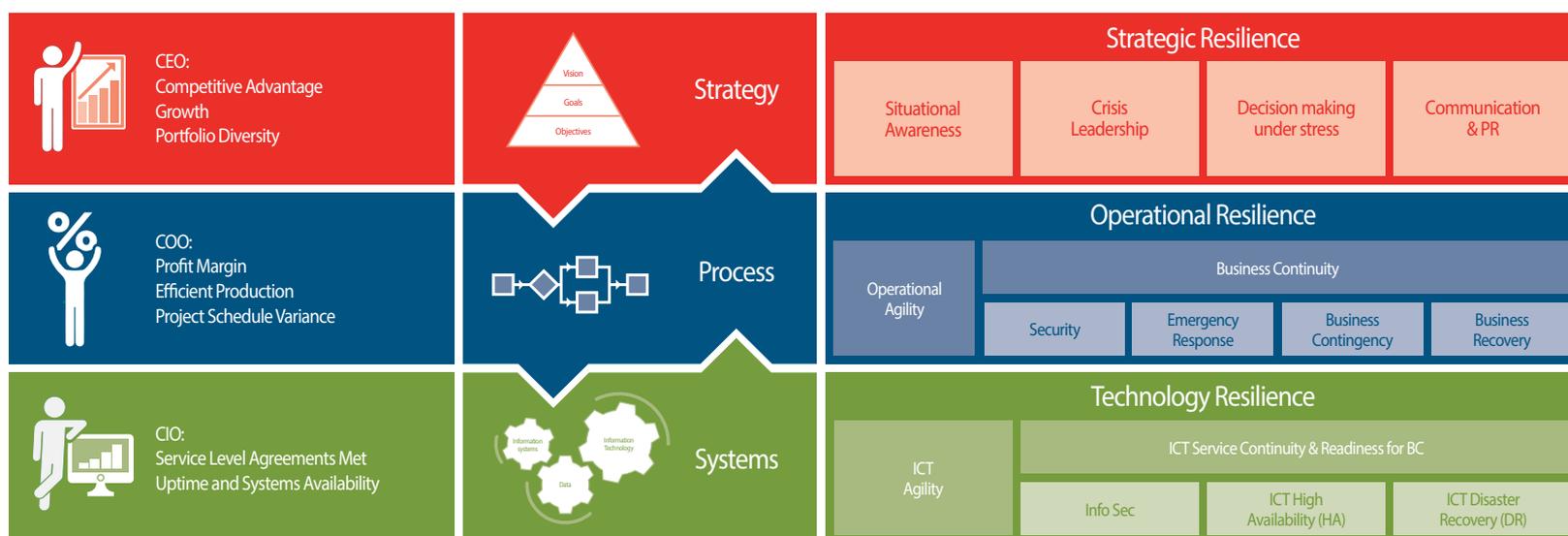




Resilience Consulting Services

Resilience is now not just an interesting concept but a matter of organisational life and death in many industries. Corporate success can now only be guaranteed by continuously – and consistently – adapting to create profit earning opportunities regardless of external stresses or internal disruptions.

A number of factors contribute to how resilient your business is, it is not a ‘break glass in case of emergency’ capability but embedded deep within the culture of the organisation. However, it can be developed and enhanced at every level in an organisation by building on the following as a foundation; robust and agile operations, strong leadership and culture; and supportive relationships.



SUNGARD AS RESILIENCE CONSULTING SERVICES

Strategic Resilience

Crisis Leadership and Management Coaching: An interactive development program for crisis management executives to help prepare them to deal with the disruption scenarios that require their full and immediate attention. Crisis management is a high-tempo, high-consequence activity that works to tight deadlines, and requires decisions under conditions of uncertainty where there is little or no scope to wait and see. Subjects include: Situational Awareness, Decision Making under stress, Crisis PR, Communications & Media Survival, and Crisis Hot Seat Survival.

Supply Chain Resilience: A review of supplier relationships that extends beyond a standard risk assessment to provide a view of the resilience of the commercial network within which the organization operates. This can include interactive intervention (e.g. joint testing and exercising or wargaming).

Cyber Resilience & Awareness: An assessment that extends beyond a Penetration Test (that identifies technical vulnerabilities) to include people, process and culture to provide an organization with a comprehensive assessment of its cyber risk so that its cyber resilience is not solely reliant on reducing the probability that technical vulnerabilities are exploited but also includes measures that address all vulnerabilities, threats and impacts and is proportionate to the risk.

Crisis Communications: A review of your crisis communication arrangements to understand what skills and techniques can be used when managing a crisis situation, ensuring effective communication.

Exercising & Wargaming: Strategy games that use realistic scenarios to realistically simulate moves and counter-moves in a commercial setting.

Operational Resilience

Business Continuity Current State Review & Roadmap:

A review to assess and determine the viability of existing

business continuity and disaster recovery processes and capabilities together with a Roadmap of activities needed to attain good practice.

Business Continuity Lifecycle Implementation: A Business Continuity intervention including any or all of the following: a Business Impact and Risk Assessment (BIRA) to determine the critical activities undertaken and the risks to them, the impacts associated with their interruption and the resources required to resume them; a Business Continuity Strategy Development that sets out the options available to implement risk controls and mitigate impacts identified in the BIRA; the development of Business Continuity Plans that provide a clear framework for decision-making and the implementation of recovery activities following a disruption.

Business Continuity Maintenance Program: The on-going maintenance of a Business Continuity Management System (BCMS) including: the management of an awareness, training, exercising and testing program; and the building of a partnership that will allow the client to have confidence that it will remain at the front of Business Continuity good practice.

Operational Risk Management: Managing risk without diminishing the potential opportunities requires the careful balancing of technological, physical, procedural and cultural risk-control measures. Our Risk Assessment is the foundation on which an organisation can build its risk policy, plans, strategies and response capabilities.

Incident Management: Incident Management capability building to provide an organisation with a framework for responding to an incident or disruption, including coaching for improved command and control.

Technology Resilience

ICT Readiness for Business Continuity: A review of IT Service Continuity and Disaster Recovery arrangements to ensure that they can support the BC requirements of the organization.

Disaster Recovery Strategy Development: Development of DR strategy options to meet the three main drivers for DR: DR as a resilience backstop to HA; DR as a support to contingency operations; and DR as a support for crisis operations.

Disaster Recovery Risk Management: A suite of modular processes and services that provides a practical, consistent, integrated and centralized method for the DR Program Office to continually and consistently analyse, prioritise, communicate & manage global / enterprise-wide disaster recovery risk.

About Sungard Availability Services

Sungard Availability Services provides managed IT services, information availability consulting services, business continuity management software, and disaster recovery services.

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