

JANUARY 2021



THE BUSINESS RESILIENCY STRATEGY

STRATEGY PAPER

DIGITALFABRIC™ PERSPECTIVE



Who should read this document?

Executives Leaders (CXO) – Digital Transformation Heads – Business Managers – End-user Leaders - Business Strategy Leaders - Business continuity/Disaster Recovery & Crisis Mgmt Heads.

Leaders hold the responsibility to maneuver organizations to meet their objectives. Despite challenging times, course corrections, and transformation initiatives, every objective's focal point is to ensure the continual operation of all processes deliver commitment. This requires a combination of Business Strategy – Operations & support and Technology incorporation into the standard business activities.



Why is Business Resiliency important?

This document describes **THE CAUSE – THE EFFECT – THE ACTION** and **THE METHOD** to build a sustainable business service model. Technology has engrained so intricately with every business activity to mandate the success factors and commitment delivery. When devising a strategy to advance towards your organization's vision – mission & objective, every applicable and relevant technology infusion should be considered sane evaluation and fitment.

How to incorporate the 3 cornerstones in your Enterprise roadmap?

There are many perfect starting points, to begin with,

- Enterprise process segmentation (Business Processes, Support Processes, Technology processes)
- Core Architectural fitment and technology rationalization
- Data availability & resource capability

Post the alignment of this information, A business impact valuation needs to be done to denote the characterizes and type of impact on the organizational, end-user, customer reputation, Brand image and equity, Economic benefit, and optimization.



What will be the outcome?

Emerging Technology adoption, adaption to novel work culture, and accelerated growth due to increased capability of processing tasks. A positive impact on various organizations attributes like people happiness index, modernization of business processes, meeting enhancing customer demands and creating new experiences overall uninterrupted service availability.

PREFACE

Some triggers reset the equations of our ecosystems. It isn't easy to comprehend this hidden intent and what they introduce, but yes, they are valuable in the longer run. They modify or calibrate one or more variables and coefficients to rephrase the method and outcomes. Our spontaneous natural response to such a situation is to adapt, adopt, and standardize the way we operate. In the past two decades, our businesses are blending with technology immaculately to magnify the overall value proposition of all categories of transactions.

The primary narrative was the dependency of businesses on technology systems and components, then the enabler in the recent past and now the accelerator. There were points when the standard operating practices were reset due to geopolitical policies, Technological advancements, and Natural (Human) oppression. The pandemic that we are conquering is one such event in history that challenged myths, protocols, business models, the human psyche, and industry-specific inhibitions only to transform them as strengths. There is no scale or a system to predict these inflection points that change how the world operates. Businesses are forced to change the core nature at short notice of weeks. No one is ready or prepared for such situations. But there is an opportunity to prevision to summon technology and optimally use it to ensure the core business functions are managed with minimal human intervention and dependency.

Today we have just passed the reset point and adapting to the new definition of work and world. This pandemic might not prevail for long but surely has enabled us to act instinctively, resetting our priorities, assumptions, and constraints similarly for Businesses to introspect and translate the vision at an accelerated pace. The decision making, evaluation, analysis, and transformation were dwelled on for a long time for a valid reason to make educated decisions. Now, the time has come to embrace the novel technologies to complement the business operations profusely.



BUSINESS RESILIENCE

ASHWIN GAIDHANI

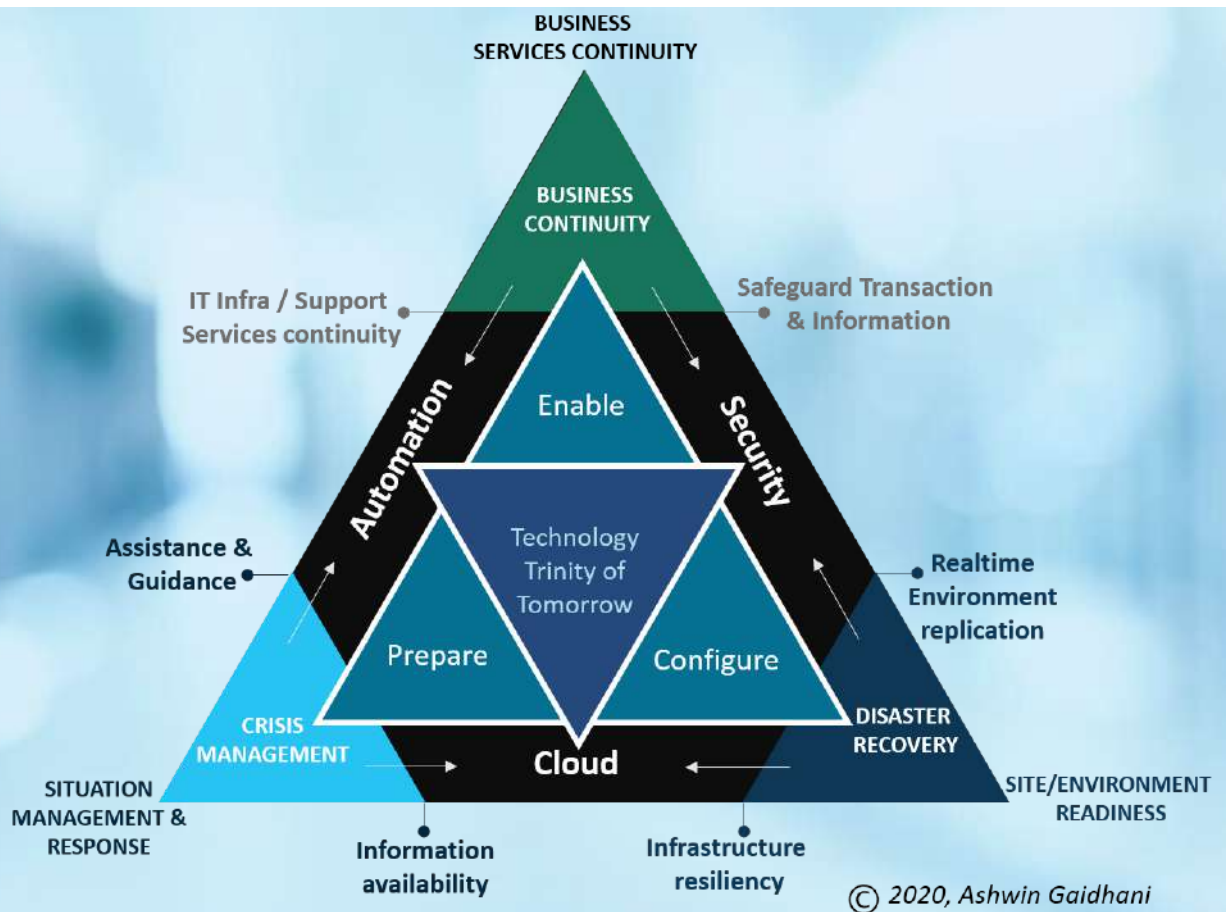
A business experiences various challenging situations that shift the behavior, response mechanism, and core ability to acknowledge the circumstances and prepare for a countermeasure. Most such conditions are unprecedented though we, as second nature, try to be prepared to anticipate all kinds of scenarios that can jeopardize and challenge your adaptability.

For Leaders, it is the realistic translation of DOCUMENTATION to the IMPLEMENTATION act. This gap is the actual testimony to gauge the gravity of Executive management readiness and commitment to safeguarding the brand image and reputation.



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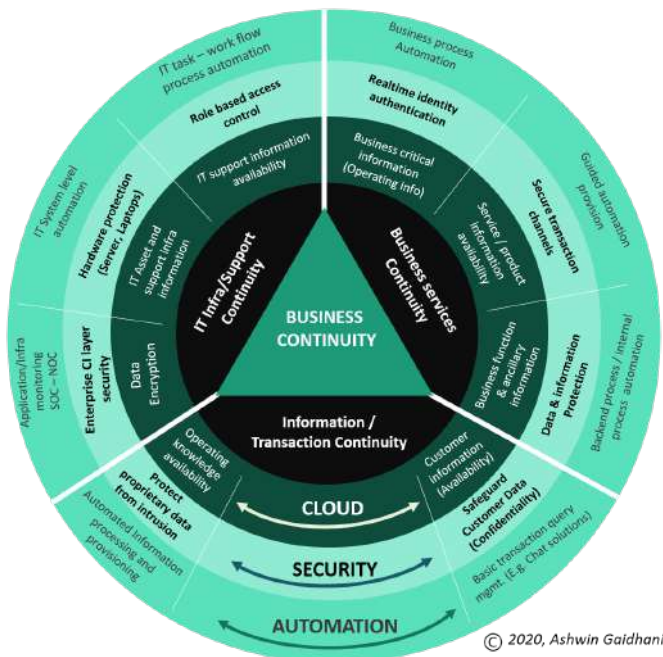
TECHNOLOGY TRINITY OF TOMORROW



It is impossible to complete the future technology puzzle without bonding AUTOMATION, CLOUD, and SECURITY. The current crisis has inadvertently exposed the realities of our set up to support our businesses. These three technology attributes emphasize fundamental characteristics to address physical, virtual, and collateral aspects to keep the heartbeat running.

Business continuity, Crisis management, and Disaster recovery are the crucial processes during an adverse situation, which can have a permutation and combination of solutions utilizing the following technologies. There are numerous use cases in every attribute of the processes presented in the infographic above. If we start to future proof our businesses with these three processes in mind, we would have built a robust framework that can sustain and prevail during any exigency.

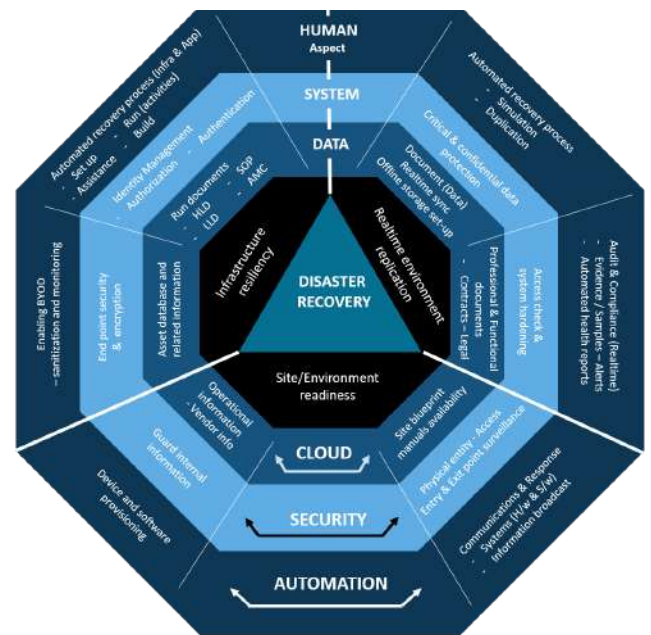
Such events psychologically dwelled in every business leader's mind due to the massive financial and reputational loss. Now we must rethink our strategy by architecting failure as a design concept. This is the time to engage in the discussion to start evaluating options to deeply incorporate these technology components into our ecosystem's function and system.



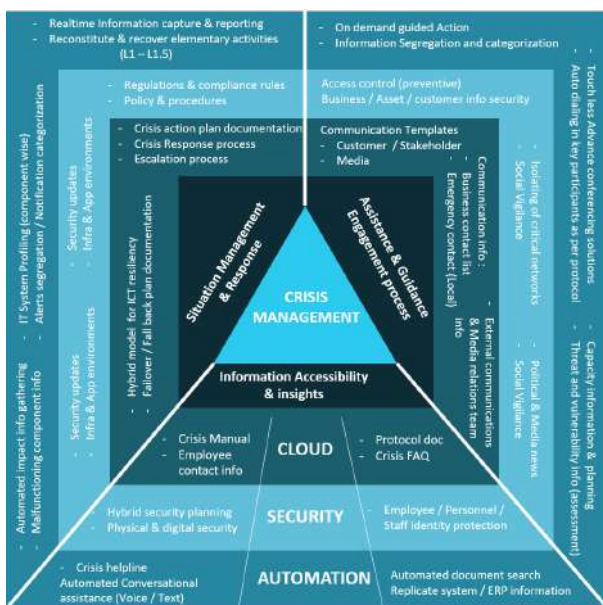
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Business interruptions need not always be in the time of crisis. But a deliberate emphasis on reading situations that might lead to an unanticipated obstruction to value delivery. This value chain should not disrupt due to known but neglected opportunities. The end goal is to ensure seamless service to all stakeholders.

The second cornerstone of the business resiliency strategy is disaster recovery. This is an overall directive to do the reconnaissance of the situation and then start invoking protocols. Technology can support and accelerate these activities by supporting the restoration activities and accelerate the process and ensure compliance.



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Crisis management is a heuristic way of familiarizing unanticipated situations to restrain damage with maximum efficacy and sail through with an orchestrated set of activities. This response is dependent on several factors that provide insights into character, attribute, and impact. Our prior experience, knowledge, and aptitude for assessing the situation have been directing us to take appropriate action. Crisis builds and equips you with some contextual understanding for the next unseen problem.

ASSIMILATION OF 65 AREAS LEADING TO 100'S OF USE CASES

An enterprise has capability areas, functional domains, business-centric competencies, and technology processes enabling the institution to achieve objectives. For a business to comprehensively work on building robust operations and delivery ecosystems, including upgrading and upscaling technology constituents is imperative. When we talk about resilience, these three processes (**business continuity, disaster recovery, and crisis management**) cover the maximum intensity of tolerance and receptiveness to build a fault-tolerant service.



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Also, carefully note, almost all processes under design, transition. In that case, Operations can be distributed easily amongst these three process categories, which implies perfecting these processes at various levels (Operational, Tactical, and Strategic) is going to mature the organization's maturity in processing transactions with the increased intervention of technology and minimal human effort.

In the following diagrams, I have covered almost all sub-areas under every cornerstone representing vital opportunity areas. These areas cover numerous use cases that can be transformed using the enabling technologies.

AUTOMATION

Continuous support & operations

CLOUD

Omnipresent scalable infrastructure

SECURITY

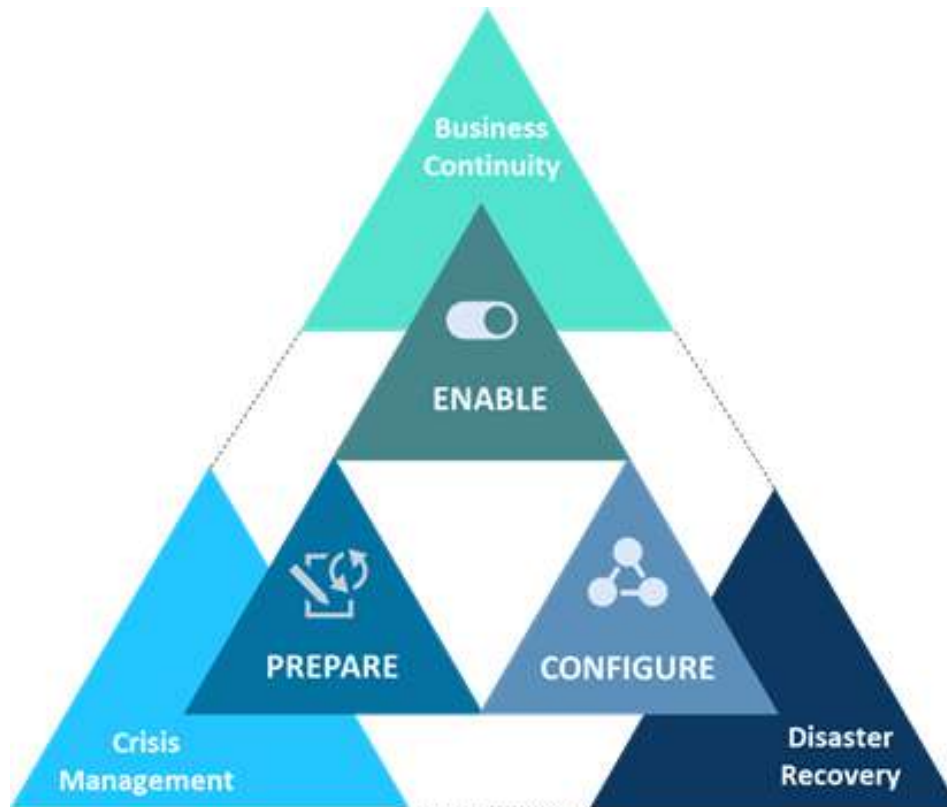
Protect – safeguard business & customer information

I have rationalized the application of Automation, Cloud, and Security here, which collectively enable the majority of technology components to support business resiliency. The positioning of these technologies is of utmost critically to business as they empower enterprises to build a virtual personal without compromising on any of the core principles of security, availability, and confidentiality. The technologies' infusion is at the peak of adoption and the top 3 focus areas of almost every enterprise. The adoption sequence may vary, but there is an initiative to associate with the following technologies and scale the adoption.

THE LISTED 65 AREAS OF OPPORTUNITIES IN ALL 3 CORNERSTONE PROCESSES LEAD TO 100'S PROCESSES AND A MULTIPLIER OF 100 SUB-PROCESSES AND TASKS LEADING TO AN ENTIRE BUSINESS SERVICES RESILIENCY INITIATIVE THAT CAN DRIVE THE ORGANIZATION FROM FAULT-TOLERANT TO A FAULT RESILIENT STATE.



GOVERNANCE & ENABLEMENT



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ENABLE

The ability to swap over or swivel seat business transactions in any condition is a virtue. This attribute deals with the elasticity and agility of processes and the platform on which it resides. To enable this organization's characteristics, Technology, Partners, and your business network play a crucial role.

Enterprises should plan for more than one mode of delivering value to the end customers irrespective of any situation.

This enablement takes many planning and business considerations that will expand the

the horizon of partnerships to facilitate the new and contingent methods of business continuity.

- Building a synopsis of all your business process is the primary step.
- Identifying the democratic channels that are preferred, viable, and cost-effective.
- An active network of technical advisors and implementation experts to assist and explore substitute ways to service provisioning.

CONFIGURE

It is all about your systems' integration and connection to eradicate multiple failure points and siloed disruptions that are difficult to follow. In one integrated system, the action and result of the predecessor and successor deliverables, components and outcomes can trigger corresponding actions that can play a crucial and critical role in alerting and informing about an anomaly

Systems: Architect your technology landscape in a way it accommodates all systems and transforming technologies

PREPARE

The enterprise must be resourcefully and psychologically ready to deal with any the unanticipated situation that disrupts the business operations. During such times, the leaders and managers play a vital role in analyzing, inferencing, and communicating the right message to the internal staff, end customers, and external stakeholders.

There is an aspect of training the workforce to deal and act in crises without any distress. This will help the personnel to manage and respond to operational work effectively. Test scenarios and simulations are an excellent introspection to verify your system's resilience and performance to fine-tune the outcome.

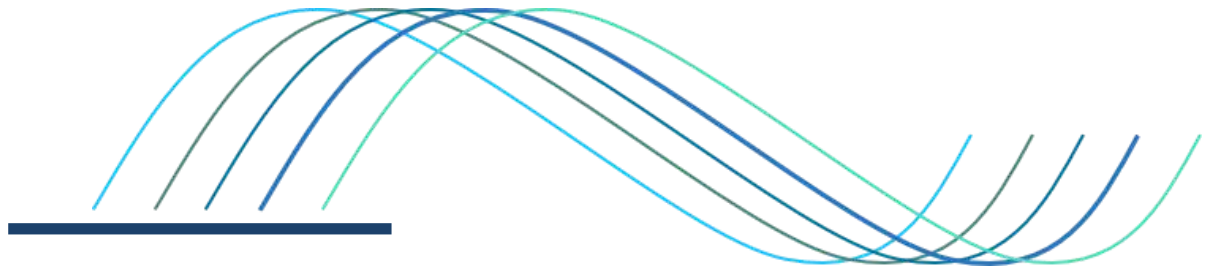
During these crucial times, Updated documentation, availability of information, and technology-enabled activities can accelerate the speed to the actual the process can save downtime and provide on-time support by minimizing impact.

TECHNOLOGIES BRING DREAMS TO LIFE AND TRANSLATE WEAKNESS OR SHORTFALLS INTO OPPORTUNITIES THAT INCREASE OUR INTERNAL AND EXTERNAL STAKEHOLDERS' ADVANTAGES.

ENABLE YOUR CORE PROCESS FOR BUSINESS CONTINUITY

**CONFIGURE YOUR SYSTEMS AND INFORMATION MGMT.
APPLICATIONS FOR DISASTER RECOVERY**

**PREPARE, EDUCATE, AND EQUIP YOUR TEAMS FOR THE
CRISIS MANAGEMENT**



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