RSA® ARCHER® BUSINESS RESILIENCY

Solution Brief

> *During the next five years, 80% of companies will face a crisis that will negatively impact their share price by 20 to 30%.*
>
> Oxford Metrica
> "Reputation Review 2012"

INTRODUCTION

Organizations are becoming a complex tapestry of products and services, processes, technologies, third parties, employees and more. Each element adds another level of complexity, which in turn magnifies the fragility and complexity of your business processes, critical IT infrastructure and ever-growing third party relationships. Plus, your business is continually evolving. New relationships are created and new services are offered, which require business and IT infrastructure to support. This changing ecosystem impacts your ability to maintain resiliency in the face of disruption, whether it is a major natural event, a reputational crisis, or a cyber-attack. In addition, the complexity makes it more difficult to clearly see where risks are, where they are emerging, and at what velocity risks could affect the resiliency of the organization.

Critical business functions and supporting infrastructure should be designed to withstand disruptions and to enable quick recovery or restoration if they fail. Business continuity (BC) and IT disaster recovery (DR) plans go a long way in ensuring that critical business 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 of these complex processes, systems, suppliers, and more is complicated. Business continuity management (BCM) teams usually capture static BC/DR plan documentation in multiple tools and inflexible systems that are costly to customize and upgrade. In addition, there are often uncoordinated, ad hoc processes for creating, approving, maintaining, and testing plans. With limited coordination among BC, DR, and crisis teams, there is often little visibility into new or emerging IT or business risks that may impact the continuity or resilience of your organization's standard operations. As a result, it is difficult to prove and report to senior management that continuity and recovery plans are in place and will work as intended.

TRANSFORM RECOVERY TO A RESILIENCY MINDSET

Recovery implies that the business has made reactive plans to restore needed services after bad things happen. Conversely, resiliency programs are designed to address and mitigate "systemic risk" to the continuity of your organization. Resiliency requires building processes that naturally adapt to adverse conditions, make mid-course corrections, and avoid the negative impacts of a disruption.

A successful business resiliency program aligns your business impact analysis, business continuity planning, IT disaster recovery planning, crisis planning, and incident response activities with objectives and strategies of the business as a whole.

Now more than ever, your organization needs business continuity and disaster recovery teams to work closely to create a more resilient organization and minimize the impact of any disruption to your organization's reputation, finances, legal status, employees or customers. Senior management needs a better understanding of continuity risks, insight into needed budget requirements, and a level of confidence that plans are in place if a crisis should occur.

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THE RSA ARCHER BUSINESS RESILIENCY ADVANTAGE

RSA® Archer® Business Resiliency provides an automated approach to enable you to respond swiftly in crisis situations to protect your ongoing operations. With RSA Archer, you can transform the efficiency of your continuity 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 most critical for you to ensure they are resilient? What are the upstream and downstream dependencies, systems, and processes, and how does your team plan for them? These critical questions must be answered in concert with an understanding of business criticality and corresponding recovery priorities. RSA Archer offers a centralized business process and asset repository tied to the supporting IT infrastructure. This enables management to catalog and understand 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 in place.

Integrate Incident and Crisis Response

Muddling through everyday incidents or a crisis event to be saved by "heroic efforts" is not the type of experience your team wants to endure, much less repeat. Incident and crisis teams must adequately plan to manage incidents as they arise and proactively build steps into the organization's processes to effectively bring crisis events to swift and successful resolution. Bringing the resiliency program together in managing day-to-day incidents and planning and testing for crisis events, your programs must include a cycle for learning and improving processes. With RSA Archer, you can do this more effectively to keep your resiliency program in line with changes within your organization, new or changing regulations, and new business, building resiliency into the very processes you perform.

Adapt Your Resiliency Program

Businesses are fluid and prone to changes, so priorities need to be evaluated on a regular basis. Why shouldn't BCM 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 Archer, you can build your resiliency program on the most configurable software in the industry. You can tailor continuity, recovery, and response processes, add new workflow, and program new reports while maintaining your approaches and taxonomies. RSA Archer's flexible platform allows you to easily expand your current continuity and recovery use cases with no custom code or professional service requirements. RSA Archer Business Resiliency uses a standards-based approach that aligns with the ISO 22301 international standard for BC planning.

RSA ARCHER BUSINESS RESILIENCY

RSA Archer Business Resiliency provides an automated approach to business continuity and disaster recovery planning and execution, enabling swift response in crisis situations to protect your ongoing operations. With RSA Archer, 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. Key dashboards and reports provide visibility for your senior management, giving them a better understanding of continuity risks, insight into budget requirements, and a level of confidence that a solid resiliency program is in place if a crisis occurs.

RSA Archer Business Resiliency provides several use cases to meet your specific business needs and progress in the business resiliency maturity journey, including the following options.

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Business Impact Analysis

To understand the criticality of business processes in any organization, you must develop business impact analyses. RSA Archer Business Impact Analysis is designed to help you determine the criticality of business processes so they can be prioritized and sequenced for recovery planning and building resiliency measures. Campaign capabilities enable you to drive business impact analysis (BIA) updates across business processes that support a set of products and services or align with particular business units or other organizations. The use case provides out-of-the-box workflow to drive updates through your business process owners, with built-in approval, monitoring, notification, and reporting. 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 Archer Incident Management provides a case management and incident response solution for reporting and categorizing events such as cyberattacks, ethics violations, and physical incidents. You can quickly evaluate the criticality of an incident, determine the appropriate response procedures, and assign response team members based on factors like business impact and regulatory requirements. Incident Management also provides dashboards for tracking and reporting on costs, related incidents, losses and recovery.

Business Continuity & IT Disaster Recovery Planning

RSA Archer Business Continuity & IT Disaster Recovery Planning offers a coordinated, consistent, and automated approach to business continuity and IT disaster recovery planning and execution. It allows you to respond swiftly in crisis situations to protect your ongoing operations.

Resiliency Management

RSA Archer Resiliency Management provides a coordinated, consistent, and automated approach for swift response and mass communication in crisis situations to protect your ongoing operations. With RSA Archer, you can manage business continuity and disaster recovery, and align activated plans with the organization's crisis team activities to manage crisis events holistically. The solution also aligns risk assessment with other GRC disciplines and automates the process of testing business continuity, IT disaster recovery, and crisis plans for consistent crisis response to minimize risks.
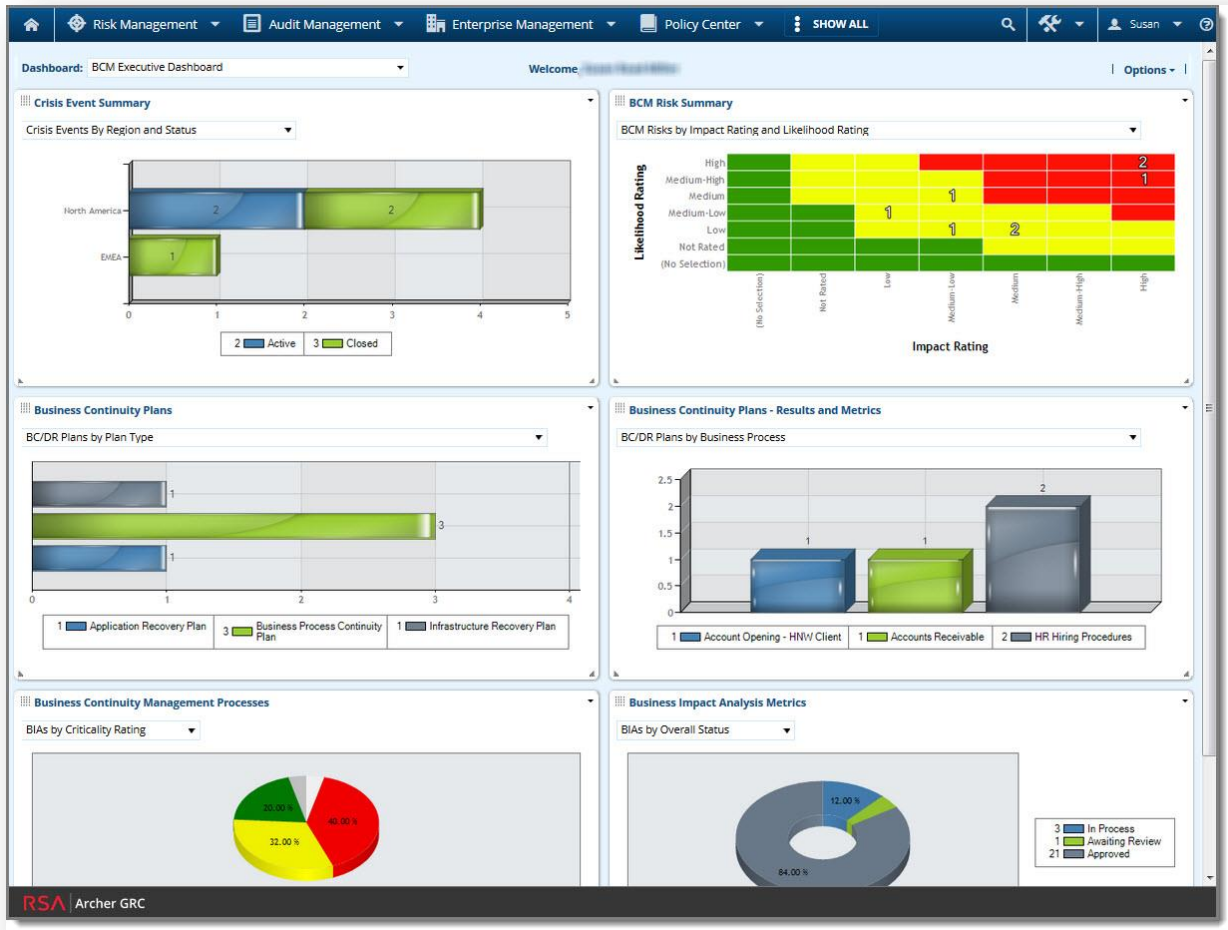
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CONCLUSION

Without a coordinated approach to business resiliency, organizations can suffer significant losses when critical business processes or IT infrastructure cannot be sustained or recovered quickly after a disruption. RSA Archer Business Resiliency provides a resiliency-driven approach to help your organization mature from reactive business continuity and recovery objectives to a proactive posture that enables your team to reduce the effects of disruptions to your business. With RSA Archer, you can transform the efficiency of your resiliency team to protect your critical business operations.

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