

Business Continuity & Resiliency Acceleration

Preparing For the New Normal

Ed Maddock, CTO

Agenda

- Our current reality...
- How iGrafx is positioned to help
- What is Business Continuity & Resiliency
- iGrafx BC&R Accelerator

Our Current Reality

Interesting Times



Interesting Times...

- The feedback is rolling in, but now with analysis and guidance
- From **Shock** to the **New Normal**
- From Workforce Safety to
 - Critical Business Processes
 - Change Management
 - Organizational Transformation
- Plans for the Future
 - Reskilling Employees
 - Organizational Transformation
 - Supply Chain
 - Customer Experience
 - Process Management, Risk, Compliance (new regs)

REACTIVE TO PROACTIVE: THE NEXT 90 DAYS

Survey Summary Report



June 2020



While there are still many uncertainties around COVID-19, ranging from its economic impact to the potential for a second wave, organizations are pivoting to building resiliency and planning for their post-pandemic futures.



APQC conducted a survey in early 2020 to find out how organizations are preparing for the new normal and what are their biggest challenges moving forward.



This report provides a cross-industry perspective into impacts on and changes in organizations' business models and the effects of COVID on technology and methodology adoption.



356

Valid Participants

Interesting Times...

Publication date: Tuesday April 21 2020

Introduction

The data from our Voice of the Enterprise: Digital Pulse, Coronavirus Flash Survey March 2020, which we conducted with over 800 technology decision-makers, paints an extraordinary picture of widespread, severe and compounding impacts on businesses (see Figure 1). If anything, these will have become more widespread and more severe since we conducted the survey.

Figure 1: Coronavirus Impacts



Source: 451 Research's Voice of the Enterprise: Digital Pulse, Coronavirus Flash Survey March 2020

Interesting Times...

COVID-19 and Operational Resilience

How a Grey Swan event of a lifetime is changing
business priorities.

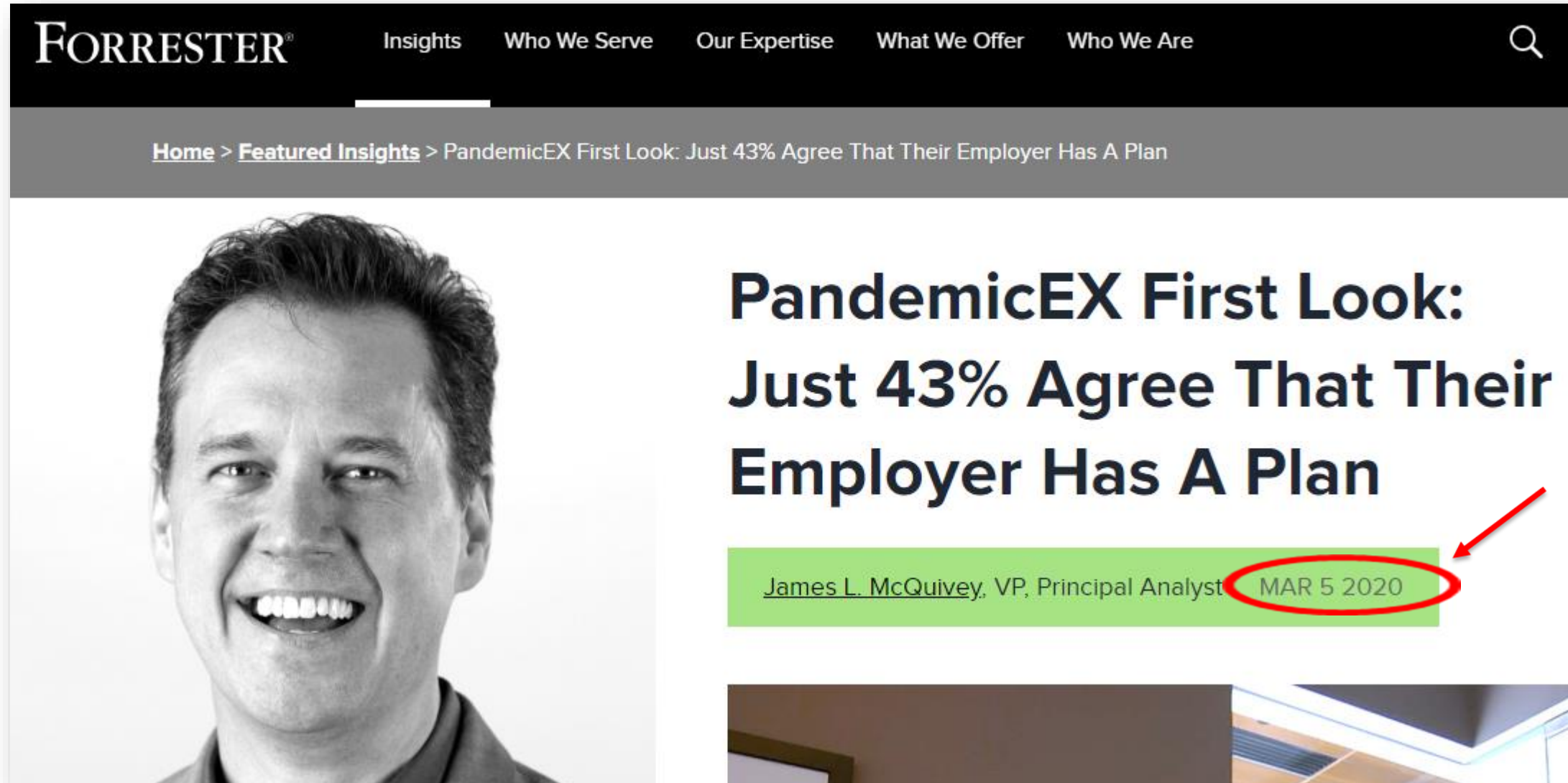
March 30, 2020

RiskBusiness

the Risk Universe



Interesting Times...



The screenshot shows the Forrester website header with navigation links: Insights, Who We Serve, Our Expertise, What We Offer, and Who We Are. Below the header is a breadcrumb trail: Home > Featured Insights > PandemicEX First Look: Just 43% Agree That Their Employer Has A Plan. The main content area features a large black and white portrait of James L. McQuivey on the left. To the right of the portrait is the article title in large, bold, black text. Below the title is a green horizontal bar containing the author's name and the date. The date 'MAR 5 2020' is circled in red, and a red arrow points to it from the right. At the bottom of the page, there is a partial view of a graphic with blue and orange geometric shapes.

FORRESTER®

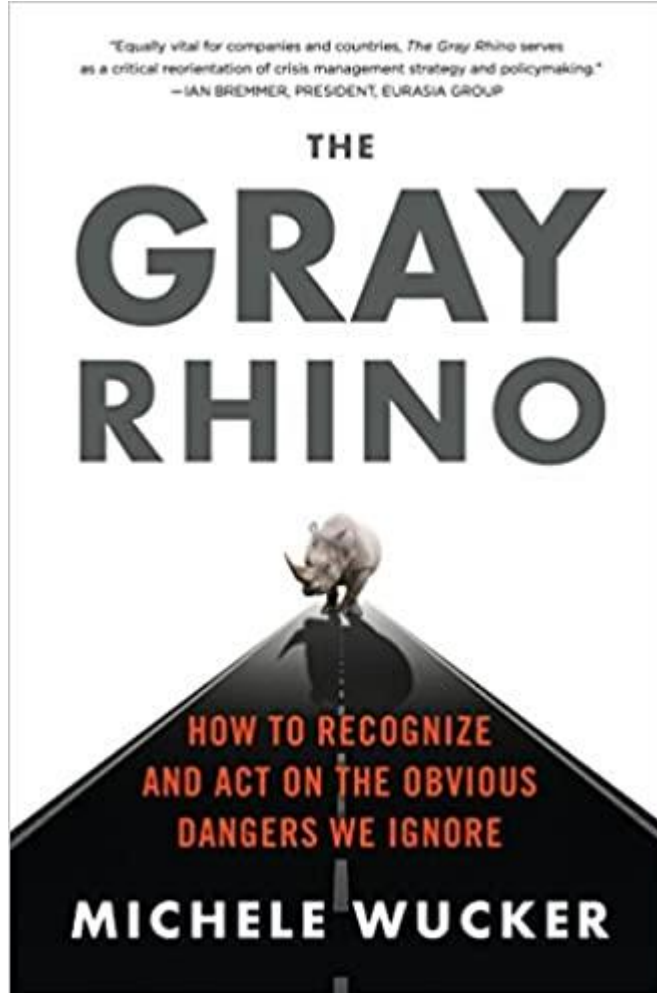
Insights Who We Serve Our Expertise What We Offer Who We Are

Home > Featured Insights > PandemicEX First Look: Just 43% Agree That Their Employer Has A Plan

PandemicEX First Look: Just 43% Agree That Their Employer Has A Plan

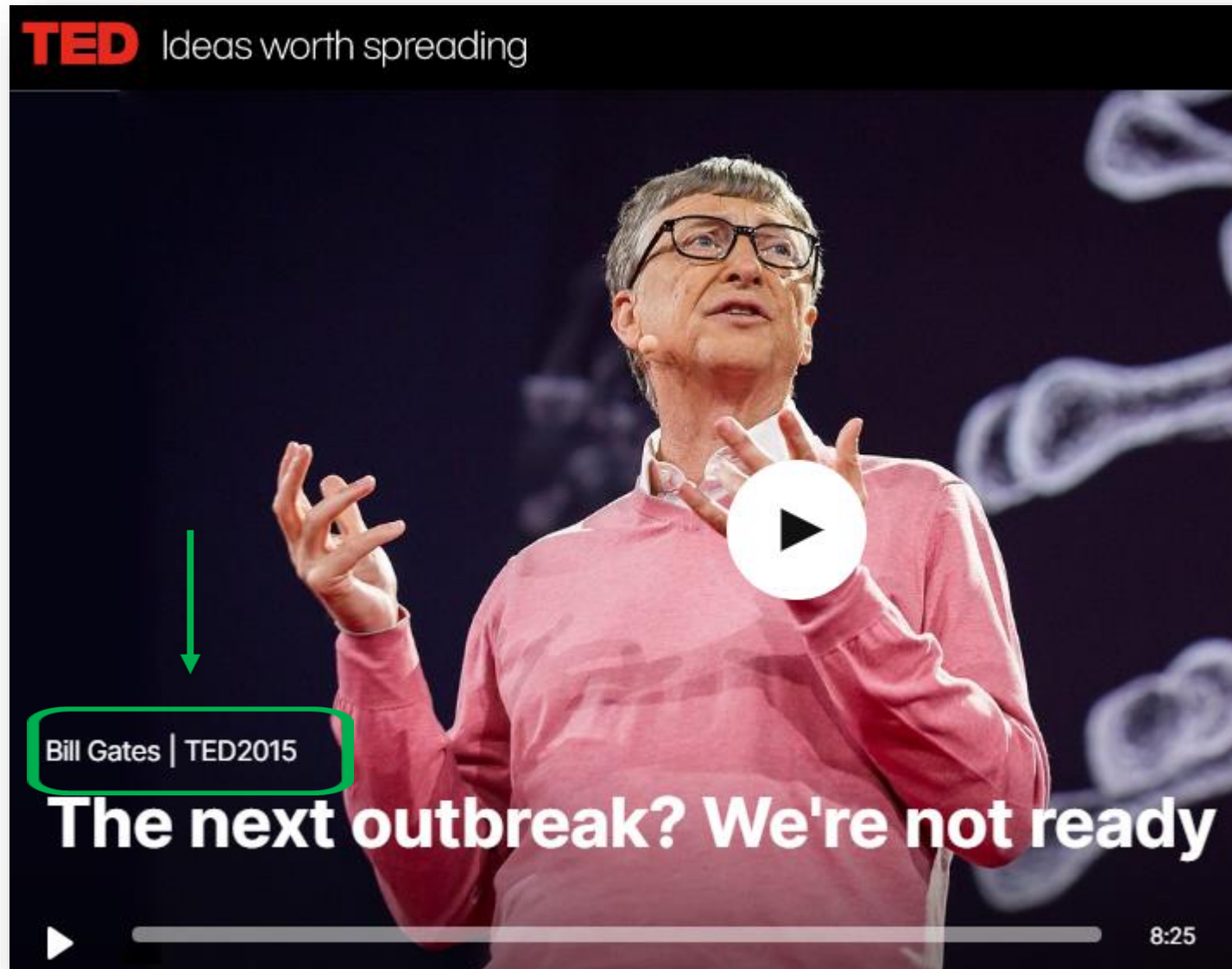
James L. McQuivey, VP, Principal Analyst MAR 5 2020

Interesting Times...



- Concept coined by Michele Wucker in 2013
- Book authored in 2016
- A "gray rhino" is a highly probable, high impact yet neglected threat: kin to both the elephant in the room and the improbable and unforeseeable black swan. Gray rhinos are not random surprises, but occur after a series of warnings and visible evidence. ...

Interesting Times...



How iGrafx is Positioned to Help

Process-Centric
Business Modeling

iGrafx Enables Business Transformation

Business Continuity and Resiliency is a crucial use case in the Business Transformation Maturity Model.

Transformation is about change. Preparing for disruption, operating through continuous disruption and ideally disrupting the competition.

Operational

Executing cheaper, faster, and better

OPERATIONAL EXCELLENCE
Efficiently execute and continuously optimize the operations of the enterprise

QUALITY MANAGEMENT
Integrated Management System to demonstrate and certify quality to auditors, e.g., QMS, ISO certification, etc

Business Model

See business impact of your operations

GOVERNANCE, RISK & COMPLIANCE, PRIVACY & BUSINESS CONTINUITY
Ensure that enterprises mitigate operational risk, assess critical operational impact, and comply with regulatory requirements such as SOX, GDPR, FDA validation, or other industry specific regulations

PERFORMANCE MANAGEMENT
Monitor the health of your operations by collecting metrics through KPIs pinpointed within your key processes

Strategic

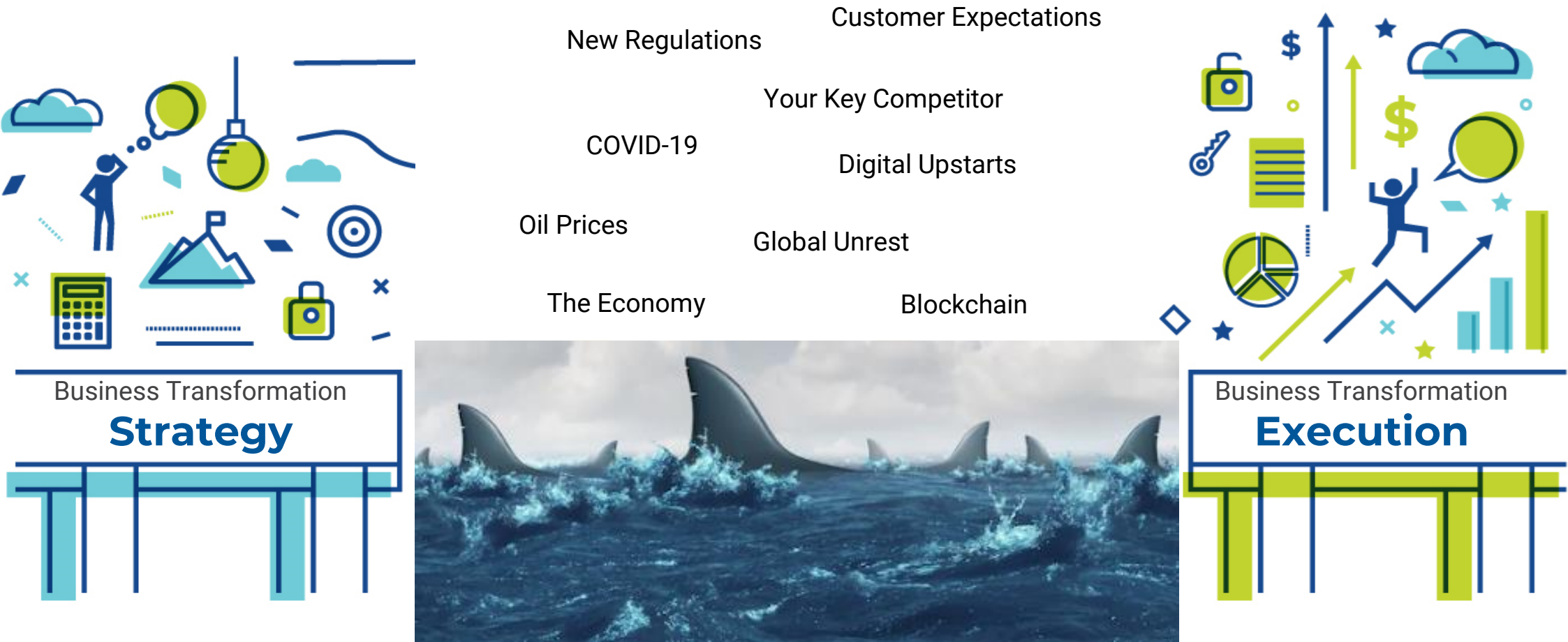
Drive fundamental and cultural change

DIGITAL TRANSFORMATION
Identify critical processes to automate, while mitigating risks, ensuring compliance, and providing a framework for governance & continuous business improvement to effectively deliver promised ROI

CUSTOMER EXPERIENCE
Visualize the end-to-end customer experience in order to prioritize process changes to optimize the journey

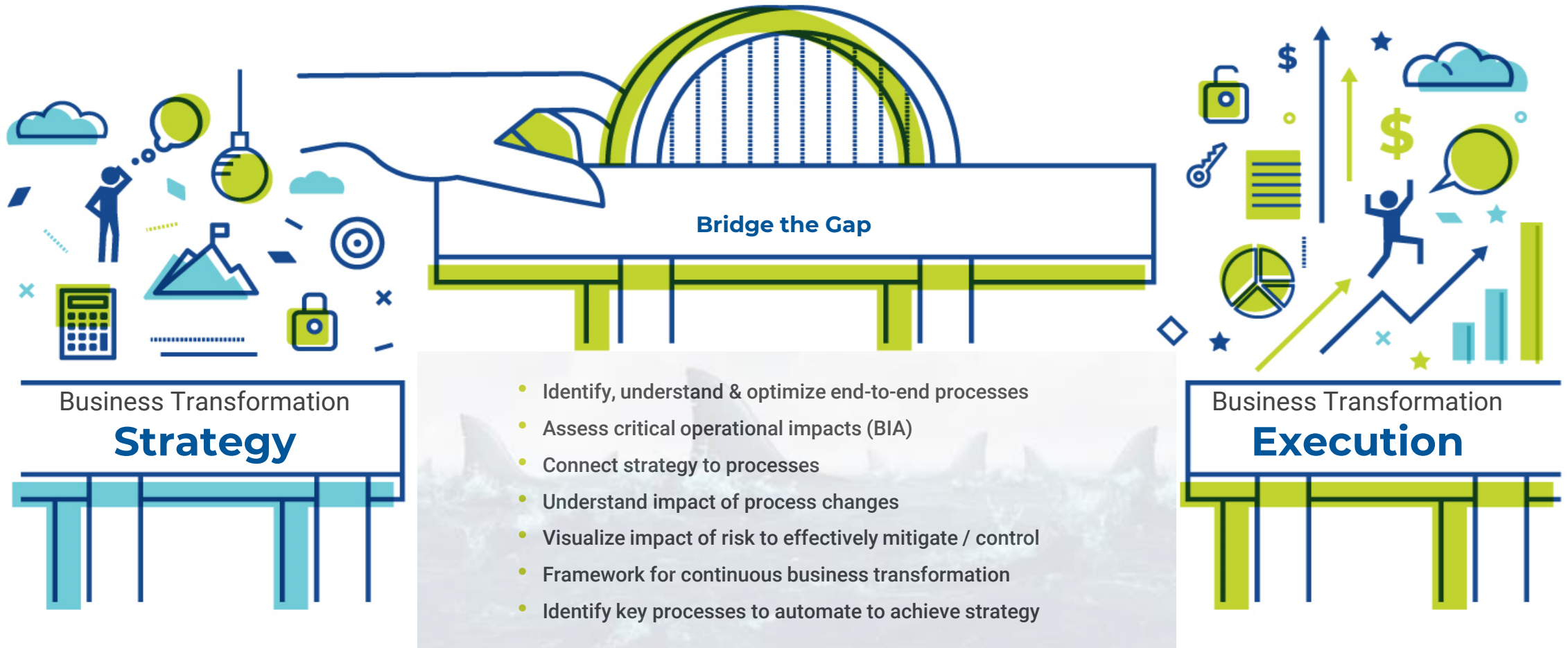
Continuous Disruption

Strategic transformation and resiliency efforts must be aligned with required process change

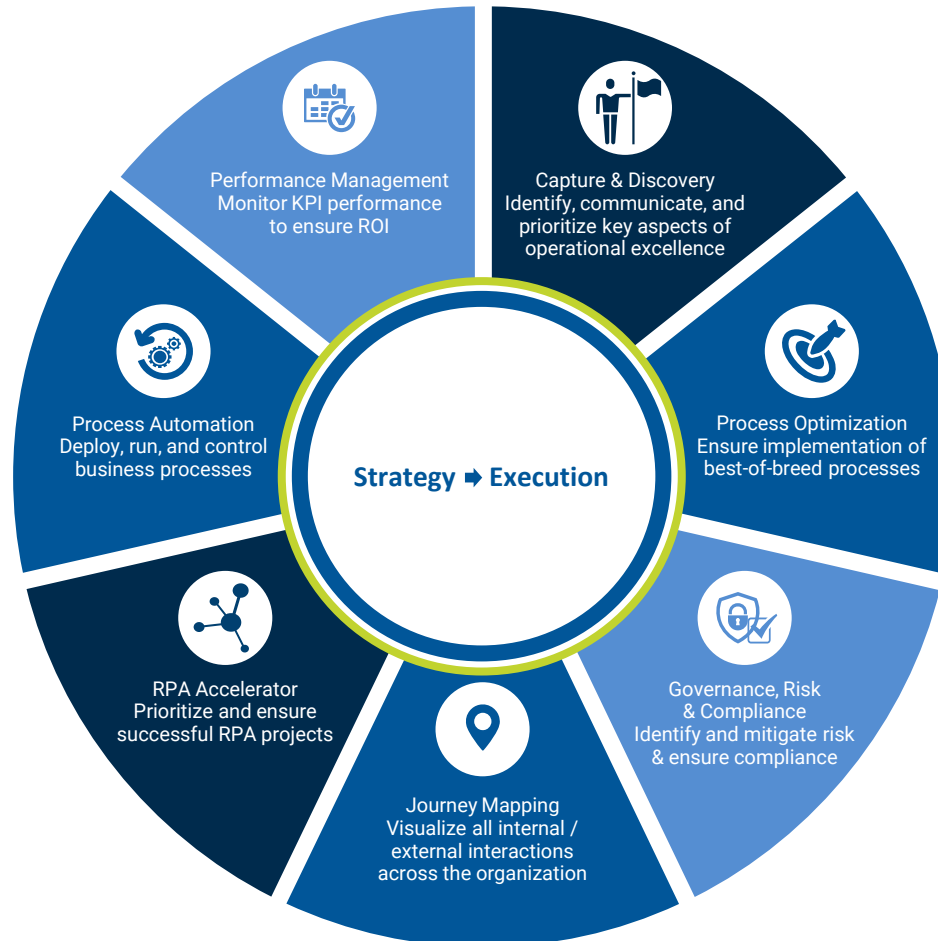


Continuous Disruption

Strategic transformation and resiliency efforts must be aligned with required process change



Business Transformation Platform



- Also known as a Strategic Transformation Platform (STP)
- The Bridge Between Strategy and Execution

The STP



- A critical benefit of STPs is in how change management is orchestrated. STPs can examine the activities and linkages of various people, applications and processes to reveal dependencies and then alert architects and users as to how various goals, performance metrics or business rules may be affected. Such awareness can make change management more orderly while helping ensure that measurable goals are achieved without disruption.

Business Continuity & Resiliency

A Critical Use Case for our
Interesting Times...



Effective Business Continuity & Resiliency

ISO 22301 – Business Continuity – Perceived Threats (2016)

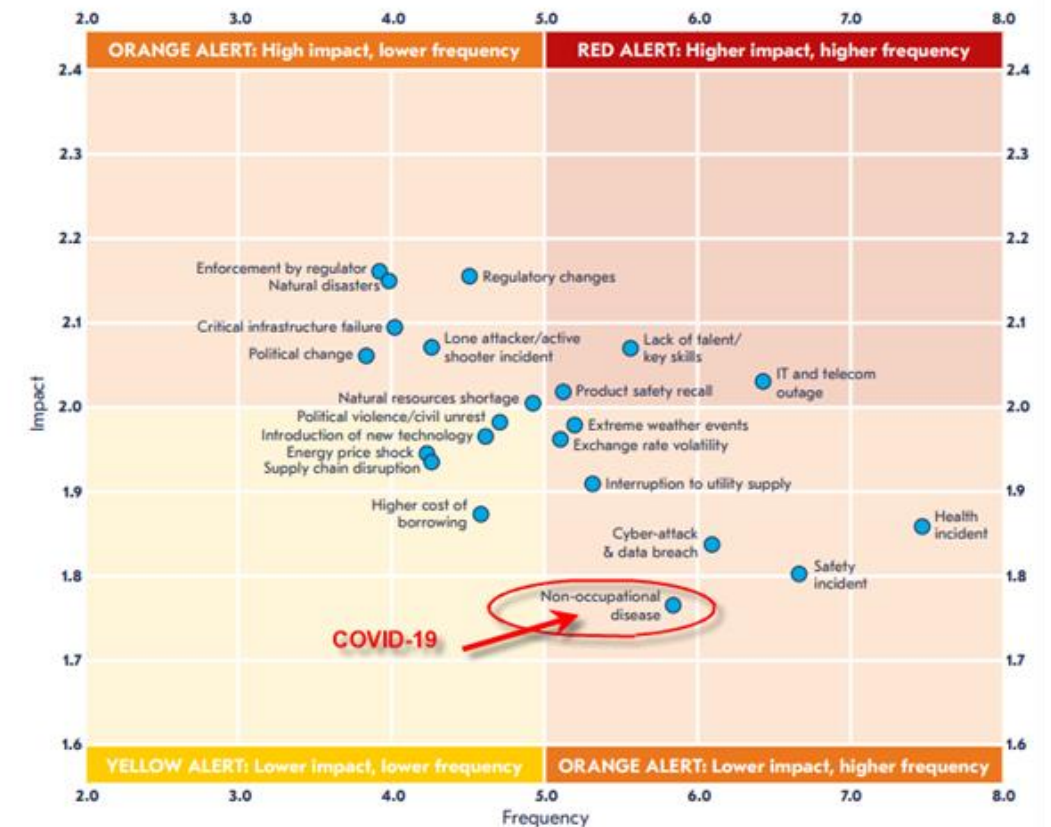
- 85% Cyber Attack
- 80% Data Breach
- 70% Unplanned IT Outage
- 57% Utility Supply Outage
- 55% Act of Terrorism

Very little thought to Pandemic Threat

Business Continuity Institute (BCI) – (2019)

- Pandemic very low on Impact level
- Regulatory Changes high Impact level

Risk and Threat Assessment: Past 12 Months



Effective Business Continuity & Resiliency

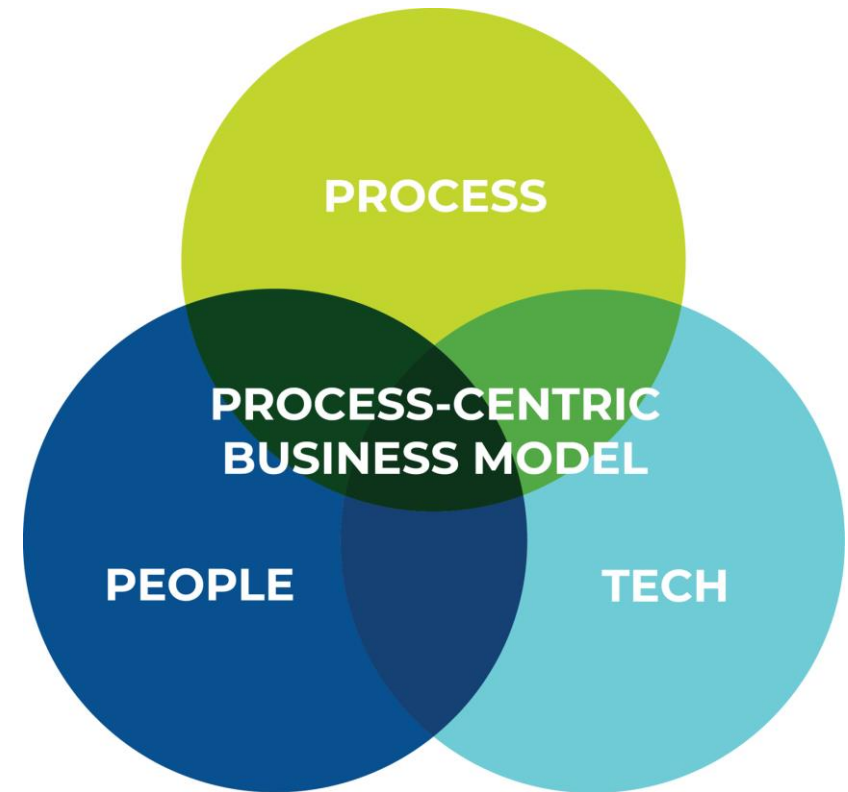
Typical reaction to business continuity and resiliency challenges involves focusing on IT infrastructure and systems. i.e. Gartner's latest press release. **But, this is not enough.**

STAMFORD, Conn., March 24, 2020

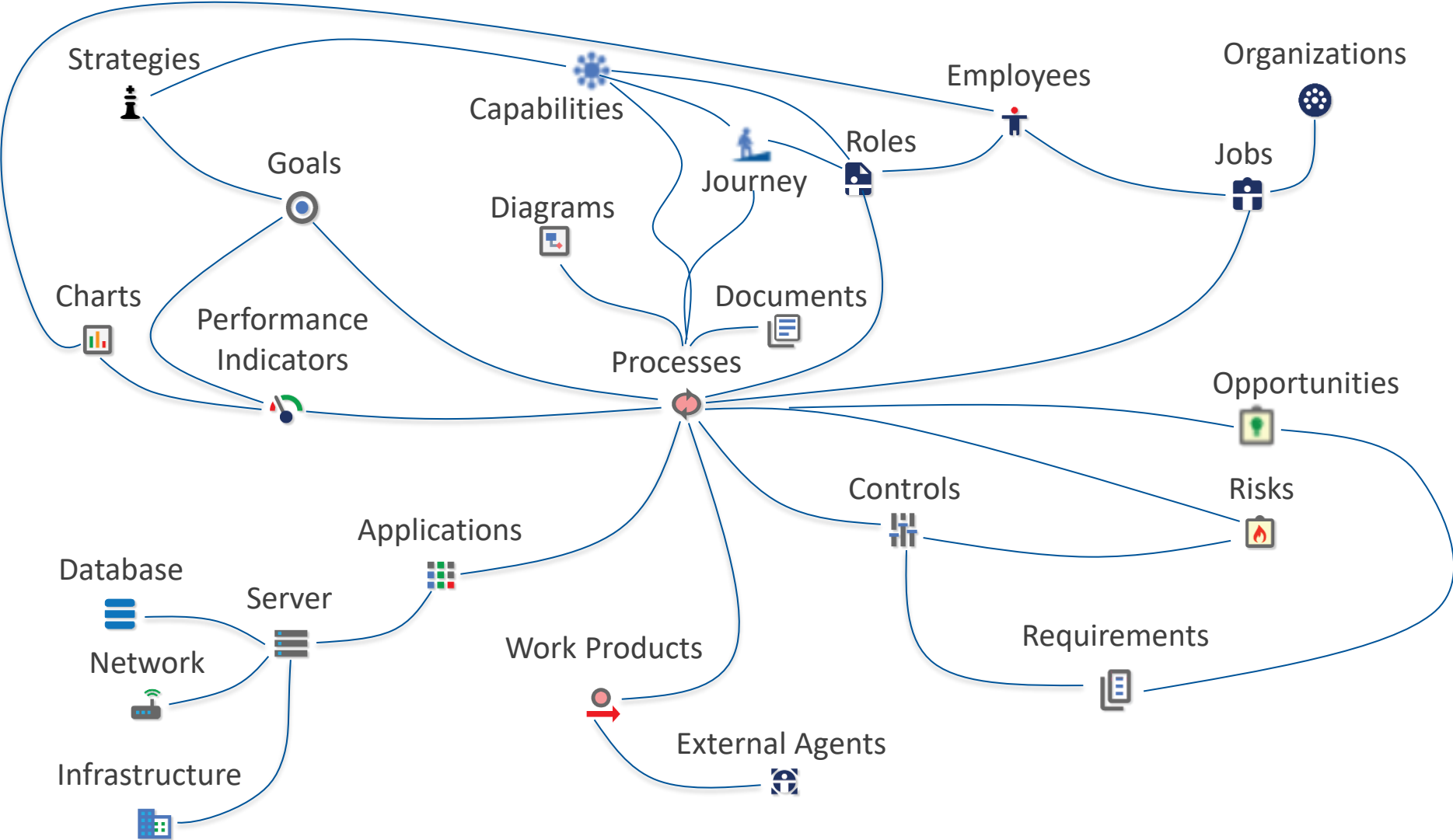
Gartner Says Organizations Should Follow a Five-Phase Approach for Resilient Business Models During Coronavirus Disruptions

A five-phase strategic and systematic approach to strengthen the resilience of organizations' current business models is key to continuity of operations during the coronavirus pandemic, according to Gartner, Inc.

Most successful companies leverage a **Process-Centric Business Model** to understand impact and risk around process, people, and technology. This allows them to react quickly and mitigate effectively.



Challenges affecting the business



Challenges affecting the business



Process-Centric Business Modeling

Why It Is Needed

- Process is important now more than ever for the sake of business continuity and resiliency
- Process-centric business modeling is normally used for business transformation

Other Benefits

- Allows for major impact visibility
- Allows for clear understanding and quick action
- Strategic Transformation Platform (STP) creates significant value



Process-Centric Business Modeling

DATA VS. IMPACT

Data

- KPIs shows you what has happened
- Risk assessment effective for foreseen events

Impact

- Relationships shows you what will be affected
- Systems, people and processes impacted

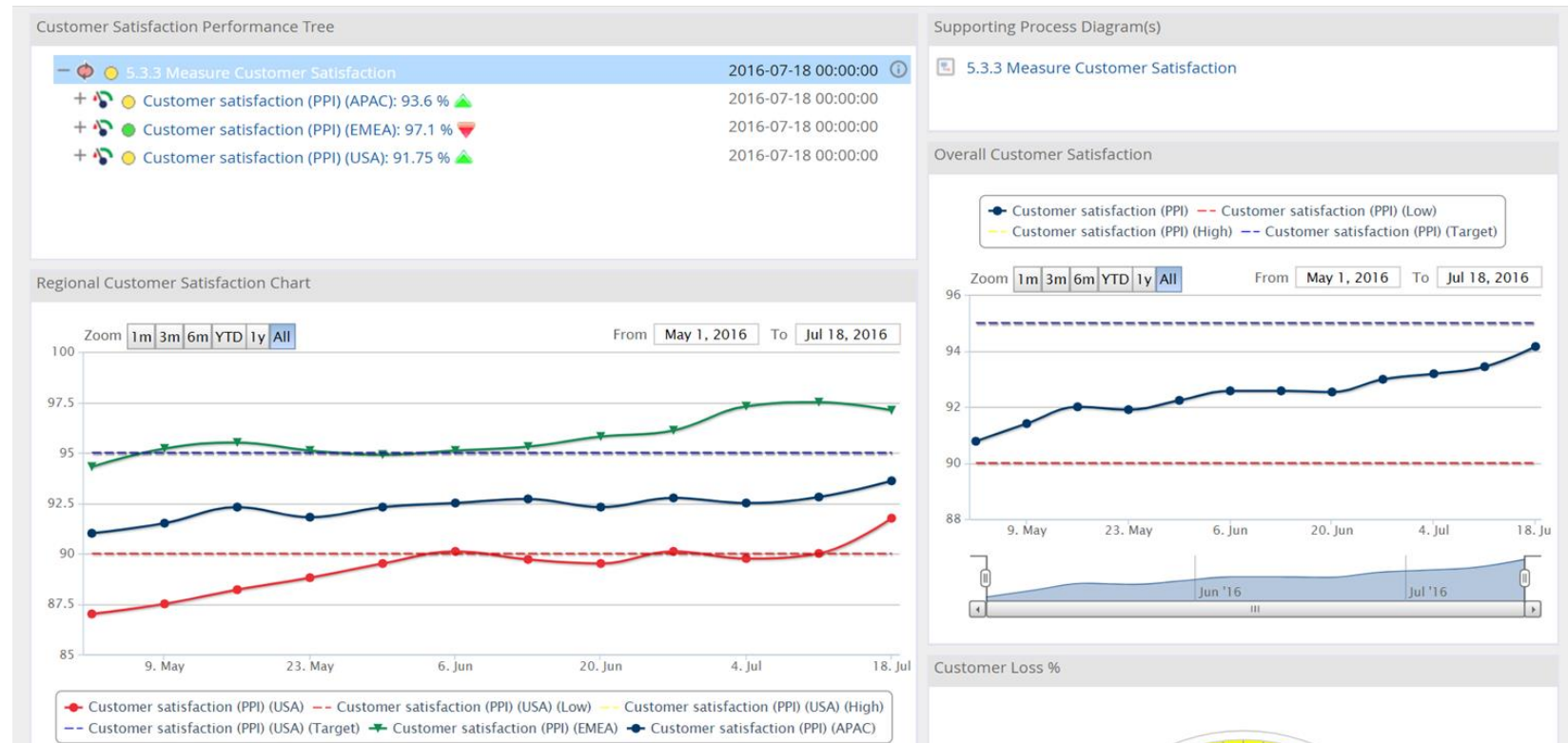
Impact Via Business Model
Allows For Quick Decisions



Process-Centric Business Modeling

DATA VS. IMPACT

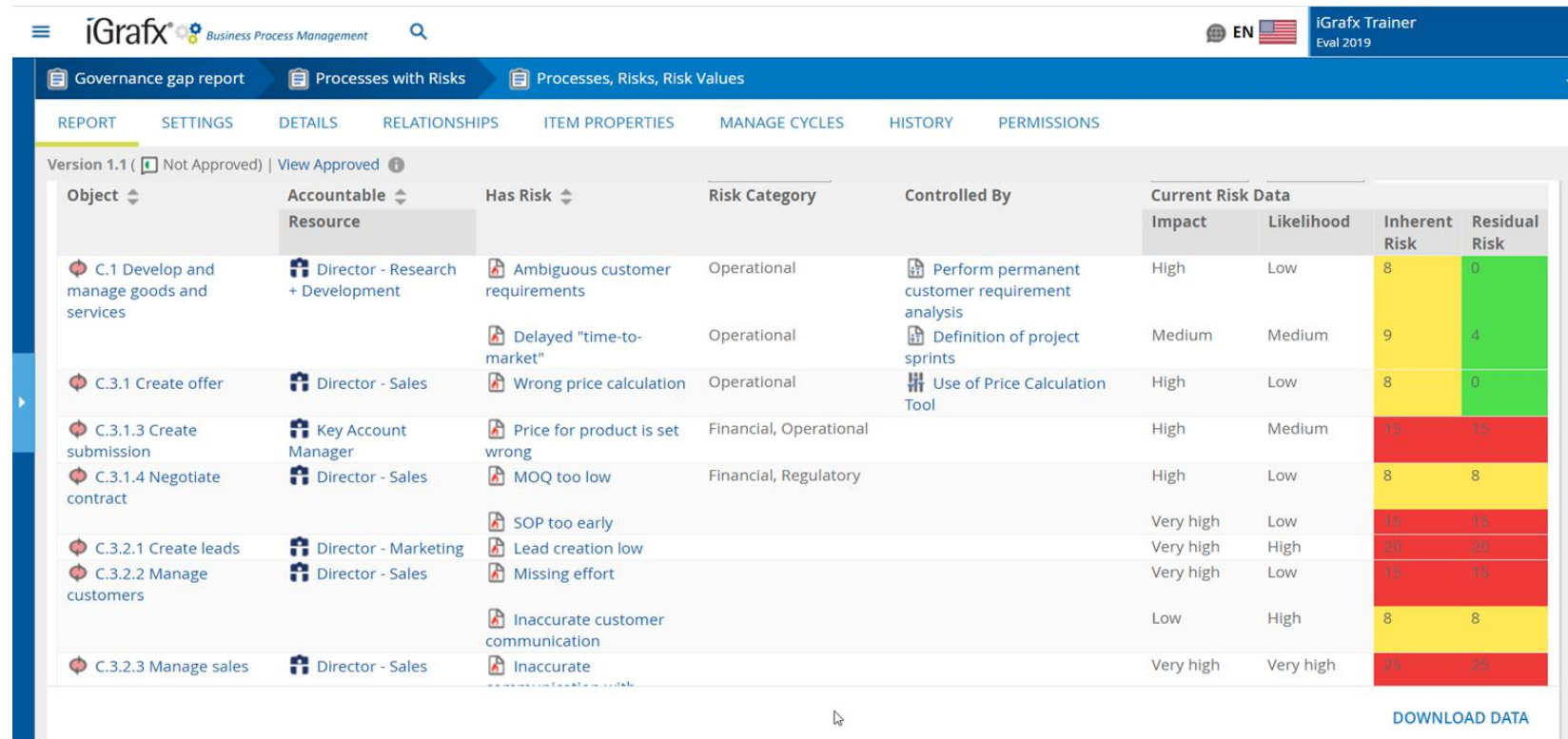
Data



Process-Centric Business Modeling

DATA VS. IMPACT

Impact



The screenshot displays the iGrafx Business Process Management interface. The top navigation bar includes the iGrafx logo, a search icon, and user information (EN, iGrafx Trainer, Eval 2019). Below the navigation bar, a blue header contains tabs for 'Governance gap report', 'Processes with Risks', and 'Processes, Risks, Risk Values'. A secondary navigation bar lists various report types: REPORT, SETTINGS, DETAILS, RELATIONSHIPS, ITEM PROPERTIES, MANAGE CYCLES, HISTORY, and PERMISSIONS. The main content area shows a table for 'Version 1.1 (Not Approved) | View Approved'. The table has columns for Object, Accountable Resource, Has Risk, Risk Category, Controlled By, and Current Risk Data (Impact, Likelihood, Inherent Risk, Residual Risk). The table lists several business processes with associated risks, categorized by Operational, Financial, and Regulatory risks. A 'DOWNLOAD DATA' button is located at the bottom right of the table.

Object	Accountable Resource	Has Risk	Risk Category	Controlled By	Current Risk Data			
					Impact	Likelihood	Inherent Risk	Residual Risk
C.1 Develop and manage goods and services	Director - Research + Development	Ambiguous customer requirements	Operational	Perform permanent customer requirement analysis	High	Low	8	0
		Delayed "time-to-market"	Operational	Definition of project sprints	Medium	Medium	9	4
C.3.1 Create offer	Director - Sales	Wrong price calculation	Operational	Use of Price Calculation Tool	High	Low	8	0
C.3.1.3 Create submission	Key Account Manager	Price for product is set wrong	Financial, Operational		High	Medium	15	15
C.3.1.4 Negotiate contract	Director - Sales	MOQ too low	Financial, Regulatory		High	Low	8	8
C.3.2.1 Create leads	Director - Marketing	SOP too early			Very high	Low	15	15
C.3.2.2 Manage customers	Director - Sales	Lead creation low			Very high	High	20	20
		Missing effort			Very high	Low	15	15
		Inaccurate customer communication			Low	High	8	8
C.3.2.3 Manage sales	Director - Sales	Inaccurate			Very high	Very high	25	25

Process-Centric Business Modeling

EXAMPLE USE CASE AREAS IN TIMES OF PANDEMIC

Strategic/GRC

- Identify risk from the strategic down to operational
- Re-Assess inherent risk, mitigating controls and residual risk
- As Interruption occurs, focus on effectivity of control processes

People Planning

- Understand “backup” responsibilities
- Documented Processes
- Supporting systems with remote workers
- Backup processes & Restoration

Supply Chain

- Geographic location of all points
- Trace to processes and people impacted
- Restoration

Process-Centric Business Modeling

EXAMPLE USE CASE AREAS IN TIMES OF PANDEMIC

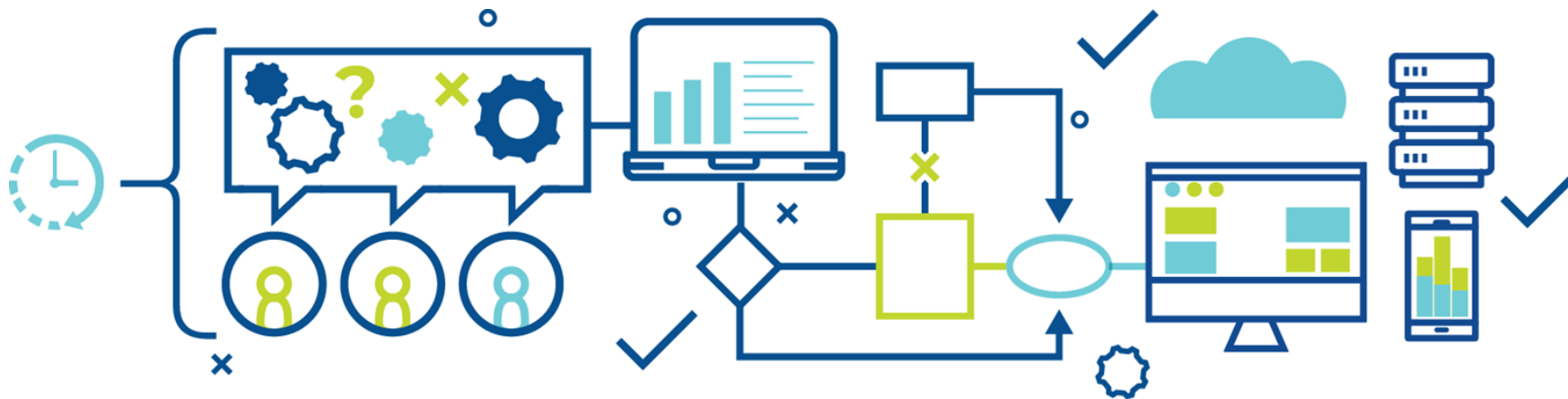
Supply Chain – Seeing through the complexity

Object	Location	Parent	Parent	Sends	Work Product	Receives	From
				To		Work Product	
Axis Order System	Toronto	Canada	The Americas			Order	3.5.4 Manage sales orders
						Production Order	3.5.4 Manage sales orders
Cyberdine Systems	Sydney	Australia	Asia Pacific	4.2.3 Order materials and services	Adjustable Inductor		
Equifax	Richmond	United States	The Americas	3.5.3 Manage Customer Sales	Credit Report	Credit Report	4.8.1 Process Service Orders
				3.5.3 Develop and manage sales proposals, bids, and quotes	Credit Report		
Experian	Austin	United States	The Americas	3.5.3 Manage Customer Sales	Credit Report	Credit Report	4.8.1 Process Service Orders
				3.5.3 Develop and manage sales proposals, bids, and quotes	Credit Report		
Genco Financial	Sydney	Australia	Asia Pacific			Invoice	9.2.2 Invoice customer
Globex	Medellin	Columbia	The Americas	4.2.3 Order materials and services	Fixed Inductor		
Hooli	Beijing	China	Asia Pacific	4.2.3 Order materials and services	Delay Line		
Inotech	Beijing	China	Asia Pacific	4.2.3 Order materials and services	Signal Transformer		
Microsoft Azure	Seattle	United States	The Americas	8.5.4 Create IT services and solutions	Database Instance		
RISMA	Munich	Germany	Europe, Middle East and Africa	11.1.3 Manage business unit and function risk	Risk Assessment		
Soylent	Mexico City	Mexico	The Americas				
Stark Industries	Toronto	Canada	The Americas				
Sterling Cooper	Toronto	Canada	The Americas	3.5.3 Develop and manage sales proposals, bids, and quotes	Advertisement		
				3.1.1 Perform customer and market intelligence analysis	Advertisement		
				3.2.5 Develop marketing communication strategy	Advertisement		
Survey Monkey	Austin	United States	The Americas			Survey Results	6.3.3 Service products
Task in Motion	Munich	Germany	Europe, Middle East and Africa	7.2.3 Screen and select candidates	Electronic Form		
TransUnion	Austin	United States	The Americas	3.5.3 Manage Customer Sales	Credit Report	Credit Report	4.8.1 Process Service Orders
				3.5.3 Develop and manage sales proposals, bids, and quotes	Credit Report		
United Technologies	Mexico City	Mexico	The Americas				
Vehement Capital Services	Sydney	Australia	Asia Pacific				

Process-Centric Business Modeling

IMPORTANCE OF DISCIPLINED CHANGE MANAGEMENT

- Common understanding quickly gets out of date without a model
- Scheduled reviews drives model updates
- Monitoring via KPIs may require process change
- Understand impact of IT landscape changes to operations
- Changes need to be validated and auditable



Process-Centric Business Modeling

KEY COMPONENTS OF A BUSINESS MODEL

Process Landscape

- End-to-end flows
- Ownership
- Customer journey

Organization

- Roles
- People/contacts
- Locations

Object	Parent	Responsible				
		Resource	Location	Parent	Parent	Code Red Resource?
Accountant	Accounts Payable	Ed Taylor	Austin	United States	The Americas	Yes
Accounts Payable Director	Accounts Payable	John Collins	Austin	United States	The Americas	Yes
Accounts Receivable Director	Accounts Receivable	Susan Baker	Austin	United States	The Americas	No
Applications Analyst	Applications Management	Kim Turner	Richmond	United States	The Americas	No
Applications Director	Applications Management	Ken Lopez	Portland	United States	The Americas	No
Asia Sales Director	Asia Sales	Patty Mentor	Beijing	China	Asia Pacific	No
Assistant to the President	Global Corporation	Heidi White	Austin	United States	The Americas	Yes
Benefits Director	Human Resources	Don Harris	Austin	United States	The Americas	No
Bookkeeper	Accounts Payable	Sabrina Murphy	Richmond	United States	The Americas	Yes
Buying Agent	Purchasing	Andy Felix	Toronto	Canada	The Americas	No
		Chuck Simms	Toronto	Canada	The Americas	No
Cash Manager	Accounts Receivable	Leland Bell	Richmond	United States	The Americas	No
CFO	Finance	Warner Bruno	Austin	United States	The Americas	Yes
Claims Adjuster	Claims	Bruno Storz	Munich	Germany	Europe, Middle East and Africa	No
Claims Agent	Claims	Cindy Carter	Richmond	United States	The Americas	No
Claims Investigator	Claims	Jason Evans	Toronto	Canada	The Americas	No
		James Berrocales	San Sebastián	Puerto Rico	The Americas	No
		Doris Detres	San Sebastián	Puerto Rico	The Americas	No
CLO (Chief Legal Officer)	Global Corporation	Mary Moore	Austin	United States	The Americas	Yes
Compliance and Risk Director	Planning and Analysis	Tom Wilson	Austin	United States	The Americas	No
Controller	Finance	Brian Heinz	Austin	United States	The Americas	No
COO (Chief Operating Officer)	Global Corporation	Adam Turner	Austin	United States	The Americas	Yes
Credit Rep	Accounts Receivable	Meghan Gray	Richmond	United States	The Americas	No
Customer Service Assistant	CCU	Ruth Nelson	Richmond	United States	The Americas	Yes
Customer Service Director	CCU	Alex Russell	Richmond	United States	The Americas	Yes
Customer Service Rep	CCU	Stacey Cooper	Richmond	United States	The Americas	Yes

Process-Centric Business Modeling

KEY COMPONENTS OF A BUSINESS MODEL

Suppliers / Partners

- External location
- Business continuity assessment

IT Landscape

- Applications
- Locations
- Data
- Infrastructure

Object	Location	Parent	Parent	Sends To	Work Product	Receives From
Axis Order System	Toronto	Canada	The Americas			Order Production Order
Cyberdine Systems	Sydney	Australia	Asia Pacific	4.2.3 Order materials and services	Adjustable Inductor	3.5.4 Manage sales orders
Equifax	Richmond	United States	The Americas	3.5.3 Manage Customer Sales	Credit Report	4.8.1 Process Service Orders
Experian	Austin	United States	The Americas	3.5.3 Develop and manage sales proposals, bids, and quotes	Credit Report	4.8.1 Process Service Orders
Genco Financial	Sydney	Australia	Asia Pacific	3.5.3 Manage Customer Sales	Credit Report	4.8.1 Process Service Orders
Globex	Medellin	Columbia	The Americas	3.5.3 Develop and manage sales proposals, bids, and quotes	Credit Report	9.2.2 Invoice customer
Hooli	Beijing	China	Asia Pacific	4.2.3 Order materials and services	Fixed Inductor	
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Stark Industries	Toronto	Canada	The Americas			
Sterling Cooper	Toronto	Canada	The Americas	3.5.3 Develop and manage sales proposals, bids, and quotes	Advertisement	
				3.1.1 Perform customer and market intelligence analysis	Advertisement	
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Survey Monkey	Austin	United States	The Americas		Survey Results	6.3.3 Service products
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United Technologies	Mexico City	Mexico	The Americas			
Vehement Capital Services	Sydney	Australia	Asia Pacific			

Process-Centric Business Modeling









































KEY COMPONENTS OF A BUSINESS MODEL

Suppliers / Partners

- External location
- Business continuity assessment

IT Landscape

- Applications
- Locations
- Data
- Infrastructure

Object	Location	Supports Object
 CRM	 Portland	 C.3.1.1 Handle lead
		 C.3.1.2 Create and evaluate opportunity
		 C.3.1.4 Negotiate contract
		 Record data
		 Create customer
		 Trace offer
		 Note reason
		 Block suppliers
		 Review and update
		 Verify lead
		 Check credit standing
		 Validate customer
		 Convert lead into opportunity
		 Create opportunity
		 Create account
		 Close opportunity
		 Create customer account
		 C.3.2.1 Create leads
		 C.3.2.3 Manage sales
 ERP	 Austin	 C.3.2.3.2 Perform customer visits
		 C.3.2.3.1 Document results of sales processes
		 C.3.2.4 Manage orders
		 C.1.1 Perform evaluation
		 C.3.2.4 Manage orders
		 C.3.2.4.6 Receive special offer (exceptional)
		 S.4 Provide and develop staff
		 C.1 Develop and manage goods and services
		 C.1.1 Perform evaluation
		 C.1.2 Develop concept
		 C.1.3 Develop product and process
		 C.1.4 Prepare and validate production
		 S.4.1 Plan staff
		 S.4.3 Administer staff
		 S.4.4 Develop personnel
		 S.4.5 Settle staff
		 S.4.7 Release staff

Process-Centric Business Modeling

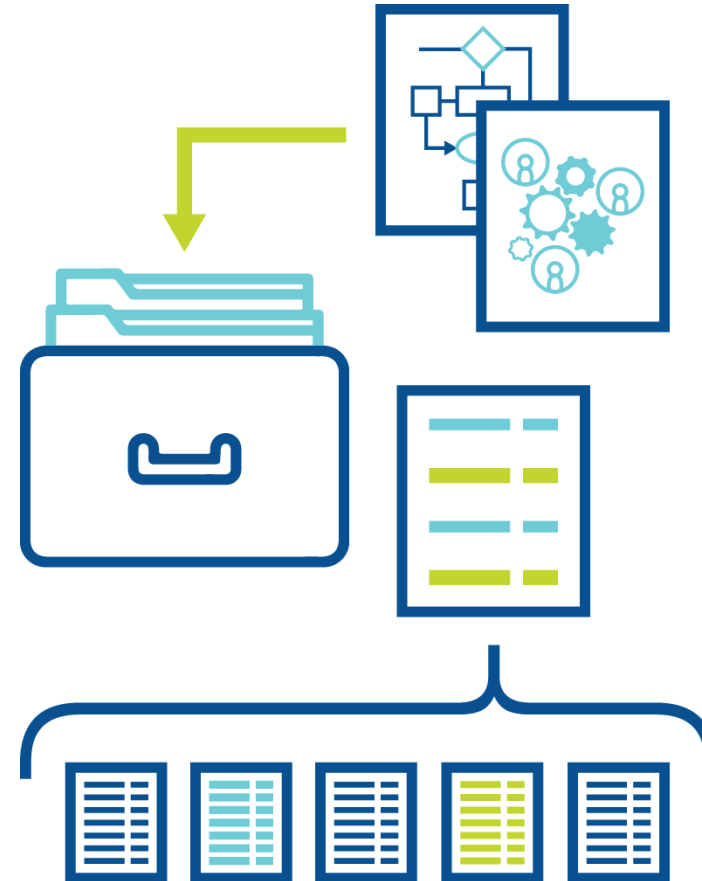
KEY COMPONENTS OF A BUSINESS MODEL

Repository Storage

- Process documentation
- Procedure documents

Metadata

- Key relationships between objects
- Custom properties

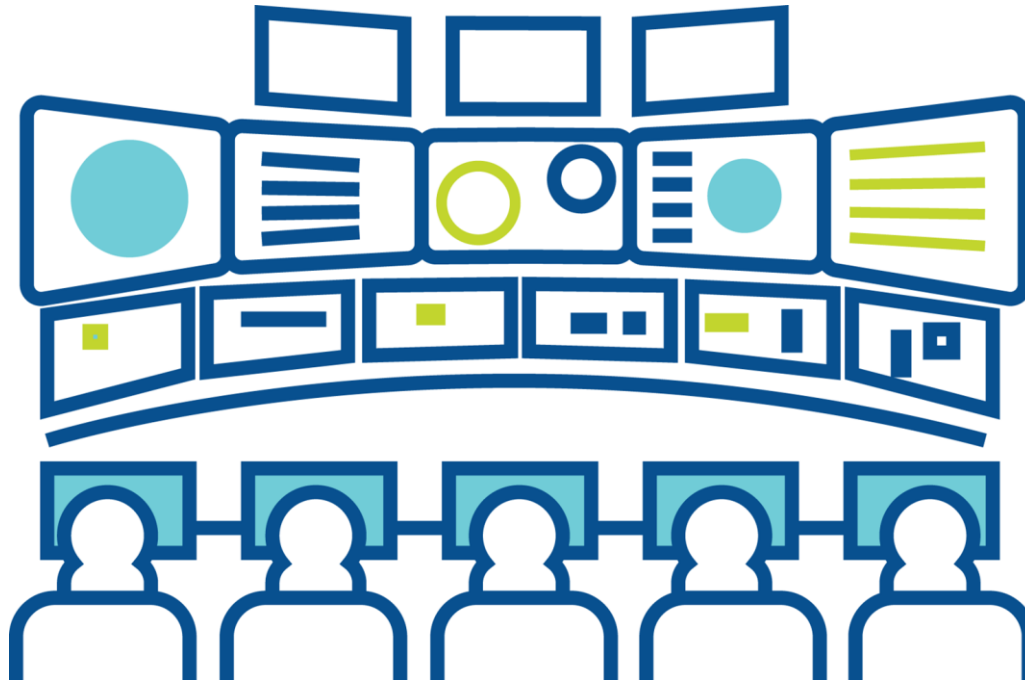


Process-Centric Business Modeling

KPIs & THE “CONTROL ROOM”

Metrics

- Tied to strategy
- Measured in the context of process
- Validates actions taken



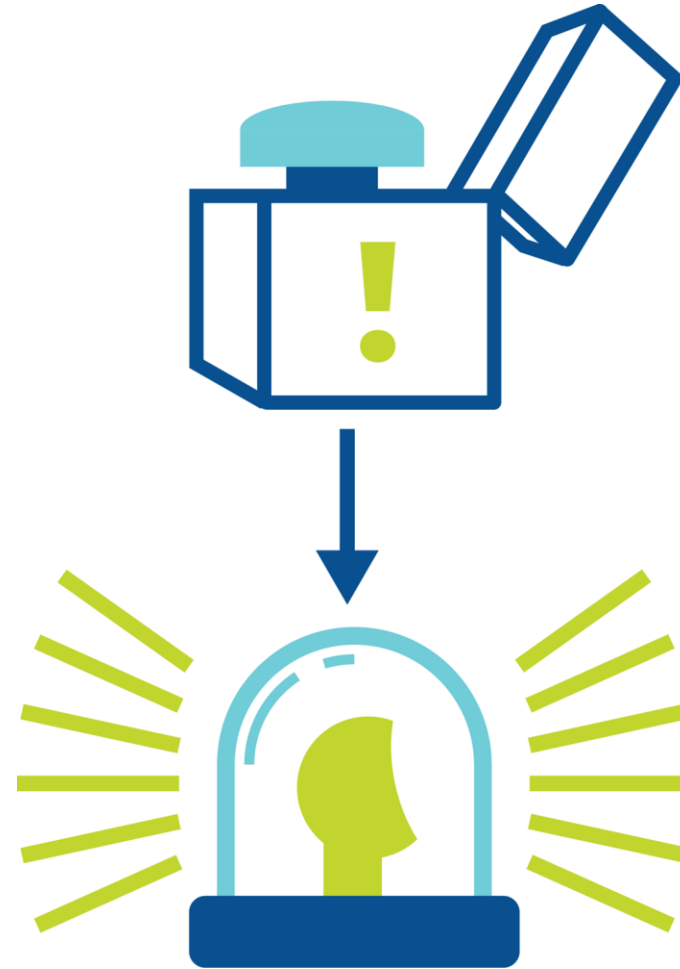
Process-Centric Business Modeling

NEW PROCESSES TO CONSIDER

Context Switching

- Process to switch to emergency mode
- Once event has passed, process to move to “new normal”

Design This Processes Up Front
To Allow For Quicker Reaction



What About Technology?

There Is Still A Lot To Be Said For Leveraging Technology



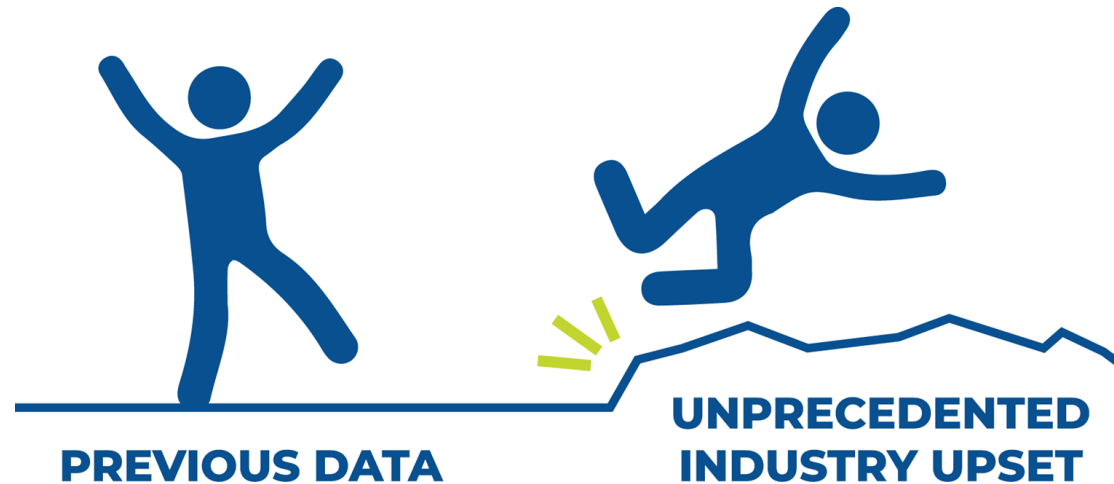
What About Technology?

WHAT ABOUT PROCESS MINING?

Forensics

- Process discovery based on what has happened (log files)
- Cannot assess impact to systems, people or other processes if the event has never happened before

Layering Both Business Modeling And Mining Is The Right Mix



What About Technology?

WHAT ABOUT AUTOMATION / RPA?

Hyper-Automation Highly Recommended

- Reduces people impact
- But, don't want to automate a bad process
- Business model important to prioritize for best ROI
- Need to reduce compliance issues on the backend

Using Business Modeling With Automation/RPA Is The Right Mix



Going Forward

Business Models During & After COVID-19



Going Forward

ASSUMPTIONS

New Regulations Coming

- Typically follows such an event
- Compliance requirements around business continuity

Now Is The Right Time To Be Enhancing Your Model

- Mitigation Top of Mind – Very Real for people
- Resultant Institutional Knowledge should be captured
- Motivation is there now

Informed Leadership Decisions Builds Confidence With Employees, Customers, And Shareholders



Going Forward

TURN YOUR PROCESSES INTO VALUABLE ASSETS

Use Business Model To Enable Business Continuity & Resiliency

- Know what is impacted
- React quickly and shift gears to emergency mode
- Prioritize and focus on what is critical
- Maintain positive customer experience
- Augment with process mining and automation
- Leverage via a Strategic Transformation Platform

Going Forward

TURN YOUR PROCESSES INTO VALUABLE ASSETS

Processes No Longer Hidden

- Systems are real
- People are real
- Invisible Processes emerge
- Allows true strategy to execution and ability to act quickly



Business Continuity & Resiliency Accelerator

Released June 16, 2020

The Release

**For Release 8:00 am
June 16, 2020**

iGrafx Business Continuity Helps Enterprises Adapt to New Normal

A Comprehensive Offer Including Assessments, Custom Content, Services and Automation

Austin— June 16, 2020 — Long used by the world's largest enterprises to operationalize governance, risk and compliance, iGrafx now offers a solution to jumpstart the identification and modeling of critical business processes to support resiliency initiatives. Today it announced a [cohesive offering](#) including [online assessments](#), customized services, specialized properties and tailored reports to track progress, as well as an automated accelerator to conduct business impact analysis.

iGrafx®

Web Based Assessment

Web Based Self-Assessment

- Resiliency (Processes, People/Roles, Systems/Apps)
- Supply Chain Flow
- Change Management
- Risk Management
- Regulatory Compliance
- KPIs
- Swap Procedures



Specialized Content –

Resiliency (Processes, People/Roles, Systems/Apps)

Use Business Modeling to capture BIA and find gaps

- Assess “Process” Maximum Allowable Outage (MAO)
- Rank to identify Business Critical Processes
- Establish missing resiliency

Object	F - MAO 7 Days Criticality Rank	Accountable Resource	Responsible Resource	Role	Alternate Responsible
6.4.1.1 Develop Salary/Compensation Structure And Plan	F - MAO 7 Days	Warner Bruno		CFO - role	Compliance Officer - role
4.3.4 Perform Quality Testing	F - MAO 7 Days	VP Production - role	Karen Mitchell		
8.3.4 Perform financial reporting	F - MAO 7 Days	CFO - role	Warner Bruno		
6.4.7 Manage Leadership	F - MAO 7 Days	Ann Smith		CEO - role	

Specialized Content – Supply Chain Flow

Identify Exposure in Supply Chain

- Locations at Risk
- Good & Services Impacted
- Gaps in Resiliency

Object	Location	Parent	Parent	Sends	Mission Criticality	Work Product	Receives	Mission Criticality	Work Product
Axis Order System	Toronto	Canada	The Americas	To			3.5.4 Manage sales orders	A : 24 hours	Order
							3.5.4 Manage sales orders	A : 24 hours	Production Order
Cyberdine Systems	Sydney	Australia	Asia Pacific	4.2.3 Order materials and services		Adjustable Inductor			
Equifax	Richmond	United States	The Americas	3.5.3 Manage Customer Sales		Credit Report	4.8.1 Process Service		Credit Report

Specialized Content – Risk Management

Assess Risk in context of Critical Processes

- Key points to address for continuity

Object	Criticality Rank	Has Risk	Instance of Risk	Controlled By	Accountable Resource	Risk Category	Current Risk Data		Inherent Risk	Residual Risk	Reason	Financial Impact	Financial Im
Log Customer Status Log into UltiPro	G - MAO 1 Month	Unauthorized UltiPro Login Allows Change to Payroll Files	R10 Unauthorized Access to Payroll Files (Change Amount)	Login to UltiPro Payroll Files for Annual Bonuses is Restricted	IT Director - role	Operational	Very high	Low	10	0	Financial impact of bonus could be substantial	100000	5
Log Payment Log Policy Status													

Specialized Content – Regulatory Compliance

Understand the impact of Regulatory Change

- Critical Processes affected
- Auditability

Object	Requirement For	Accountable Resource	Controls	Criticality Rank	Accountable Resource	Supported By Object	Criticality Rank	Accountable Resource
Accuracy	CA1.2.01 Manager of Financial Reporting uses Automated Disclosure checklist to complete and assess adequacy of quarterly disclosures	Controller - role	8.3.4 Perform financial reporting	F - MAO 7 Days	CFO - role	SAP FI / CO	B - MAO 4 Hours	IT Director - role
	CA1.2.02 Controller		8.3.4 Perform financial reporting	F - MAO 7 Days	CFO - role	SAP FI / CO	B - MAO 4 Hours	IT Director - role

Specialized Content – Return to “Normal”

Point the way to return to the New Normal

- Impact of needed adjustments
- Measure against new KPIs

Object	Responsible For		Accountable For		Alternate Responsible	Responsible For		Accountable For	
COO - role	4.6 Manage Relationships	Criticality Rank G - MAO 1 Month	10.2 Manage business Resiliency 12.4.4 Sustain improvement	D - MAO 1 Day G - MAO 1 Month	CFO - role	Reduce claim costs (KPI) 8.8 Manage internal controls		8.3.4 Perform financial reporting	F - MAO 7 Days

Tailored Service Offerings

What We Provide:

Our team will work to coach and train your staff in the three stages for BC&R readiness. These stages include:

Identify:

- Perform a Business Impact Analysis to gather data and identify Critical processes and related information.
- Enter the objects and relationships in iGrafx
- Use the Identify stage reports delivered with this solution to help identify gaps and ensure relatively complete object creation with direct relationships.

Evaluate:

- Identify issues in the data, including:
 - Single Source (single point-of-failure) issues
 - Gaps that exist with “indirect” relationships
- Manage and govern the content, ensuring that it is complete and maintained, so that you are ready for a BCR event.

Engage:

- Identify backups for impacted processes and resources
- Ensure the proper resources have access to needed documentation
- Understand ‘higher order’ or future impacts like what changing regulations due to the event will mean.

Next Steps

- Take the free Online assessment

Are You Ready? Free Assessment

- Contact your iGrafx Sales Representative for more information

Request More Info

Thank You!

Questions?

