Business Continuity Management
Continuity Planning, Disaster Recovery, Crisis Response

Build Operational Resilience

Disruptions are a persistent threat to any organization. Severe weather, natural disasters, supply chain disruptions, IT and utility outages all have the potential to bring business operations to a halt. ServiceNow Business Continuity Management (BCM) enables business and technology operations to plan, exercise, and effectively recover from business disruptions.

Define and prioritize your most critical business processes

While not all business processes are critical many of them are and may result in significant financial, reputation or legal losses if disrupted. Business impact analyses (BIA) provide a structured process to prioritize critical business functions and identify key dependencies on IT, facilities, personnel, and other assets. BIA outcomes include:

- Prioritized inventory of critical services, processes, applications, third parties, and physical locations
- Identification of high risk assets and single points of failure with the greatest potential business impact
- Reduced time to identify critical dependencies and single points of failure

Dependency Mapping

Dependency maps are created and maintained automatically through data sharing with the ServiceNow CMDB. Users can map and maintain dependencies to capture the relationships between key enterprise components such as applications, hardware, locations, vendors, and business processes. The intelligent dependency maps dynamically allow for the proactive management of risk, highlighting when components cannot be recovered quickly enough to support dependent components.

ServiceNow BCM delivers resilient operations by:

- Harmonizing business continuity and disaster recovery through real-time integration with the ServiceNow CMDB
- Automating plan maintenance with business continuity disaster recovery workflows on the Now platform
- Easily identifying gaps between IT capabilities and business needs across the enterprise
- Leveraging the simplest user experience in the industry to achieve unparalleled program adoption
- Managing major incidents and exercising what-if scenarios
- Automating the calculation of recovery times based on exercises, actual events, and dependency mapping
- Creating user-specific dashboards for automated report delivery of KPIs and other metrics

For more information visit ServiceNow BCM
Develop and continuously improve crisis response plans

The most effective way to reduce the business impact of a crisis is through proper planning. The best continuity and recovery plans include communications call-trees, secondary site definitions, and predefined runbooks to be used during a crisis. These plans must also be routinely exercised to identify areas for improvement. Outcomes include:

- Actionable crisis response plans for all critical business functions
- Increased redundancy and reduced single points of failure
- Improved effectiveness and usability of plans during simulated and actual crisis event

Continuity plan dashboard provide drill down into supporting details.

Respond and recover effectively when bad things happen

Environmental threats have the potential to impact key facilities, personnel, and transportation networks. Emergency management solutions monitor the environment for physical and environmental threats and provide early warning to key personnel.

Enable incident commanders, emergency operations center staff, and crisis management teams to view time, track status, and assign personnel

Crisis management plans with clearly defined actions, roles and responsibilities.

“Sharing data between ServiceNow’s BCM and CMDB is a HUGE advantage. BCM’s ability to track the lifecycle of plans and surveys via dashboards at both the end user and program administrative level is effective. BCM provides simple, uniform template creation and the user interface is familiar and easy to use.”

- Carlos Puce, Global Head, Resilience & Recovery

As soon as we migrated to ServiceNow BCM our program began to immediately organically mature. Our plan owners were excited to finally have a functional and easy to use BCP tool.”

- Denise Johnston, Senior Risk Management Specialist

For more information visit ServiceNow BCM