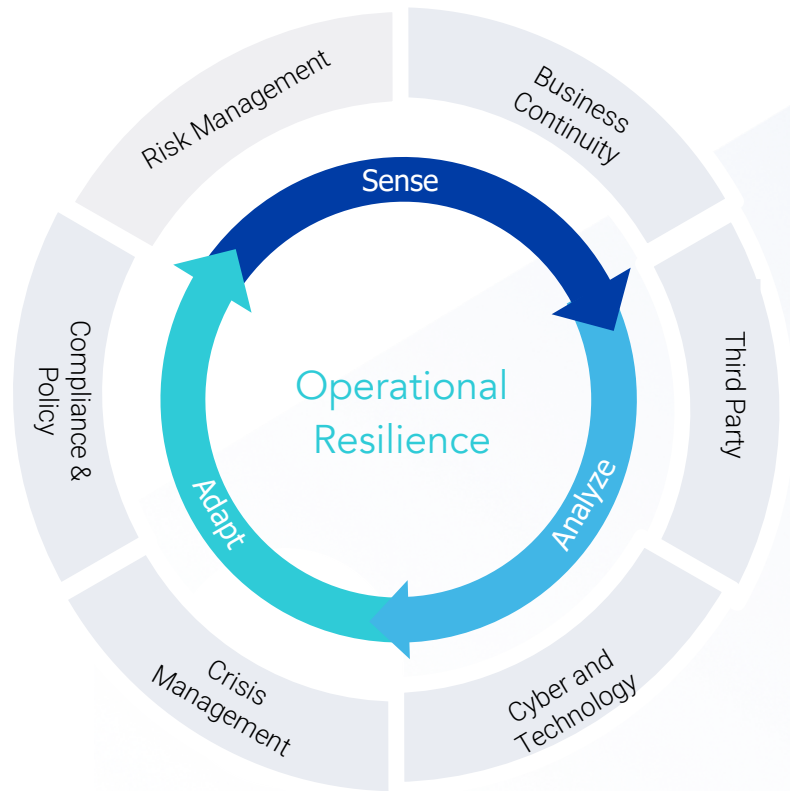
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Fusion's Framework builds resilience over time



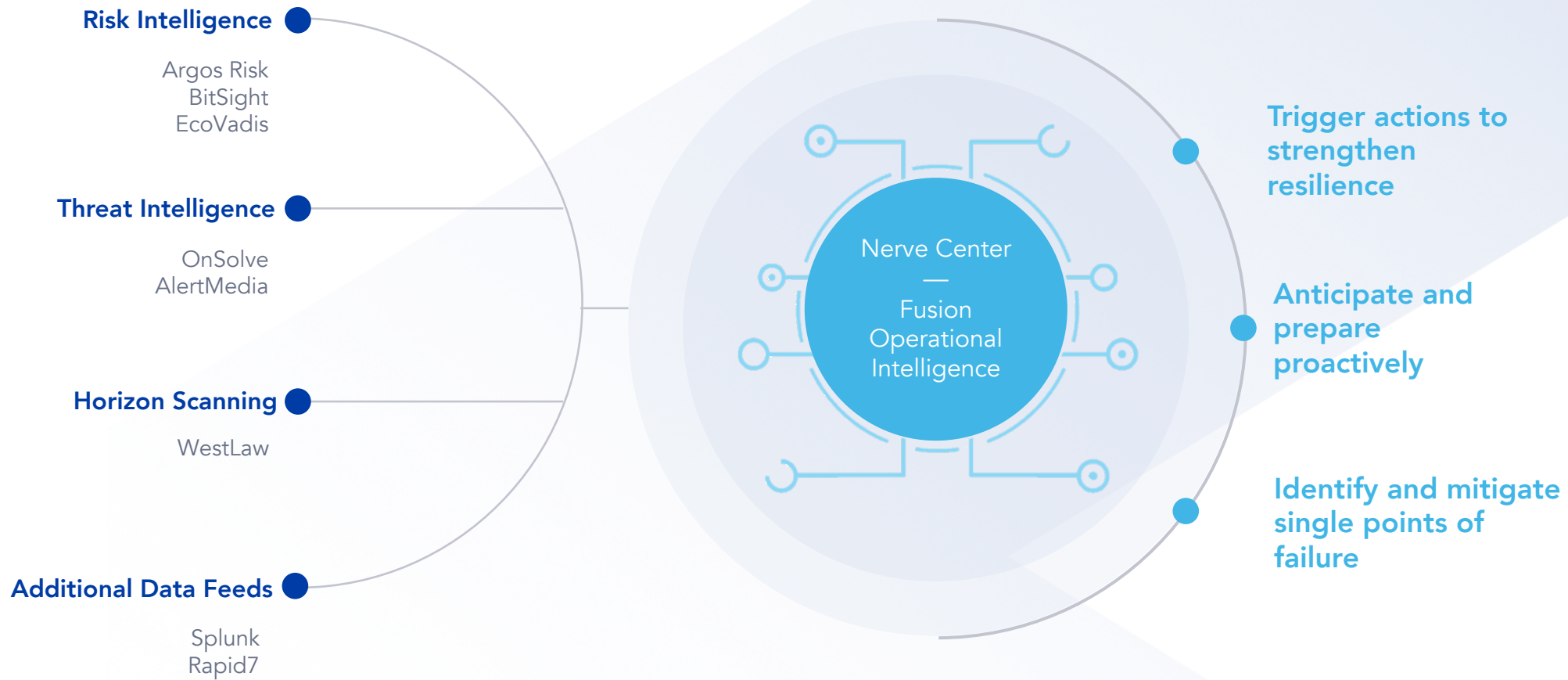
Sense.
Analyze.
Adapt.

Resilience-building is a perpetual exercise.

Fusion's framework gives you a head start.

Continuous analysis and iteration is how we maximize your investment in operational resilience.

Sense. Analyze. Adapt.



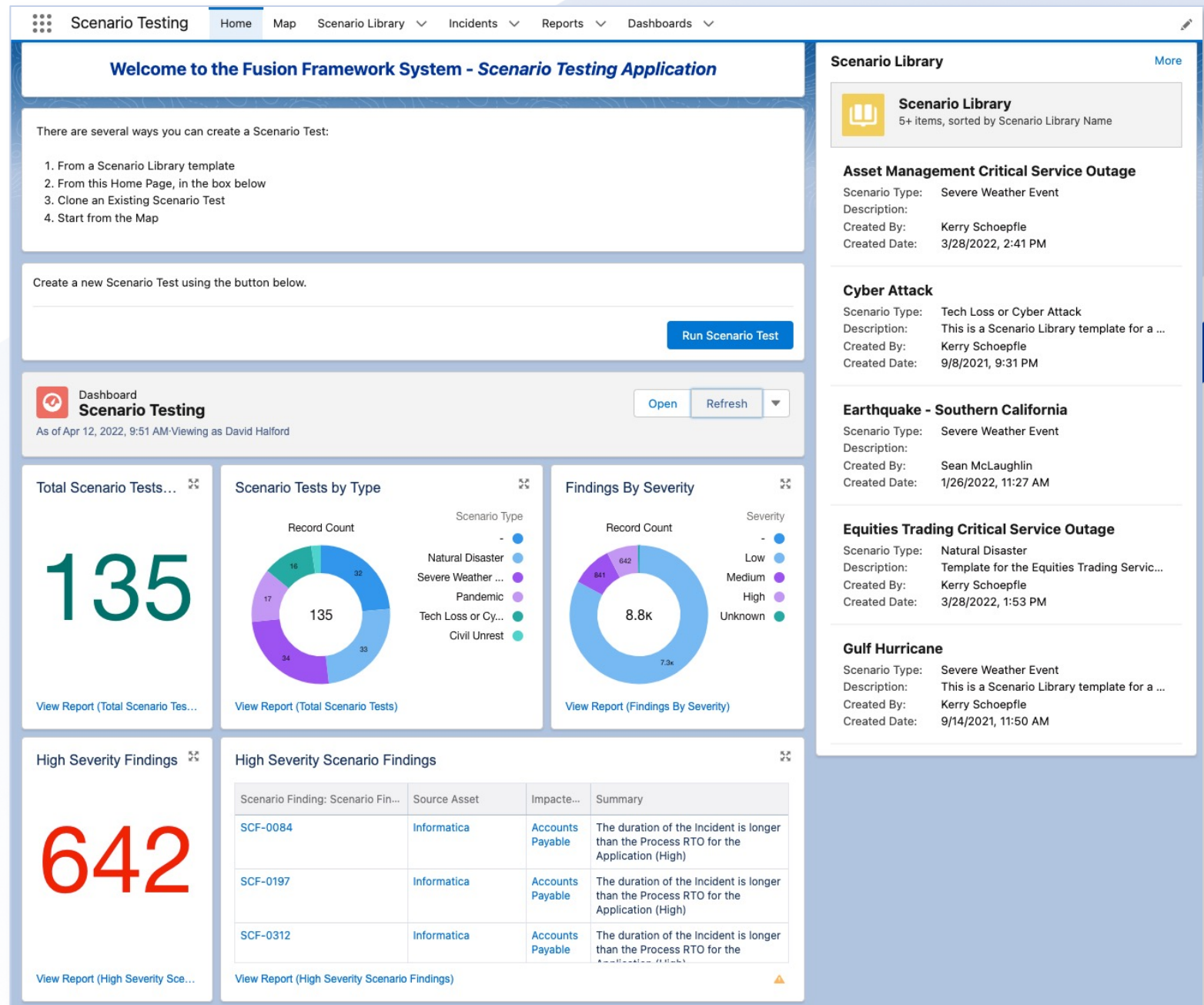
Well Beyond Meeting Regulatory Requirements

Running diagnostics
on your environment
to unlock value
throughout your
organization

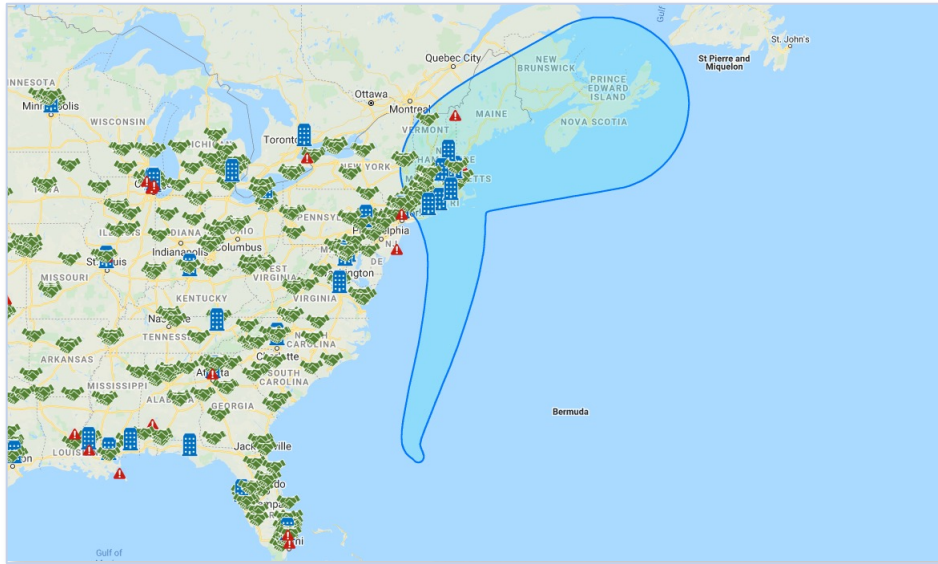
1. **Prediction of changes in your risk landscape** based on key signals in your operations and operating environment.
2. **Improved sensing of when, where, and why action is really needed.**
3. **More informed preparation** (what is likely to break, and which responses are likely to work the best).
4. **More accurate testing** leveraging a simulated runtime environment.
5. **Respond with greater agility** with real-time generated runbooks based on the unique aspects of the active situation.
6. **Modeling business change to inform better commercial decision-making.**

Scenario Testing

- Identify potentially vulnerable assets and run a test to understand how severe but plausible scenarios impact your critical services
- Analyze scenario findings and address gaps/opportunities to strengthen your resiliency
 - Findings by impacted assets and severity
- Leverage the scenario library to re-run tests and demonstrate the effectiveness of program enhancements over time



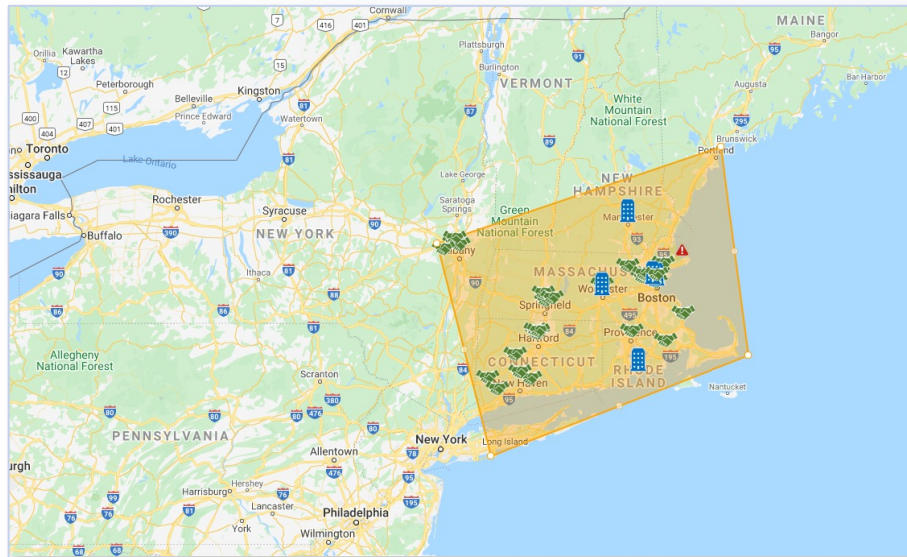
FOR EXAMPLE



Given recent climate events, executives want to understand how prepared the organization is for expected extreme weather conditions and improve response to the impact of those events.

Consider a Northeast weather event:

- ❖ Which sites and business resources would be impacted and how will it affect the business when those sites need to be closed?
- ❖ How close to meeting business objectives and reaching impact tolerance are you?
- ❖ Where are the gaps and how can we mitigate impact?
- ❖ Are you prepared to coordinate a multi-plan or multi-site event?
- ❖ Which sites are most critical and need to be recovered first?



In Fusion, identify what's required in delivering important business services

SCENARIO TESTING

- Run a scenario on those sites to identify impact on services and where to focus mitigation
- Analyze findings, address gaps, uncover opportunity, make data-driven decisions, and build resiliency
- Share results and prove preparedness to executives
- Track improvements over time and demonstrate effectiveness in program enhancements

Fusion delivers continuity that is both agile and interactive

Driving visibility, agility, and engagement across the enterprise

DYNAMIC RESPONSE CONSOLE

Leave static plans behind for a data-driven response tailored to every situation.

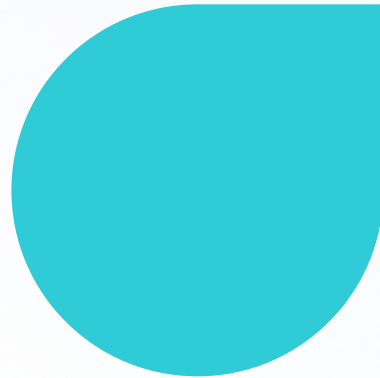


INTELLIGENT INCIDENT MANAGEMENT

Identify the full scope of an Incident and facilitate a consistent approach to logging Incidents and recognizing any potentially impacted assets or known outages

SCENARIO TESTING

Know the now status of important services, model 'what if' scenarios, rehearse, and measure response.



INTERACTIVE CRISIS COMMUNICATION

Streamline collaboration with key stakeholders when it matters most through interactive crisis communication.

Q & A

Thank You



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