Manage and sustain your resiliency program

Ensure your resiliency program evolves with your changing business

What is IBM Resiliency Services—resiliency program management?
To sustain appropriate resiliency capabilities over time requires a robust and integrated management system, imbedded into the organization’s ongoing operational practices. Utilizing our Business Resiliency Framework, our resiliency specialists provide a detailed roadmap that can enable you to effectively take steps to achieve your enterprise resiliency program governance requirements.

Why choose IBM Resiliency Services—resiliency program management?
To maintain continuous business and IT operations, your organization needs to continuously monitor and address potential risks that may adversely affect your business. You need to have confidence that your IT disaster recovery and business continuity plans are capable of meeting your business recovery objectives as well as meeting any industry and regulatory compliance requirements. Resiliency solutions can quickly become outdated and ineffective if not properly managed, which can be worse than having no resiliency program at all. To ensure that your Resiliency Program adequately addresses the needs and requirements of your business operations, you need to have an effective governance framework in place.

Business benefits

- Continuously monitors risks to help ensure controls are in place to either mitigate impact of or eliminate risk
- Addresses compliance management requirements where appropriate
- Assesses current business resiliency program against current business requirements
Every enterprise should have a business strategy that informs its IT strategy. Do you have corporate policies and guidelines for your resiliency program that include mandatory compliance?

There is a changing demography among your users and support staff. Is your resiliency program and policy keeping pace with organizational changes across the enterprise?

Business processes are becoming leaner and more challenging. Are your IT service management processes keeping pace? Do they focus on an always-on enterprise? Are you tracking and reporting on the level of compliance?

If your apps aren’t working, your customers can’t buy. Are you actively monitoring application dependencies and updating recovery/restart workflows and procedures?

Data underpins today’s global enterprise. Is your data protected and available? Are you backing up the right data and can you get it back when you need it?

Are you evaluating which workloads to move to cloud, and do you have the proper recovery procedures in place for hybrid IT environments? Are you designing for high availability?

Are your data centers optimized for near-continuous availability? Do you have an alternate work-area strategy?

**Service highlights**
- Monitor and trend events to detect abnormalities before they create incidents and problems
- Shift from reactive to proactive service management to save costs and time in the long run
- Manage compliance with regulatory requirements
- Regularly revisit your policies to consistently define and document availability requirements and costs
- Report on performance to demonstrate readiness and results of investments in your program
- Update availability requirements as part of an ongoing business impact and assessment process

**Governance Framework — The key to program sustenance**
Governance is crucial to the overall health and accuracy of your resiliency program. Having the right governance framework in place ensures that resiliency is embedded in daily operations and is considered when change occurs within each level in your Business Resiliency Framework.
Establishing your Governance Framework

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**Figure 2: Governance Framework**
Why IBM?
IBM's approach to facilitating business resiliency is robust, covering strategy and vision, organization and human resources, business processes, applications, data, IT infrastructure and facilities. With over 50 years of experience helping businesses improve their resiliency, IBM is a leader in addressing business, data and event driven risks. We offer you the services of highly skilled resiliency professionals to assess, design, implement, test and sustain a sound enterprise business-based resilience program.

For more information
To learn more about IBM Resiliency Consulting Services—resiliency program management, please contact your IBM marketing representative or visit 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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