

IBM Cloud Resiliency Orchestration Consulting Services

*Prepare for the next resiliency paradigm shift
to help accommodate an always-on world*



Business benefits

- Applies a structured approach with IBM Resiliency Services Framework, featuring a seven-layer model to help make your business resilient and always-on.
- Helps you understand your current state of readiness to implement resiliency orchestration.
- Documents and maps application dependency chains to help you understand recovery or restart priorities, sequencing and impact on user-defined recovery time and recovery point objectives.
- Uses experienced resiliency program management professionals to keep run books current and in sync with evolving production environment. Also, regularly exercises and reports on the status of DR capabilities that can help maintain an always-on state of readiness.

Surviving today's competitive business environment requires continuous availability of your IT systems, applications and data. Your employees, customers and business associates expect that the information, products and services they need will be always-on—available when, where and how they want them.

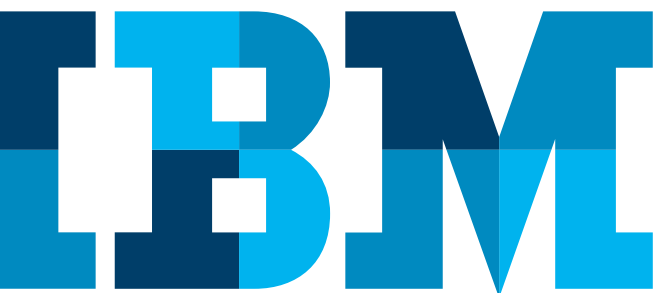
To better meet these demands, systems are increasingly integrated and distributed across complex IT environments including private, public and hybrid clouds, which can create potential vulnerabilities. Linking more critical systems together to manage higher expectations complicates business continuity, disaster recovery (DR), resiliency, regulatory compliance and security. Orchestration can simplify DR automation with real-time DR failover by up to 80 percent¹, resulting in a more predictable, cost-effective DR experience. Achieving the optimum benefits in the shortest possible time frame from orchestration requires preparation and process maturity.

IBM® Cloud Resiliency Orchestration Consulting Services helps organizations achieve and maintain the preparation and process maturity that is essential for orchestrated resiliency. This includes a holistic approach based on the IBM Resiliency Services seven-layer framework to evaluate your current state; determine the level of maturity in your organization's IT DR program; and provide recommendations to improve your processes, procedures, documentation and management practices essential for orchestrated resiliency.

IBM Resiliency Services Framework

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 the 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, DR, resiliency, regulatory compliance (where required) and security. Because these layers are interdependent, each must be examined in terms of its ability to support the others. This approach helps your organization promote integrated resiliency and supports you for an orchestrated always-on world.



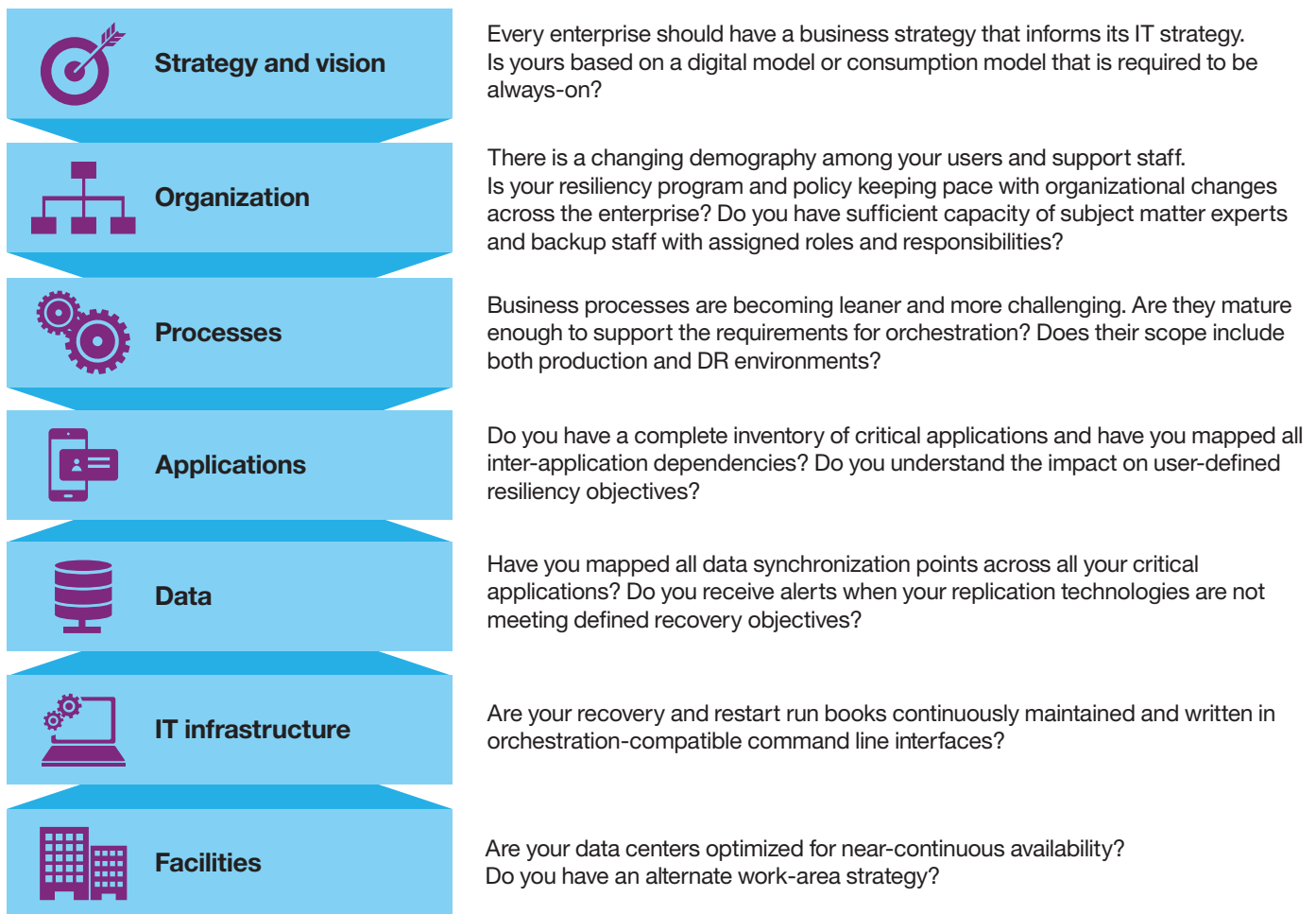


Figure 1: IBM Resiliency Services Framework

Service highlights

- **IBM Resiliency Orchestration Readiness Assessment**— Examines 10 key focal areas essential to orchestration and helps determine the level of readiness or maturity required to migrate. Provides recommendations for improvement and implementation roadmap.
- **Application dependency analysis**— Identifies and maps relationships and interdependencies among production user applications, business processes, components, data, processes and IT infrastructure to help determine recovery or restart priority and sequencing.
- **Resiliency program management**— Looks at your current state and helps you define the right strategy and develop the corresponding architecture, resiliency program, recovery or restart workflows and run books for business continuity, IT resiliency and enterprise crisis management. Documents your DR technical design, reviews and validates both technical and application recovery or restart workflows and procedures, manages your DR exercises, and keeps it updated and ready for use when needed.

Service advantages

- **IBM Resiliency Orchestration Readiness Assessment**— Helps provide an independent, objective maturity assessment of your current DR documentation and processes specifically in the context of advancing to orchestrated resiliency.
- **Application dependency analysis**— Identifies where recovery time and recovery point objectives must be re-assessed or DR strategy and architecture must be revised according to application sequencing and synchronization requirements. Enables the development of more accurate recovery or restart workflows for DR run books.
- **Resiliency program management**— Provides the benefit of having trained resiliency professionals manage your DR program, allowing your IT operational staff to focus on production-related activities and your core business priorities.

A good way to start your migration is with a resiliency orchestration readiness assessment to measure your current IT DR program against the resiliency services framework in the context of orchestration. During this face-to-face discussion, IBM representatives evaluate your DR capabilities, associated documentation, and processes using industry best practices and IBM experience in implementing and maintaining orchestrated resiliency. By prioritizing gaps or identifying areas of weakness that can pose some of the greatest risk in advancing to orchestrated resiliency, you can build a business case to implement appropriate mitigation technologies and techniques to more effectively address your resiliency risks.

Why IBM Resiliency Services?

IBM offers a broad range of orchestration consulting solutions to help ensure that your systems are security rich, accessible, and always available—no matter where your workload is located—while helping you better manage compliance with federal and local data residency regulations. Designed to be your first choice, IBM has global infrastructure and extensive industry experience.

With more than 50 years' experience in business continuity, DR and resilience, IBM is a market leader and innovator in this field. IBM's 4,000 continuity and resiliency professionals serve over 10,000 clients. You can find IBM's 300-plus cloud resiliency centers in 68 countries. Few organizations operating in the resiliency arena can match IBM's track record, expertise, portfolio breadth and reach.

For more information

To learn more about IBM Resiliency Consulting Services—resiliency orchestration consulting, please contact your IBM marketing representative or IBM Business Partner, or visit the following website:

ibm.com/services/us/en/it-services/business-continuity

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¹ Based on an IBM internal analysis of client data. Individual results may vary.



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