

# Business Continuity Management

Continuity planning, disaster recovery, crisis response

## What is Business Continuity Management (BCM) ServiceNow Module?

Plan, exercise, and recover from disasters effectively with ServiceNow® Business Continuity Management, a key part of a robust integrated risk management program.

## Common challenges businesses experience without a BCM implementation

- Lack of resources. Setting up a solid BCM environment can be challenging when you are navigating through budgetary, time, and human resource constraints daily.
- Businesses can struggle with the lack of the proper tools and technology in order to implement and integrate a BCM solution.
- BCM programs are often too complex to be monitored manually, which makes it difficult to stay constant and creates a higher risk for disruptions.
- In order to maintain your BCM instance, employees need to be trained to know what their roles and responsibilities are, and kept up to date with the dynamic changes in the industry.
- New threats are constantly emerging. In order to set up and implement a successful BCM program you need to ensure to carry out a variety of testing scenarios at frequent intervals.

## Why implement BCM?

- Define a consistent classification of business processes, interdependencies, and recovery objectives based on impact analysis and risk to the business.
- Develop and provide continuous improvement to the business continuity plans.
- Identify, analyze, and manage business process continuity during and following a disruptive event.
- Report on crisis management to support continuous planned improvement.
- Disaster information can be found using the crisis map that delivers the latest satellite imagery and information like storm paths, evacuation routes and shelter locations
- Assist IT disaster recovery teams with disaster recovery testing and system gap analysis.

### Avoid surprises

Run what-if analysis so you're prepared for best, expected, and worst-case scenarios.

### Recover more quickly

Easily identify key applications, locations, or vendors to work on first during a disruption.

### Make fast, informed decisions

Work on critical risk first, using automated calculations that help you prioritize.

### Eliminate blind spots

Easily identify gaps between IT capabilities and business needs across the enterprise.

### Accelerate user adoption

Make it easier to get work done with a simple, powerful user experience on a familiar platform.

### Keep plans up to date

Use ServiceNow's CMDB to coordinate BCM, disaster recovery, and crisis management plans through real-time integration.

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## Benefits of a well-developed BCM environment

The following four major functional components alleviate the disruption to your organization, continue operations, and deliver your business services during a disruption.

### Business Impact Analysis (BIA)

Prioritize and create an inventory of critical services, processes, business applications, third-party applications, and locations. BIA also helps you to identify high risk assets and potential failures that could impact your business, consequences of disruptions and estimate time of recovery.

### Business Continuity Planning (BCP)

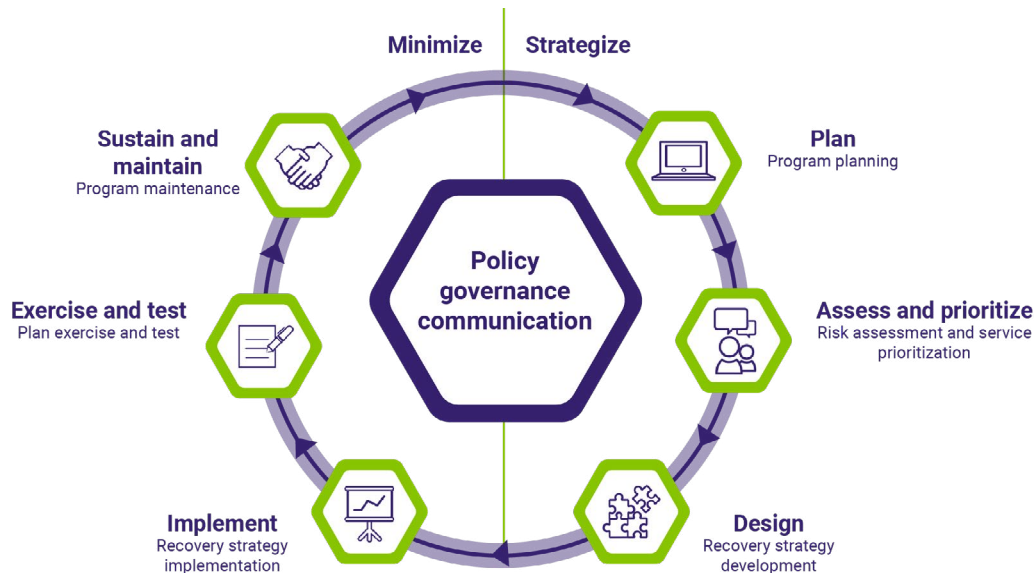
Develop continuity and recovery plans and strategies for critical business processes, activities, and IT functions. Disaster recovery enables you to protect, recover, and restore critical organizational data and related technology systems.

### Recovery Management

Helps validate that continuous testing and the plans that you developed result in improved effectiveness and usability during a real or simulated crisis.

### Crisis Management

Helps you to focus on the direction of action and apply the relevant strategies to mitigate the negative impact of a disruption to the business system in the event an actual crisis occurs.



## ServiceNow Expertise

We are a ServiceNow Elite Partner, and we pride ourselves in bridging the gap between the subject requirements and the ServiceNow platform. By being so focused, it allows us to deploy in-depth knowledge of both the subject matter areas and the ServiceNow platform in creating a solution for clients that is second to none.

Wrangu provides trusted advisors to accompany businesses on their path to implement the Business Continuity Management solution. Please feel free to [get in touch](#) with our experts.