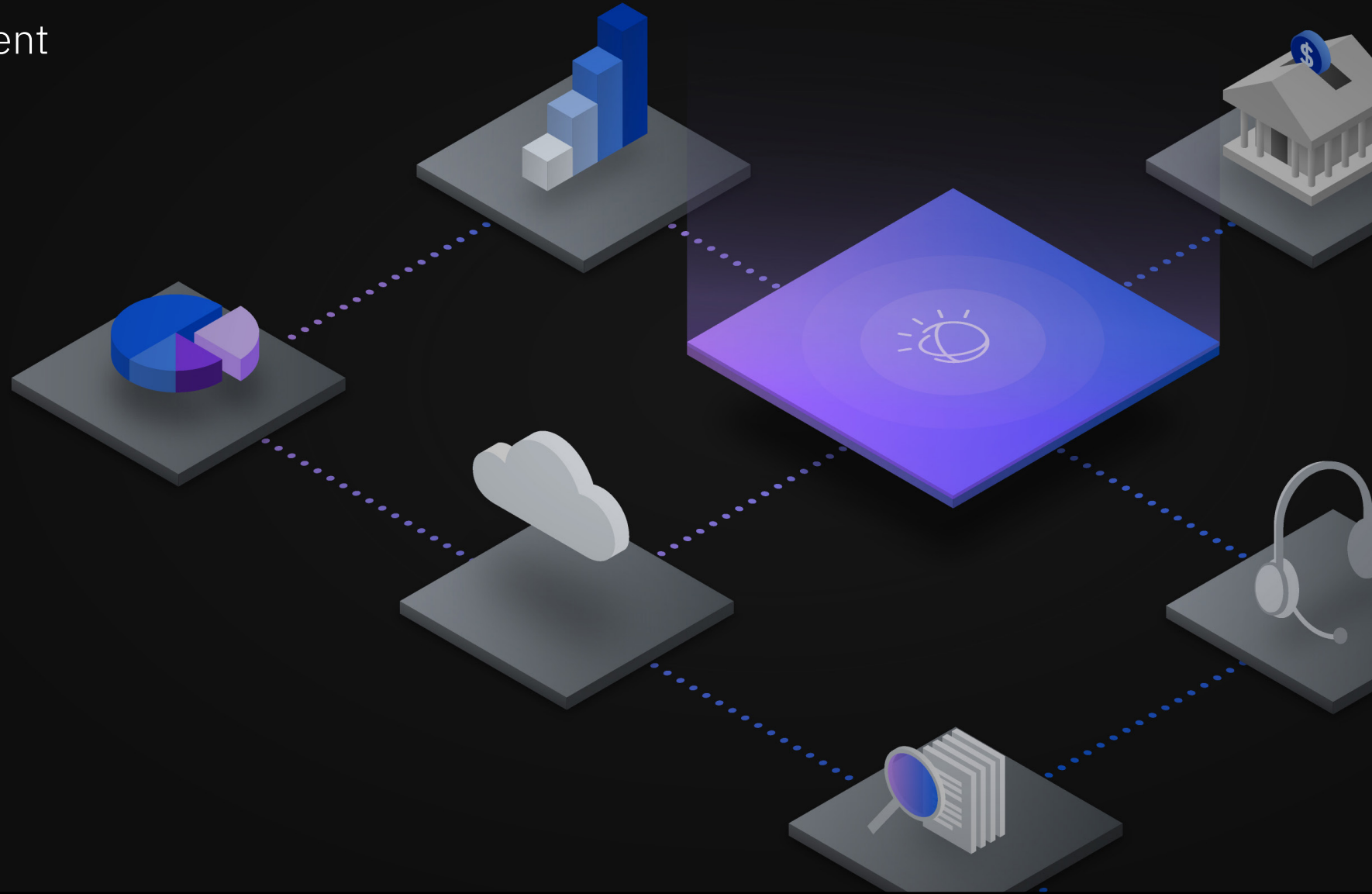


IBM OpenPages with Watson

Business Continuity Management



Prepare your enterprise for business continuity and **protect employees** in the face of disruptive events

Market challenges

Organizations need better business continuity management. For many organizations, business continuity management (BCM) has consisted of a piecemeal approach using homegrown solutions and spreadsheets scattered in silos throughout the enterprise. The typical labor-intensive approach to BCM is problematic for business continuity managers. This is especially true when reliable, up-to-date information is needed to identify critical business processes and develop business continuity plans to ensure operations continue during disruptive conditions. Due to weaknesses uncovered during the COVID-19 pandemic and the regulatory scrutiny on the horizon, organizations need a better way.

Standardize your business continuity management

IBM OpenPages Business Continuity Management enables organizations to centralize data related to business continuity management in one location and implement a standardized approach across the enterprise. Users can visualize data relationships to identify dependencies and gain quick access to information. Administrators can modify out-of-the-box views and workflows through the user interface to improve consistency across business units.

The monitoring of planning and testing is done through configurable dashboards and the business intelligence capabilities of IBM Cognos® Analytics. IBM OpenPages with Watson is an AI-driven governance, risk and compliance (GRC) solution built to help organizations manage risk and regulatory compliance challenges. Using AI capabilities from IBM Watson®, the OpenPages platform consolidates disparate GRC systems and centralizes siloed risk management functions in one integrated solution. This helps reduce the cost of maintaining multiple solutions.

With OpenPages, clients can operationalize AI across the business, build and scale AI with trust and transparency, and create a business-ready analytics foundation. The solution drives GRC adoption with zero training into all three lines.

IBM OpenPages Business Continuity Management



Centralize business continuity management data

With data constantly changing within an organization due to the development of new lines of businesses, retirement of offered services, reorganization of business units, and employee turnover, IBM OpenPages Business Continuity Management provides one location for enterprise business continuity management data. Business continuity managers can have visibility into the most current risks and controls affecting all critical business processes, people, and assets. This helps them create, update, and test business continuity plans. Role-based permissions enable defined users to have access to selected objects based on their need for the data.



Integrate IBM OpenPages Business Continuity Management with other OpenPages solutions

IBM OpenPages Business Continuity Management can act as a standalone solution but is pre-integrated with the object models of other solutions in the platform, such as Operational Risk Management, IT Governance, and Third-Party Risk Management. OpenPages users can leverage their existing risk management data and established business entity hierarchies into IBM OpenPages Business Continuity Management .



Discover, explore, and visualize data relationships

Business continuity managers can visualize key relationships and gain immediate access to any related record by using IBM OpenPages Business Continuity Management. From a single screen, the user can visualize dependent relationships and edit fields based on role-based permissions.

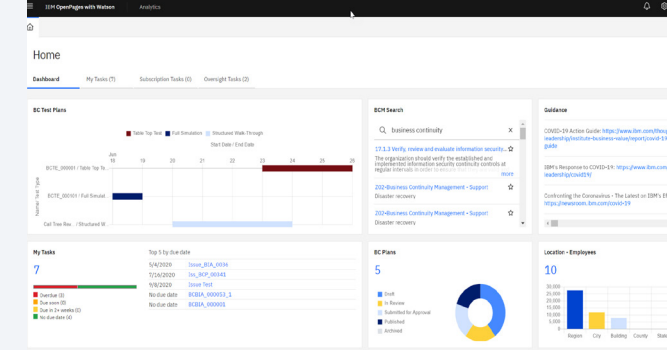


Figure 1. Configurable and interactive dashboards enable users to visualize key metrics and tasks related to their responsibilities.

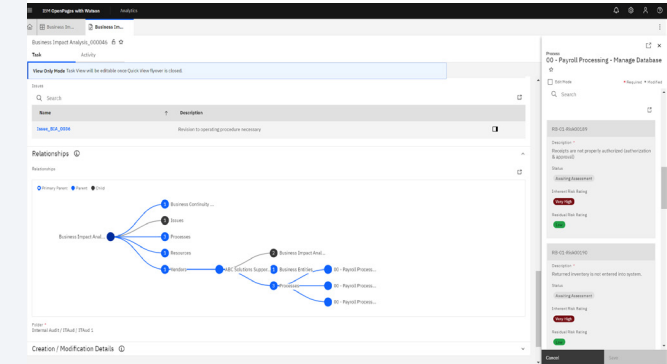


Figure 2. Relationship mapping visualization enables users to view dependencies and access key information from one screen.



Use a configurable workflow to automate plan development and testing

The regular testing of business continuity plans is a critical element of a successful BCM program. Regular testing provides training to key employees responsible for implementing the plan and enables iterative improvements to the plan. The time to identify failures with plan implementation is during testing and not when a real-life disruptive event occurs. OpenPages provides a Workflow Designer, with which users can:

- Create or modify out-of-the-box workflows to automatically assign and notify users of workflow stages
- Create and track issues when they identify failures to continually improve the business continuity program
- Schedule automated initiation of workflows so that users do not need to schedule separate reminders for time-based reviews of items, such as plans, business impact analyses, and risk assessments



Increase standardization across the enterprise

A siloed approach to business continuity based on individual business units makes enterprise-wide standardization difficult. OpenPages has a task-focused user interface that allows users to create or modify out-of-the-box views for items such as business continuity plans through a drag-and-drop user interface. It also permits the flexibility to modify views based on workflow stage, user, or fields within a record. Through IBM OpenPages Business Continuity Management, business continuity plans, business impact analyses, and testing plans can have uniform aspects across the enterprise, while permitting each business unit the flexibility to add fields or guidance as needed.

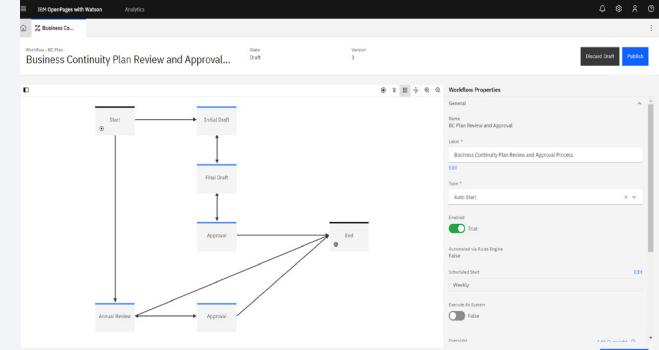


Figure 3. The OpenPages Workflow Designer enables users to create and modify workflows through the user interface

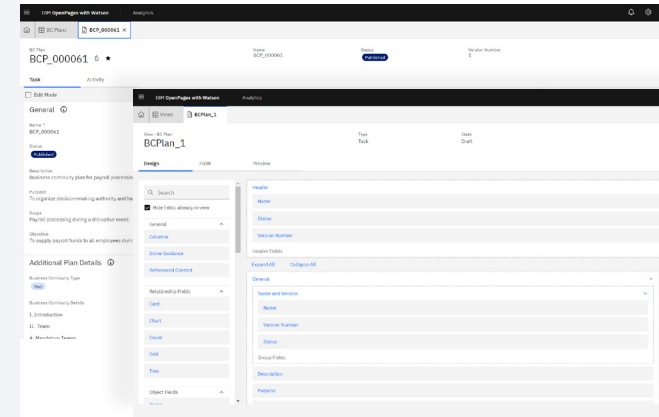


Figure 4. Display of the out-of-the-box Business Continuity Plan View (back) and the View Designer (front) with drag and drop user interface that enables the modification of views.



Use the calculation engine to identify critical business processes

IBM OpenPages Business Continuity Management includes an out-of-the-box calculation for identifying critical business processes. This calculation defines the maximum acceptable outage of processes that comprise a business function by scoring the selections made within three fields on the Business Impact Analysis Object. This calculation is configurable from the user interface to add fields or customize scoring according to an organization's methodology.



Solution Highlights:

- Drives GRC adoption into all three lines
- Reduces compliance costs and delivers business value from an integrated GRC platform
- Configurable workflows to automate GRC processes in minutes
- Uses REST APIs that integrate GRC processes to third-party connectors
- Uses IBM Cognos Analytics for self-service data exploration and insights and includes an out-of-the-box Cognos report for the business continuity plan
- Includes an agile metadata-driven object model and framework that can be altered under the control of the customer

- Automates your GRC processes, creating time to value
- Integrates with Watson Assistant to facilitate the creation of a virtual assistant that can assist users in a question-and-answer format using natural language understanding based on content provided from ingested documents and URLs
- Integrates with Watson Natural Language Processing to enable suggestions for categorizing or associating records
- Available deployment options include on-premises, SaaS, or as a cartridge on IBM Cloud Pak for Data that can deploy on-premises and on any cloud

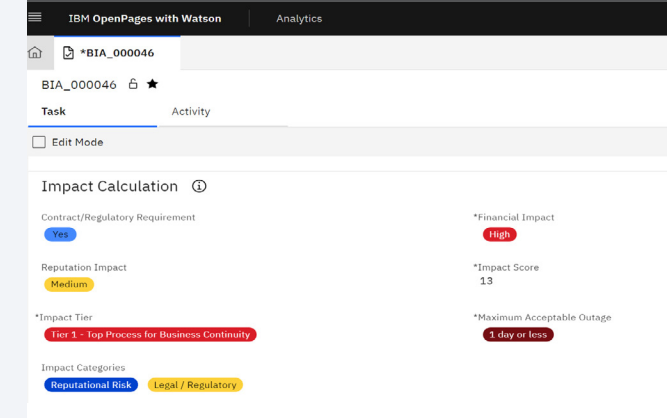


Figure 5. Business Impact Analysis record displaying selections that drive range for Maximum Acceptable Outage.

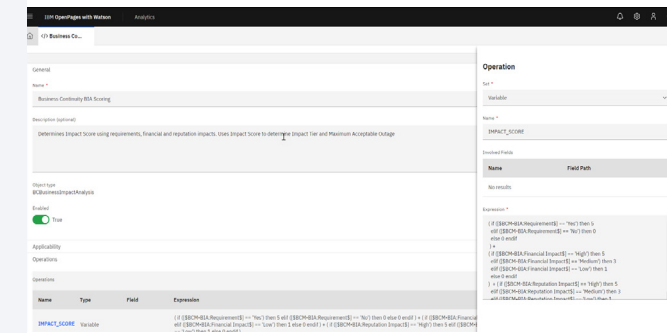


Figure 6. Simple user interface enabling customized scoring based on an organization's unique methodology.

Conclusion

Business continuity management requires access to data that is constantly changing and spread across the entire organization. IBM OpenPages Business Continuity Management is built to help organizations centralize business continuity management data in one location and deploy a standardized approach across the enterprise. The OpenPages task-focused user interface and simple workflow designer allows organizations to have a consistent yet flexible business continuity management program. With enhanced organization and standardization of business continuity data, enterprises can better identify and implement the correct plan at the appropriate time to maintain business continuity in the face of disruptive events.

Why IBM OpenPages with Watson

IBM OpenPages with Watson transforms the way risk and compliance professionals work. By providing core services and functional components on a scalable platform that spans operational risk, model risk, third party risk, regulatory compliance, IT governance, business continuity, internal audit, policy and financial controls management, IBM OpenPages with Watson delivers a holistic view of risk and regulatory responsibilities across the enterprise.

IBM OpenPages with Watson merges Watson's AI capabilities and the expertise of our extensive partner network to help risk and compliance professionals make more informed decisions to manage risk and compliance processes. It delivers on the marketplace demand for an integrated end-to-end solution that enables organizations to connect internal GRC policies and practices to the external regulatory environment. To learn more, visit our product page at: ibm.com/openpages

For more information

To learn more about IBM OpenPages Business Continuity Management, visit ibm.com/openpages



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