Manage Enterprise and BCM Risk with ServiceNow Business Continuity Management

Harmonizing BC and DR
ServiceNow Business Continuity Management (BCM) harmonizes the business continuity and disaster recovery process through real-time integration with the Configuration Management Data Base (CMDB). With data available for use in BCDR plans, you can update plans in real-time as day-to-day ITSM and ITOM operations take place, allowing users to operationalize BC and DR. Protect your enterprise’s workflows by bridging the gap between business resiliency and IT disaster recovery with ServiceNow BCM.

BCDR Workflows
Workflow disruptions and IT disasters are realities that businesses around the world must plan for, and more importantly recover from. ServiceNow’s innovative Business Continuity/Disaster Recovery (BCDR) Solution utilizes the strength of the Now Platform® to support business continuity and disaster recovery planning efforts by helping you plan, exercise and recover.

Dependency Mapping
Dependency Mapping – a unique feature of ServiceNow BCM – allows you to quickly understand the scope of any disruption to normal operations. Dependency maps are created and maintained automatically through data sharing with the ServiceNow CMDB. Users can independently map and maintain dependencies to capture the relationships between key enterprise components such as applications, business processes and functions, hardware, locations, and vendors. The intelligent dependency maps in ServiceNow dynamically allow for the proactive management of risk, highlighting when components cannot be recovered quickly enough to support dependent components. This is an invaluable tool for establishing task prioritization, the development of recovery strategies, and the efficient allocation of resources. It enables you to recover more effectively and efficiently from interruptions.

ServiceNow BCM takes the Now Platform to the next level by:

- Harmonizing Business Continuity & Disaster Recovery through real-time integration with the ServiceNow CMDB
- Automating plan maintenance with BCDR workflows on the 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 with the Recovery and Exercise Management (REM) functionality
- Automating the calculation of recovery times based on exercises, actual events, and dependency mapping
- Creating user-specific dashboards for automated report delivery for KPIs and metrics
Integrated Risk Management

ServiceNow Governance, Risk, and Compliance (GRC) integrates people, process, and technology into a modern program built on the modern Now Platform. The portfolio of ServiceNow applications to manage risk and compliance support the key domains in the Gartner IRM model, including Business Continuity Management. BCM is a necessary capability to support your organization’s digital transformation efforts. Successful transformations are built upon a strong IRM program.

For more information, visit: [www.servicenow.com](http://www.servicenow.com).

“...Our experience with ServiceNow BCM has been tremendous. And because the application was certified by ServiceNow, it got the golden pass—we knew it had successfully completed a defined set of architecture, integration, security, and performance tests, and had the capabilities we needed for success.”

- Maria Rothstein, Manager ITSM & Disaster Recovery

“...ServiceNow BCM harmonizes business continuity and disaster recovery in a way that is intuitive, efficient and impactful. Our solution automates and integrates BCDR workflows across the enterprise that strengthens the overall recovery fabric and capability.”

- Aaron Callaway, Director of BCM at ServiceNow