Resiliency — Planning and Design

Develop effective resiliency plans that include IT DR, BCM, crisis management and governance

Business benefits

- Applies a structured approach to make your business more resilient and always on by using the IBM Resiliency Services Framework Seven-Layer Model
- Identifies key objectives, risks and opportunities to create and document a resiliency strategy
- Links business and IT objectives to create a more robust resiliency strategy
- Adapts existing capabilities and plans, when appropriate, to help support key business requirements
- Develops resiliency plans that are more crisp, focused and executable
- Helps ensure ongoing sustainment of your resiliency program through implementation of customized governance programs

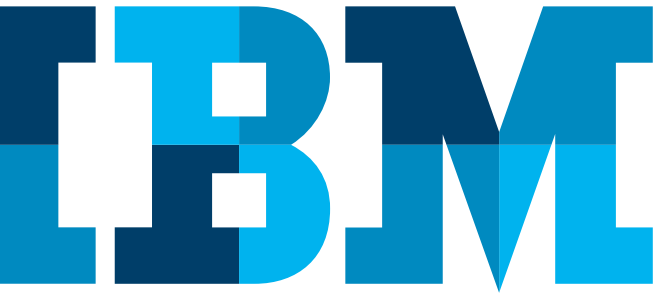
Financial implications of a disruption in service, along with brand image, data integrity and regulatory compliance, are key risk factors you need to address to support your business continuity goals. During a crisis situation, time is constantly working against you.

As applications and systems are increasingly integrated and distributed across cloud and hybrid IT environments, your IT disaster recovery, business continuity management (BCM) and crisis management programs must be seamless in their integration and execution. Employees, customers and business partners expect that the information, products and services they need will be always on—available when, where and how they want them.

The IBM Resiliency Services Framework is a seven-layer model that helps your business and IT leaders examine resiliency operations at both the physical and virtual layers of your organization to identify risks and vulnerabilities. As part of a detailed resiliency program, operations in each layer of the framework must meet industry and corporate standards for business continuity, disaster recovery, resiliency, regulatory compliance (where required) and security.

IBM resilience specialists work with you to develop and document a feature-rich strategy that helps keep pace with changes to your business and IT resiliency requirements. A standards-based architecture that blends continuous availability and recovery techniques is created, defining a more optimized solution that includes a roadmap for implementation, testing and sustainment.

IBM specialists also guide you in defining and documenting your business continuity, disaster recovery (application recovery, infrastructure recovery, data recovery, network recovery and restoration) and crisis management plans that help ensure continued operations in case of an unexpected interruption.



IBM Resiliency Consulting Services offers a holistic approach to help you define and document resiliency designs, plans and procedures to continue critical operations in case of an unexpected disruption. We help you develop and maintain well designed and comprehensive resiliency plans with step-by-step guidelines to react to events, and if necessary recover your IT and business operations. Our effective resiliency program governance models enable you to better manage new and changing government and industry mandates with both time and cost efficiency.

Identifying and prioritizing key objectives, risks and opportunities

IBM resilience specialists help you define resilience goals and the specific relationship of these goals to your strategic business objectives. IBM specialists conduct a series of interviews and work sessions with your team to understand your processes, technical capabilities and business continuity requirements. IBM then defines a pragmatic and executable path to resilience that makes the most business and financial sense to your enterprise. IBM helps you create an infrastructure design that supports a holistic view of resilience across your enterprise, including business strategies, organization, processes, applications, data, IT infrastructure and facilities.

Creating resiliency plans that are pragmatic and executable

IBM resiliency specialists work with you to document robust and actionable plans for both traditional and orchestrated recovery and restoration of business processes, IT infrastructure, applications, data, networks and facilities necessary to help support your critical business operations. These plans can reduce execution time by automating and orchestrating the step-by-step actions required in the recovery and restart of IT processes.

Designing a governed and maintained resilience program

IBM assists you in outlining responsibilities and design processes to help ensure your resilience plans and procedures are kept current, tests are run regularly and people understand their roles in case of a disruption. IBM also helps you identify ways to measure annual progress, integrate with risk management and bridge gaps between business and IT plans.

Why IBM Resiliency Services?

IBM Resiliency Services can design, implement, manage and test your resiliency solutions through every layer of the IBM Resiliency Services Framework. Many are offered as managed services, including IBM Cloud Resiliency Orchestration, cloud services for data and application backup and availability, server recovery, incident and crisis management workflows, and communications. Integrating managed services into your organization is a way to help ensure that you have a viable and sustainable resiliency program while allowing internal resources to focus on the day-to-day operations of the business.

With more than 50 years' experience in business continuity, disaster recovery and resilience, IBM is an acknowledged market leader and innovator in this field. IBM's 4,000 continuity and resiliency professionals serve over 10,000 clients. IBM manages and runs over 300 cloud resiliency centers in 68 countries. Few organizations operating in the resiliency arena can match IBM's track record, experience, portfolio breadth and reach.

Take the next step

To learn more about IBM Resiliency Services—Resiliency—Planning and Design, please contact your IBM sales representative or see the following website:
IBM Resiliency Consulting Services

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IBM Resiliency Services
3039 Cornwallis Rd., Bldg 201
Research Triangle Park, NC 27709

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