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accenture

High performance. Delivered.

Technology

Preparing your organization for unplanned disruptions

Today's world is more connected and mobile than five years ago. Technology advances can enhance operational efficiency and improve customer service, but they also create complex risks. Organizations that have prepared the enterprise for possible risks and effects of unplanned outages will be able to be proactive and quickly react to fast-moving events and eliminate or minimize the costs and risks associated with reputation and financial losses. Accenture's capabilities help to prepare the enterprise and improve business resiliency.

Planning: Assessment to recovery

A strategic plan for handling disruptions—large and small, natural and manmade—is critical for avoiding interruptions to people, process, and technology. Business Continuity and Disaster Recovery (BCDR) Planning has become a mainstream operational requirement and can help your organization survive if a disruption cannot be prevented.

Accenture helps organizations create and execute a comprehensive BCDR program: definition of critical assets, measurement of impact and risk, development of recovery strategies, planning of solution development and implementation, execution of exercises, and orchestration of training to refine and build resiliency services that suit each organization and address the operational requirements. Our holistic view for BCDR program development is represented below:



• Consulting • Technology • Outsourcing

Our methodology focuses on eight process excellence areas to address a holistic BCDR program:

Identify and assess (impact and risk)

Current Recovery Capability Assessment: Assess and determine gaps to improve alignment of strategic business initiatives with operational and technology investments. This helps organizations define where changes and enhancements are needed so that they can develop a resilient solution that properly aligns to business needs.

Risk Assessment/Business Impact Analysis: Conduct a structured Risk Assessment (RA) to provide analysis of potential losses resulting from threats. Provide a Business Impact Analysis (BIA) to determine the tangible and intangible impacts to key assets (people, process and technology) and their dependencies within an organization.

Strategy, solution and plan

Strategy Development and Planning: Develop solutions to meet the organization's recovery objectives surrounding its people, processes, operations, technology, and dependencies. Accenture's deep global experience in BCDR planning will facilitate the design, development and deployment of architecture, documentation, tools, and infrastructure to meet recovery timeframes.

Program Governance: Identify roles and responsibilities, policies and standards, tools, and reporting metrics to measure the effectiveness of the business continuity program. Integrate the BCDR program into existing initiatives surrounding enterprise risk, security, and operational resilience.

Emergency and Crisis Management (ECM): Improve disaster mitigation, response and recovery capabilities through helping organizations to adopt and comply with national standards and leading industry practices, such as the National Incident Management System (NIMS), Incident Command System (ICS), the National Response Framework (NRF) and the Critical Infrastructure Protection Plan (CIPP). Our ECM capabilities focus first on addressing preparation and coordination needed to support first responders and the critical needs of the workforce incorporating "Command and Control" operating structures.

Business Continuity and Disaster Recovery Plans: Develop "implementable" business, operational and technology recovery plans and documentation, leveraging flexible tools and capabilities as opposed to the extensive, unmanageable and outdated '3-ring binder' method of documentation at many organizations. The goal is to develop and update documentation that has strategic and tactical direction and can be executed, not recreate existing exhaustive operational manuals.

Train, test, implement and verify
Training, Implementation and Exercises (TI&E): Develop a solid approach to working with both the business and technology side of an organization to design, develop, deploy and execute contingency plans and exercises to complement your recovery strategy. We can develop, and perform 'table top' or full-functional tests and training in order to improve confidence in your BCDR processes, procedures, and systems.

Maintain, embed and improve
Operationalize: Embed the BCDR program and capabilities to all areas of the organization through stewardship and improved competencies that are developed over time through continued learning improvements.

Accenture's proven methodology is based on the generally accepted global industry standards addressing core requirements found in globally accepted standards such as PS-Prep (based primarily on BS 25999, NPFA 1600 v ASIS SPC.1-2009), Federal Continuity Directives 1 and 2, ITIL, NIST SP 800-30, 800-34, ISO/IEC 2400762, and ISO27001.

The Accenture differentiation

Full, end-to-end lifecycle implementation
Our approach is flexible, adapting to the requirements that address crisis and emergency management, operational business recovery, and IT Disaster Recovery. We help organizations assess and develop their business continuity program, relying heavily upon capability assessments and benchmarking services, strategy development, and implementation planning. Our methods align the business organization and its mission critical programs and capabilities to the services and resources needed to sustain business operations with a governance program that continually anticipates change.

Unparalleled resources and delivery capabilities

Accenture has unparalleled functional and technical capability, industry knowledge and proven assets. Our core BCDR program team has numerous global accreditations and more than 15 years of experience. We have supported thousands of clients across all industries to develop BCDR assessments, strategies, implementations and operational services. We also have strategic partnerships with product vendors, such as Oracle and SAP, and can provide preconfigured solutions that enable us to deliver innovative yet practical solutions tailored to each client.

Proven results
Accenture helps corporations and governments across the globe use security to both defend the enterprise against information security threats and enable the enterprise to take on innovative business initiatives while managing risks. Our approach consists of identifying the entire set of business requirements relevant to the client's competitive markets and regulatory environment, in order to define a solution that delivers an appropriate outcome.

Contact
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About Accenture
Accenture is a global management consulting, technology services and outsourcing company, with approximately 211,000 people serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. The company generated net revenues of US\$21.6 billion for the fiscal year ended Aug. 31, 2010. Its home page is www.accenture.com.