Operational Resilience Management

## Continuously monitor and manage changing risks and controls

With increasing operational risk from pandemic, economic, geopolitical, and climate change-driven disruption, resilience is top of mind for business leaders. ServiceNow Operational Resilience Management interprets risk, compliance, and operational insights from throughout the organization into a single pane of glass and functional guidance for continuous management of changing risks.

ServiceNow Operational Resilience Management overcomes the gaps, delays, and overhead imposed by typical organizational and data silos. Chief Operational Officers, business unit leaders, and resilience managers gain the insights required to protect their customers, employees, products, and services.

Win with a Product and a Platform

Operational Resilience Management is part of the ServiceNow Integrated Risk Management portfolio. It continuously collects risk, compliance, and issue status using indicators embedded within control systems so you can oversee, optimize, and report on operational performance as situations change. Planning tools include impact tolerance setting and scenario analysis to help you stress test and improve your resilience. The product is most effective when combined with ServiceNow Business Continuity Management and Vendor Risk Management so you can access plan and supplier status.

Other out-of-the-box integrations help you gain insights from HR Service Delivery (including Emergency Response and Safe Workplace Apps), Security Operations, ITSM, CMDB, and ITBM products. Our unified architecture and single data model help you develop a comprehensive resilience management program.
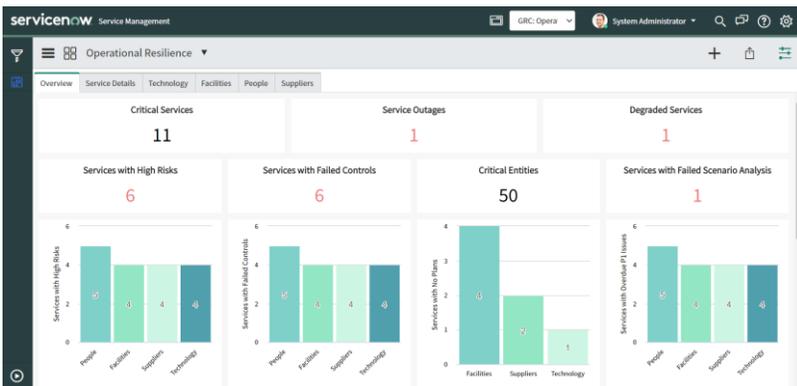
Get proactive to protect your business and meet regulatory demands

Silos are everywhere, but you can now see over them. In one place, you can instantly see the current state of your truly critical services and the status of the many interdependent processes and components that each service relies on. When there are outages or degradation, we show you the impact on the business and the controls you need to change so you can surgically direct resources for the fastest, most targeted response.

Operational resilience is a lifecycle where you anticipate, prevent, respond, and adapt to adverse events. We help you attack this objective at a practical level with specific dashboards for monitoring and maintaining key resilience pillars: technology (including cybersecurity), facilities, people, and suppliers.


Benefits

- Monitor resilience and recovery in real time according to role

- Assess compliance accurately, anytime, for employees, facilities, technology, and suppliers

- Prioritize mitigative actions based on business impact

- Identify overdue issues and services that most need attention

- Know the best control adjustments for each risk

- Predict resilience under different likely scenarios

- Align resilience initiatives across siloed business continuity, HR, vulnerability, compliance, and vendor risk management programs

Maintain Your Processes and Resilience Posture

With Operational Resilience Management, each role sees a dashboard with relevant critical services, risks, controls, and issues.

- **CIOs and CISOs** – Maintain availability and security with a view of critical assets and services supported, major open incidents, and assets without plans or which have failed their plan exercises. Zero in on your top assets and the key risks and best controls to strengthen, such as connectivity, encryption, vulnerability response, or authentication. You have a clear action plan to improve resilience.
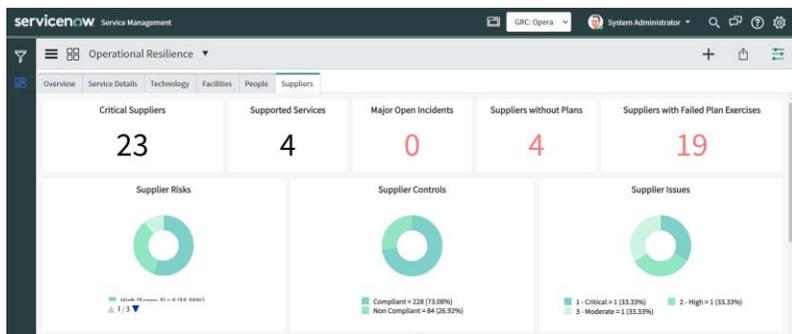
The Supplier view synthesizes data from Vendor Risk Management and Business Continuity Management with other risk and control insights so you can take charge of your resilience posture.

- **Facilities managers** – Preserve safety and compliance for employees and customers. View the facilities that matter most and the status of the services and controls that enable them. Facility risks might include pandemics, fires, hurricanes, or power outages. Control options could include redundant power, water sprinklers, or employee training.
- **People managers** – Ensure your workforce's wellbeing and productivity. Leverage data from HR systems and apps to monitor the compliance of controls that protect your employees, as well as risks such as pandemics or geopolitical unrest. Offset with mitigations such as policies, training, or environmental alerts.
- **Supplier managers** – Insulate your operations from third-party risk. Use risk and compliance assessments to oversee the business continuity and risk management programs from suppliers, consultants, and vendors. You might offset lack of diversification with second sourcing, or enforce policy compliance in contracts.

Impact Your Outcomes

To help you exercise your systems and scope business disruption, you can create impact thresholds and run through scenario sequences. It's possible to selectively trigger situations, push services past acceptable limits, and track the results to increase your organizational preparedness and protections.

Work with a Leader

ServiceNow is honored by leading analysts worldwide as a leader and innovator in integrated risk, vendor risk, IT-GRC, and crisis/emergency management platforms. Let us seamlessly embed risk and compliance into daily work across your enterprise. To learn more, visit servicenow.com/risk.

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