

# **Develop a holistic approach to operational resilience**

**Operational resilience with ServiceNow**

The concept of resilience has been around for many years, but the difference in today's world is the need for a mindset change.

Disruption to services, systems and processes will occur, but organizations have the ability to continuously respond, recover, prevent and — most importantly — learn from and adapt to service disruption. Resilience has evolved from a simple check-the-box exercise for compliance to one that is core to an organization's digital transformation initiatives.

### What is driving operational resilience?

Many organizations are looking to operationalize resilience, with some key themes driving this trend (Figure 1).



Figure 1. Key themes driving operational resilience

### How companies approach resilience today

Many traditional approaches are still being applied, focusing on governance and operating models that require large investments. Strategies, plans and capabilities are being tested infrequently and tooling is disparate.

Moving to a modern operational resilience model requires integrated tooling, data and processes across a defined framework. Having shared accountability across the organization will enable automated, immediate and actionable insights that drive the correct behavior.

## DXC Technology's framework for operational resilience

DXC Technology has developed a holistic framework for operational resilience, identifying 12 management disciplines that effectively manage risk (Figure 2). These 12 blocks don't have to be tackled all at once, but together they enable and strengthen an organization's operational resilience capability while leveraging the industry-leading enterprise service management capabilities of ServiceNow's Now Platform®.



Figure 2: The 12 management disciplines that effectively manage risk

## How DXC can help

DXC can assess current operational resilience posture across our overall framework, working with key sponsors to define a strategy based on recommendations and master themes. Starting points will be based on your focus areas and can come from one of the four stages shown in Figure 3.

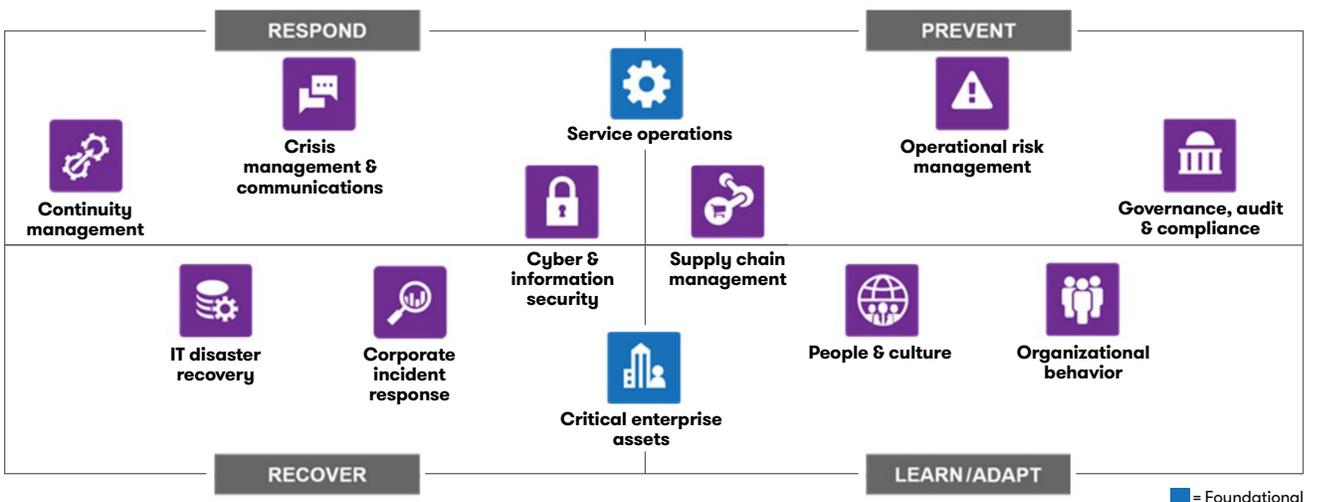


Figure 3: DXC's framework to respond, prevent, recover, and learn and adapt to operational resilience issues



**The DXC Corporate Incident Response app complements the ServiceNow® Safe Workplace apps with end-to-end workflow to connections and features such as integrated Automated Heat Screening for entry control.**

## **DXC core operational resilience offers**

DXC helps organizations achieve resilient operations by delivering three core offers that integrate with or are built on ServiceNow's Now Platform.

- **DXC Corporate Incident Response.** The DXC Corporate Incident Response application, built on ServiceNow's Now Platform®, provides organizations with an end-to-end workflow management solution that enables them to quickly and proactively identify, address and manage all non-IT corporate incidents, both critical and noncritical.
- **Integrated risk management/governance, risk and compliance.** ServiceNow Governance, Risk, and Compliance (GRC) solutions help transform inefficient processes across the extended enterprise into an integrated risk program. Through continuous monitoring and automation, GRC applications deliver a real-time view of compliance and risk, improve decision making, and increase performance across the organization and with vendors.
- **Security operations.** The ServiceNow Security Operations solution, implemented by certified security experts at DXC, prioritizes and remediates vulnerabilities and security incidents faster. It unifies data and processes across IT, security and risk teams, replacing manual tasks with automated security orchestration.

## **Support for ServiceNow applications**

DXC supports the deployment of the ServiceNow Emergency Response Management and Safe Workplace apps quickly, efficiently and securely to help manage crisis response workflows and employees' return to work. The DXC Corporate Incident Response app complements ServiceNow Safe Workplace applications with end-to-end workflow to connections and features such as integrated Automated Heat Screening for entry control.

## **Keep operations running smoothly**

DXC's framework for operational resilience helps you reduce risk to your organization and keep it running in the face of disruptive events while also strengthening your business transformation initiatives and keeping them on track.

Find out how you can enhance your organization's operational resilience using the Now Platform. Contact us at [servicenowpractice@dxc.com](mailto:servicenowpractice@dxc.com).

**Learn more at  
[www.dxc.technology/servicenow](http://www.dxc.technology/servicenow)**

### **About DXC Technology**

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world's largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at [www.dxc.technology](http://www.dxc.technology).