

Business Continuity Management

Continuity planning, disaster recovery, crisis response

Plan, exercise, and recover from business disruptions

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 in less time.

Make disaster information easy to find, use, and share

ServiceNow BCM crisis map delivers the latest satellite imagery and available information like storm paths, flood zones, evacuation routes, shelter locations, and power outages.



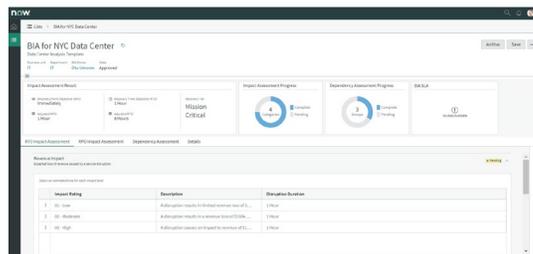
Crisis maps allows you to visualize emergency and weather-related data.

- Visualize crisis impact to your organization to simplify coordination and improve response
- Prioritize crisis resources to where they will have the greatest impact
- Plan for and respond to crisis with real time updates

Perform Business Impact Analysis (BIA) to prioritize your most critical 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) provides a structured approach to prioritize critical business functions and identify dependencies on IT, facilities, personnel, and other assets.

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



Define and prioritize business services to produce recovery time and point objectives RTO/RPO.

Build resilience with ServiceNow BCM

Make fast, informed decisions

Understand dependencies and set recovery time and point objectives to prioritize critical risk

Recover more quickly

Reduce crisis impact with continuity plans including site definition and predefined runbooks

Create plans that work

Identify and close gaps in continuity plans by performing tabletop and other plan exercises

Avoid Surprises

Monitor automated alert feeds to identify and map threat events and perform scenario analysis

Keep plans up to date

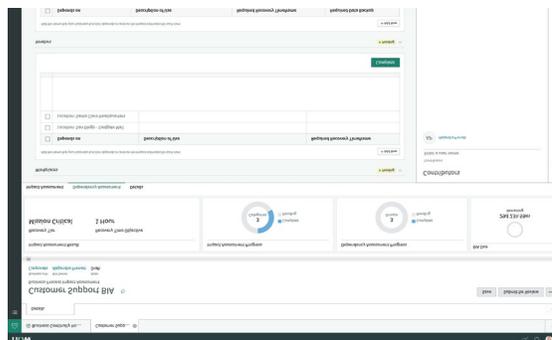
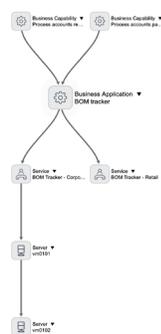
Harmonize business continuity, disaster recovery, and crisis management plans through real-time integration with the ServiceNow CMDB. Automate plan maintenance with business continuity disaster recovery workflows on the Now platform

Eliminate blind spots

Easily identify gaps between IT capabilities and business needs across the enterprise

Map dependencies

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.



Dependency maps identify configuration items and how they work together.

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:

Short description	Date	Actual time taken
Data Center - US East Region (1)	10/10/2019	24 Hours
Data Center - US West Region (1)		
Data Center - Europe Region (1)		
Data Center - Asia Region (1)		

Continuity plan dashboards provide drill down into supporting details.

- 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

Communicate during crisis using out of box integration with Everbridge Notifications

ServiceNow BCM is integrated with Everbridge Notifications, an industry leader in crisis communication. Users at all levels can quickly and easily send emergency communications through 25+ channels such as email, text, and phone.

For more information visit [ServiceNow BCM](#)



“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