



Business Resiliency

in the COVID-19 environment and beyond

servicenow
Partner

Elite

Edgile and ServiceNow—guiding you on your resiliency journey

Utilizing built-in ServiceNow modules, Edgile follows a five-step solution that connects all components of resiliency management into a coherent framework.

	1 Know Your Risks	2 Know your Critical Assets	3 Build Resiliency To Incidents	4 Recover from Incidents	5 Build Control Assurance
Capabilities	Risk Scenarios Risk Management	Critical Asset Mapping (Function, System, Process) Business Impact Analysis, RTO Definition	Define Resiliency Controls Implement Control Plans	BC Plans DR Plans	Table-Top Exercises Failover Testing Operational Exercise
ServiceNow Module	Risk Management	Business Impact Assessment	GRC Emergency Outreach Emergency Exposure	BC/DR Plans Emergency Operations Emergency Outreach Emergency Exposure Emergency Self Reporting	Recovery and Exercise Management (REM) Emergency Self Reporting
Edgile Accelerator	BIA Quickstart	BIA QuickStart	Resiliency Quick Start	BC QuickStart DR QuickStart	REM QuickStart

80%
OF
FORTUNE 500
COMPANIES
ARE ALREADY USING THE
SERVICENOW PLATFORM

The Components of Business Resiliency

- Risk Management
- Crisis Management
- Incident Management
- Business Continuity Management



...the average cost of network downtime, across industries (based on surveys) is \$5,600 p/minute, which extrapolates to well over \$300K p/hour.
– Andrew Lerner, member Gartner Blog Network

Source: <https://blogs.gartner.com/andrew-lerner/2014/07/16/the-cost-of-downtime/>



COVID-19 resiliency lessons

The unprecedented business disruption caused by the coronavirus pandemic is the very definition of an unplanned event. It has highlighted the critical need for companies to have business resiliency plans firmly in place.

Unlike a physical disruption, such as hurricane damage to a data center or work site, a pandemic disrupts all work processes and forces rapid changes in how technology is used and secured. Companies are starting to leverage technology such as ServiceNow to improve and streamline resiliency planning.

Category	Example	Lesson
Technology Readiness	VPN solutions cannot support the load from a 100% remote workforce	Critical systems must be assessed and tested prior to the incident
Data Protection	Collaboration tools lack data protection controls	Data protection must be a part of continuity planning
Continuity Exercising	Unforeseen impacts not discovered via “table-top” exercises	Operational exercises shine light on unexpected gaps
Emergency Management	Systems for employee health reporting and response management not in place	Recovery must consider more than just “business as usual” systems and processes
Cost Avoidance/ Cost Savings	Multiple processes and tools across various business lines	Centralized Resiliency automation brings significant efficiencies

Achieve rapid, cost-effective resiliency

Edgile’s Resiliency Management Quick Start packages include pre-built workflows, configurations and reports. Our technical experts configure and deploy relevant ServiceNow modules, integrate them with complimentary platforms and offer ongoing managed services to keep everything working smoothly and ready for the next unplanned event.

We can help you achieve rapid success in a cost-effective manner by leveraging solution accelerators that get your resiliency team critical answers fast—for under \$100,000.

Connect with Edgile to get started

For details on how you can establish a resiliency management framework for unplanned events using ServiceNow, please contact:



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About Edgile: We Secure the Modern EnterpriseSM

Founded by ex-Big 4 leaders in 2001, Edgile is the trusted cyber risk and regulatory compliance consulting firm with deep expertise in Integrated Risk Management (IRM/GRC), Cloud Security and Identity and Access Management (IAM). We secure the modern enterprise by developing on-premises and cloud programs that increase business agility and create a competitive advantage for our clients. To learn more, visit www.edgile.com.