

Operational Resilience

Deliver your critical operations,
no matter what the disruption.



Maximising resilience within complex environments

Challenged with high customer expectations, changing risk landscapes and an intensifying regulatory mandate, irrespective of sector, no business can afford not to prioritise resilience – there's simply too much at stake. The impact of disruption can be widespread and costly, affecting customers, employees, third-parties, stakeholders, reputation... the entire operating ecosystem.

Operational resilience is about preserving your ability to deliver your critical products and services, irrespective of your sector or geography, in the face of the obstacles the world throws in your path.

Operationally-resilient and ISO 27001-compliant organisations must raise the bar higher still with effective operational risk mitigation practices and a co-ordinated and agile strategy to minimise disruption and to achieve a phased return to fully operational.





Prioritise trust through a robust operational resilience framework

For Financial Services (FS) organisations, operational resilience is key to ensuring the continuous delivery of critical products and services to your clients, satisfying regulators and safeguarding trust, essential for maintaining stability and confidence in the financial system.

Firms in the UK must meet Financial Conduct Authority (FCA) and Prudential Regulation Authority (PRA) operational resilience regulations imposed in 2022, prompting mounting pressure for firms to raise their game and to be demonstrably able to recover within the required impact tolerances, 2025.

Digital resiliency is underpinned by the Digital Operational Resilience Act (DORA) shaping the management of ICT and cyber risks, and how entities withstand, respond to and

recover from the impact of ICT incidents. This new legislation applies across the EU and to non-EU firms that have trading branches in the EU.

Stateside and across other geographies, operational resilience is universally in focus as organisations strive to be future and uncertainty-ready, with regulatory compliance, complex and interconnected risks and managing the extended enterprise all in sync.

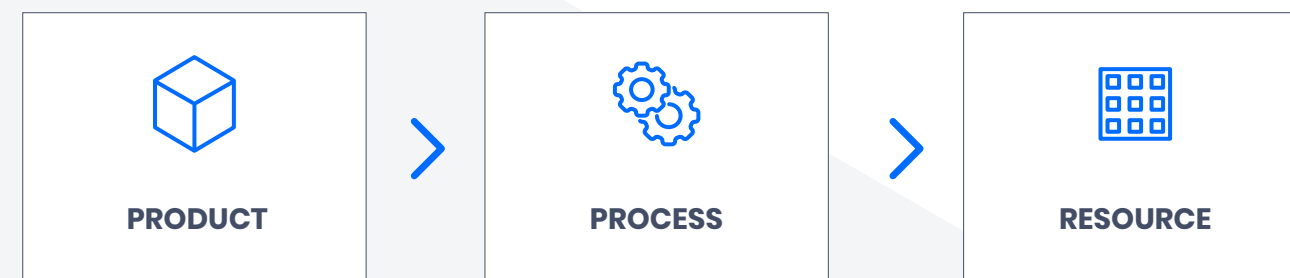
Withstand shocks and ensure business continuity

Decision Focus can revolutionise your operational resilience strategy with a powerful solution designed to preserve your ability to deliver important business services (IBS) and ensure continuity of vital operations when disruption strikes.

Our **Operational Resilience module** enables you to determine the critical products and services you need to protect and develop recovery strategies and plans to ensure your organisation's resilience in the face of adverse events. Determine impact tolerances, visually map from critical products and services to the processes and resources you depend upon to deliver them – both internal and outsourced. Assess and mitigate risks to these processes and resources, and continually improve through scenario testing, self-assessment and remedial action-taking.

Product- and service-focused thinking is channelled with tools designed specifically for Operational Resilience professionals, by GRC experts. Features include node diagrams to better visualise **dependency mapping**, intuitive dashboards detailing organised and scheduled testing processes that call for different skillsets, not least the presentation of contextual, real-time intelligence to support board reporting.

A fully integrated platform stores all your operational risk and resilience data, planning and testing documentation in one repository – **a single source of truth.**



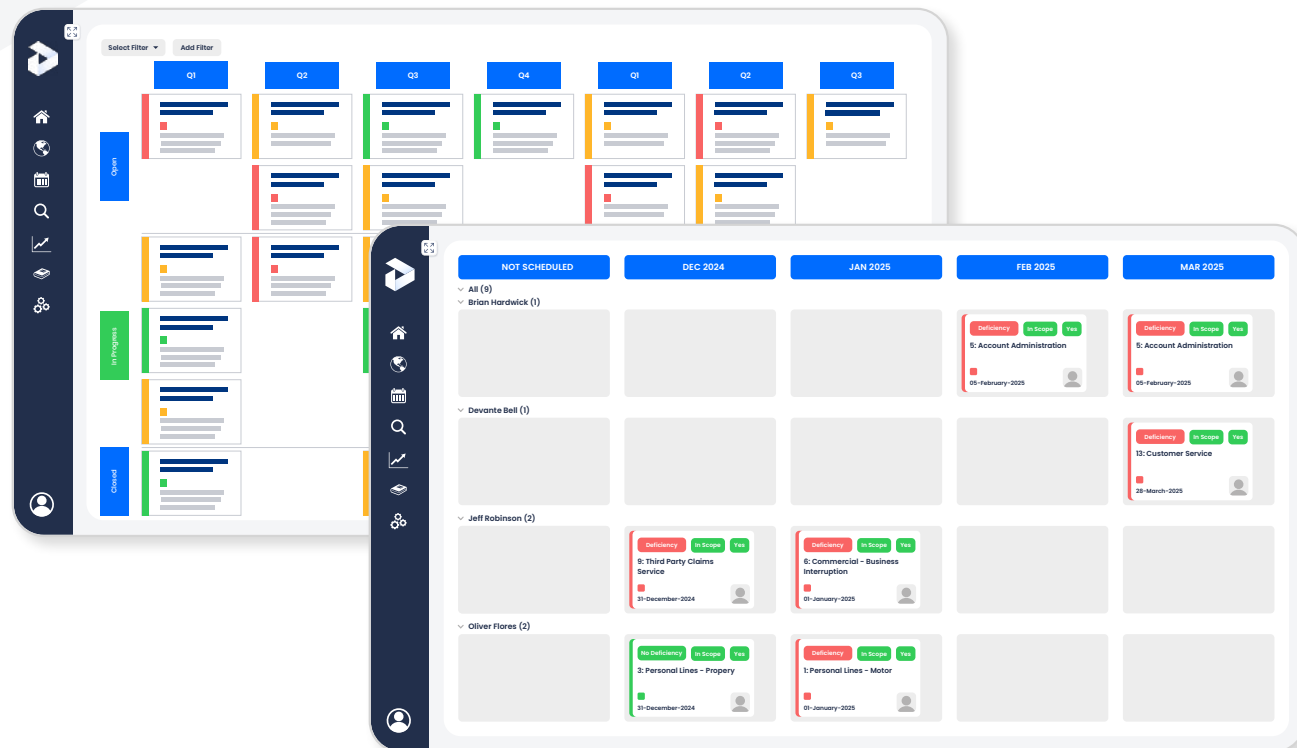
Use Decision Focus Operational Resilience Module for:

- Determination of impact tolerances
- Visual mapping of key processes and resources, both internal and outsourced
- Assessment and mitigation of the risks to these process and resource
- Continual improvement through scenario analysis and testing, self-assessment, and remedial action tracking

A centralised, Visual Task Board with Dependency Mapping

Streamline resilience planning

A powerful validation board provides teams with an at-a-glance view of resilience tasks and deficiencies, making it easier than ever to manage and track operational continuity activities.



Key features include:

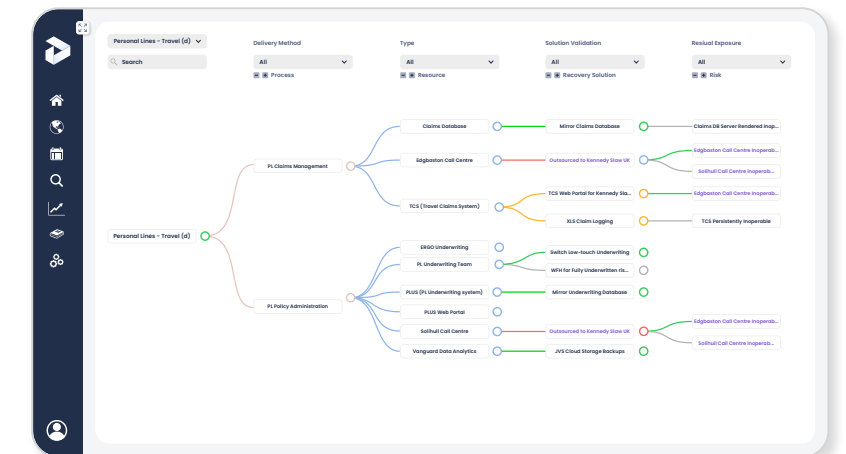
- **Clear Scheduling and Prioritisation** of what's in progress, and what's completed – organised by month and team member, prioritising critical deficiencies that need immediate action.
- **Deficiency Tagging and Status Indicators** – tasks with deficiencies are marked in red, so teams can focus on addressing vulnerabilities.
- **Each task is assigned to a specific owner**, providing clear accountability and responsibility for task handoffs across teams.

Visual Resilience Planning

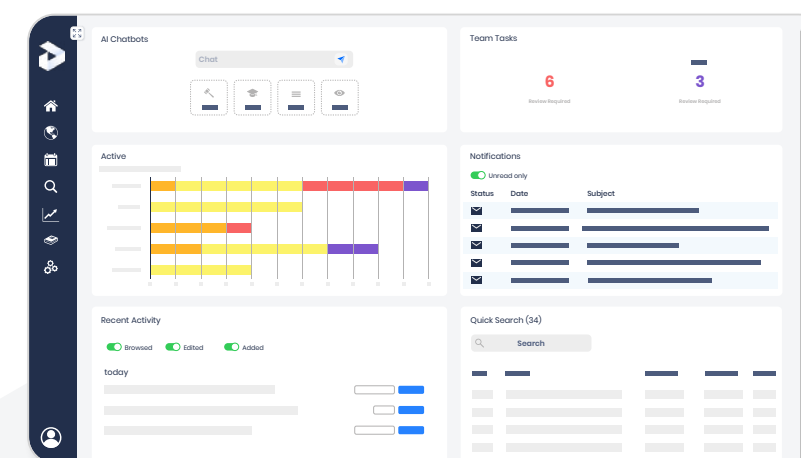
The fully-interactive node diagram simplifies the complexity of managing critical business functions and their interdependencies.

With this powerful tool, you can:

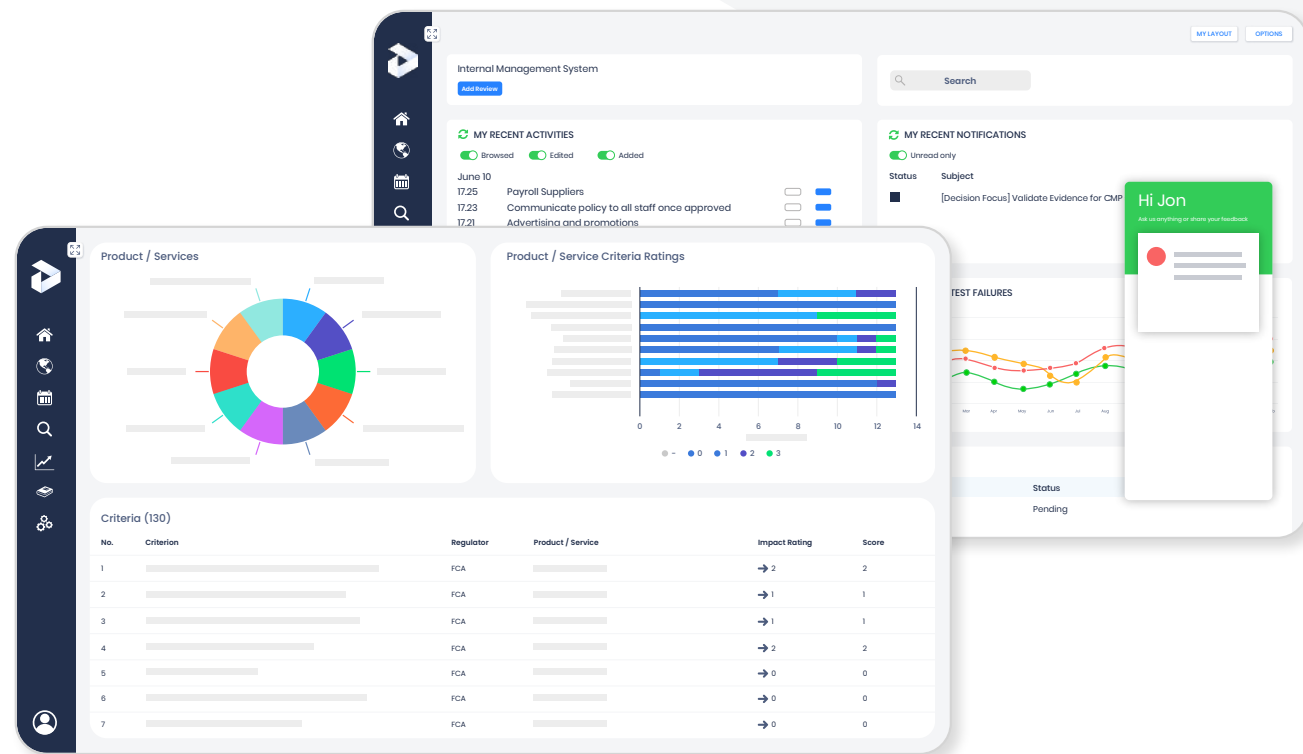
- Visualise dependencies and map out all processes, and resources that support your core operations.
- Identify deficiencies in your interdependencies to understand where your vulnerabilities lie.
- Gain an overview of all important business services supporting components.



Role-based Access



Decision Focus provides role-based access. For example, managers can be given oversight across tests being executed by various team members.



Real-time insights into your Important Business Services

Our operational resilience module includes powerful Important Business Service (IBS) oversight dashboards, providing an integrated view of resilience performance across essential products and services. Key features include:

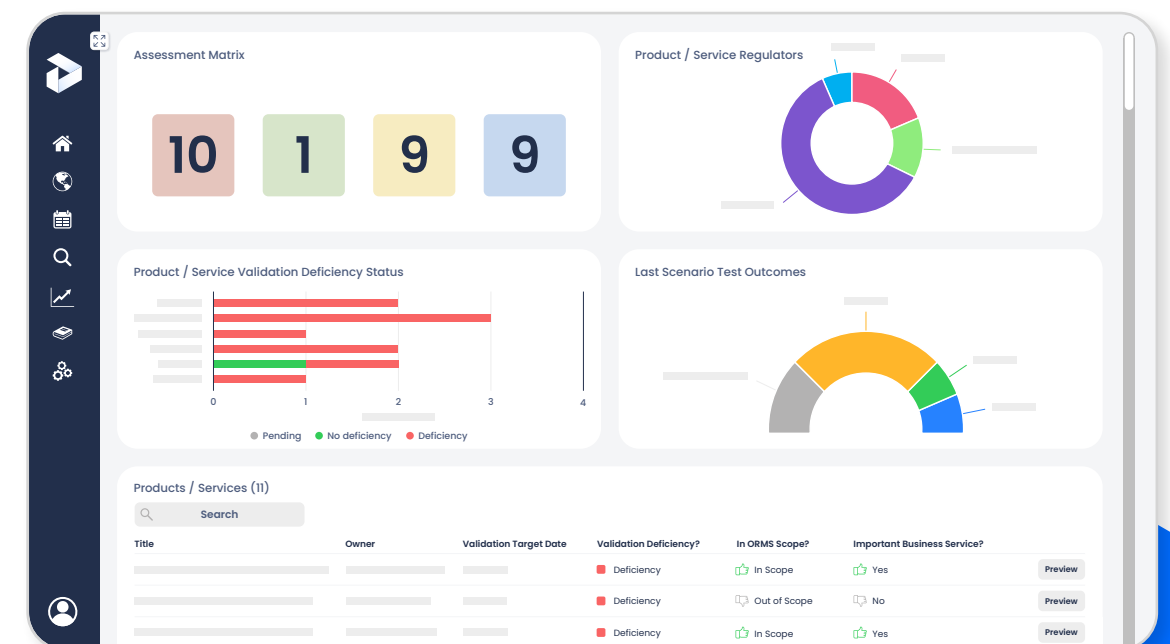
- **Visibility of key metrics**, including total deficiencies, validation progress, and IBS categorisation. With an at-a-glance summary, decision-makers can immediately identify areas needing attention and prioritise resources accordingly.
- **Detailed validation statuses**, highlighting deficiencies by product, service and owner. The deficiency status chart visualises who is responsible for unresolved issues, helping resilience teams manage accountability and address risks efficiently.
- **Tracking of regulators** associated with each product or service. A regulatory pie chart makes it easy to see if your services meet the requirements of key authorities, such as FCA, PRA and internal standards, ensuring that nothing falls out of compliance.

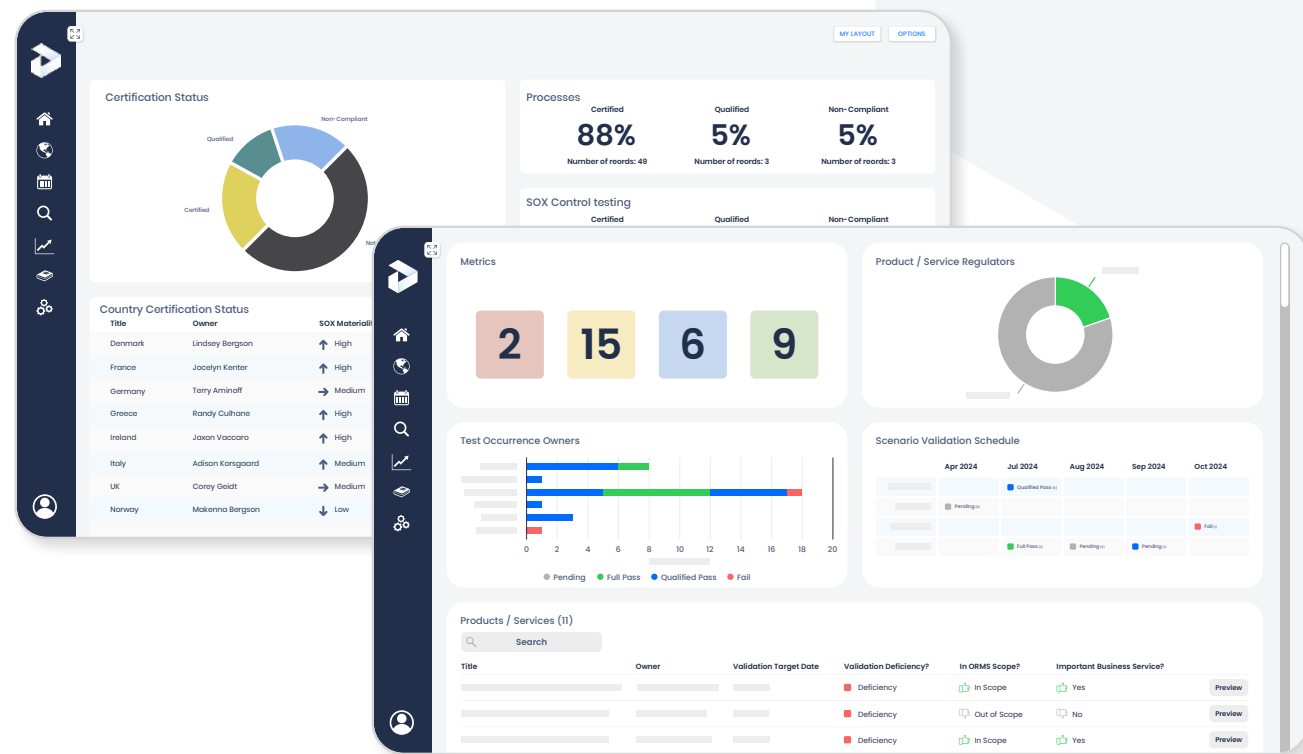
Validation Metrics

Mandatory Self Assessment

The UK regulators oblige firms to undertake an annual, self-assessment of the effectiveness of their resilience arrangements and report the outcome to the Board. They must confirm they are satisfied, or take action where they are not. Our Operational Resilience Module provides full support for validation within all the regulator-mandated areas:

- Product/Service prioritisation and IBS selection
- Business impact assessment and the specification of impact tolerances
- Dependency mapping
- Risk assessment
- Recovery strategy
- Scenario testing
- Full support is provided for assessment plan formulation, along with tracking of execution progress, findings and actions via simple dashboards.





Optimise resilience and boost GRC agility with Decision Focus

Decision Focus delivers complete, integrated assurance with a modular solution that's flexible, scalable and can evolve apace with your growth and changing business needs.

Transform operational resilience with Advanced Scenario Testing Dashboards

Our Scenario Testing Dashboards empower your organisation with real-time insights, actionable intelligence and customised testing frameworks, helping you stay ahead of risks and strengthen governance, risk, and compliance (GRC) frameworks.

- **Visualise complex risk interdependencies** and test a wide range of scenarios, from routine disruptions to rare catastrophic events, ensuring your organisation is ready for any possibility.
- **Real-time, data-driven insights** - up-to-the-minute data helps you assess emerging risks, track control effectiveness and adjust your resilience strategies as conditions change.
- **Tailored for your unique risk profile** - customise the scenario testing framework to reflect your specific operational structure and compliance requirements for relevant, data-driven recommendations to enhance controls and mitigate risks.

One 'single source of truth' means complete GRC assurance



One single consolidated source of truth



Streamlines data analysis and reporting



Readily adopted across the 3 lines of defence



No code platform



Fast implementation and rapid time-to-value



Embeds risk culture



Elevate discussions with regulators



Award-winning software



Designed and built by GRC professionals

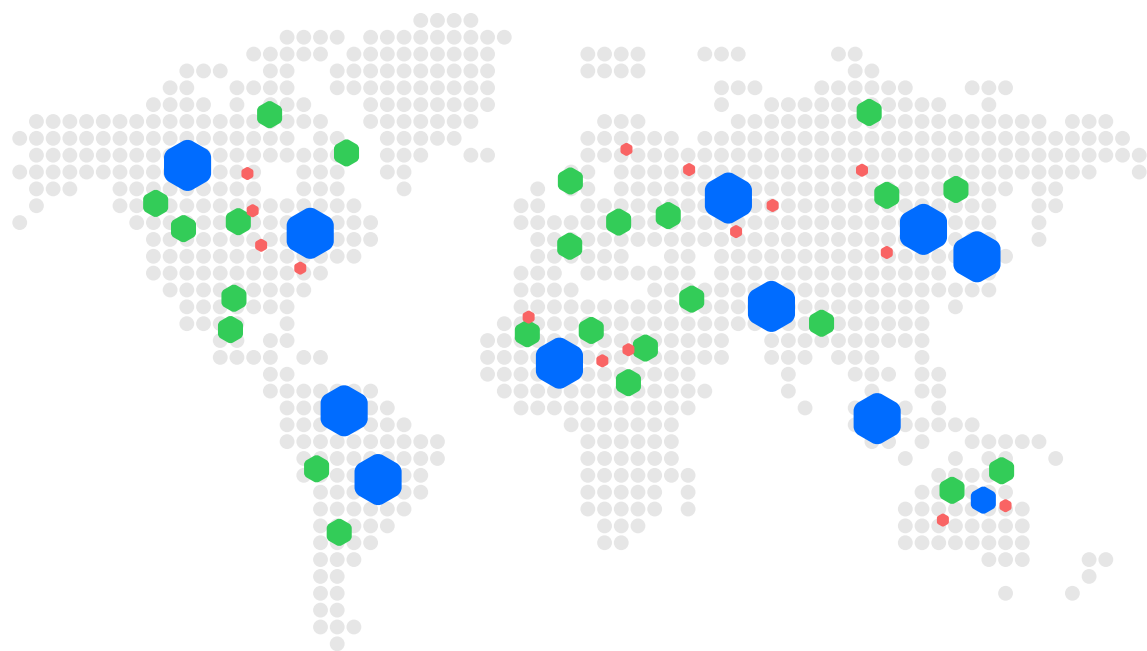


Scalable and future-proof

Today's technology, your enabler

Decision Focus is based on a stable micro-service architecture and powered by the cloud. It is built from the ground up on leading edge technology and is trusted by the world's biggest brands.

Our solutions enable intuitive usability, no code configurability and cost-effective delivery models. With seamless linkages you can expand to other areas of GRC including Enterprise Compliance Engine, Third Party Risk Management and Enterprise Risk Management.



Embedding innovation through agile GRC

See how Decision Focus can support your operational resilience framework and ongoing GRC maturity. Please get in touch to book a demo.



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