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Crisis Command Centre 2.0
Deploy your resiliency parachute

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Is your business capable of deploying its resiliency parachute?

In times of crisis, businesses are forced to innovate, seek solutions, and find a path that will help them bounce back. Being resilient is not just the ability to move beyond responding and recovering but instead finding new directions that will help you grow and evolve. Rather than simply 'bouncing back' to where you were before the crisis, let's find a way to help you thrive.

At a very fundamental level, a crisis makes one question their existing architecture that supports the business during turbulent times.



Was the current crisis & resilience model effective in responding to the pandemic?



Is the current approach capable of supporting the future crisis & resilience requirements?



Will the stakeholders expectations and the business output be affected if you don't adapt to a newer approach?

As organisations respond to the current risk climate, there could be gaps in the crisis and resiliency model that are required to be addressed to cope with the 'now' and prepare for the challenges of the 'next'. Traditionally, businesses depend on a command centre to deal with emergencies and business disruptions in silos without looking at a holistic approach. A well-designed command centre can turn crisis response into a core competency for any organisation by rapidly steering it towards a recovery phase followed by thrive.

Is your traditional approach sustainable?

Key challenges that organisations and their stakeholders face while using the current, traditional approach of the Crisis Command Centre (CCC) :

1

Localised conditions

A widely dispersed back-office support centre may be able to begin recovery efforts sooner if it's centralised. The executives can expect; definitive indicators, observe business conditions, consider regulatory and legal actions and meet the investors expectations. No single answer will be correct for all organisations and all regions.

2

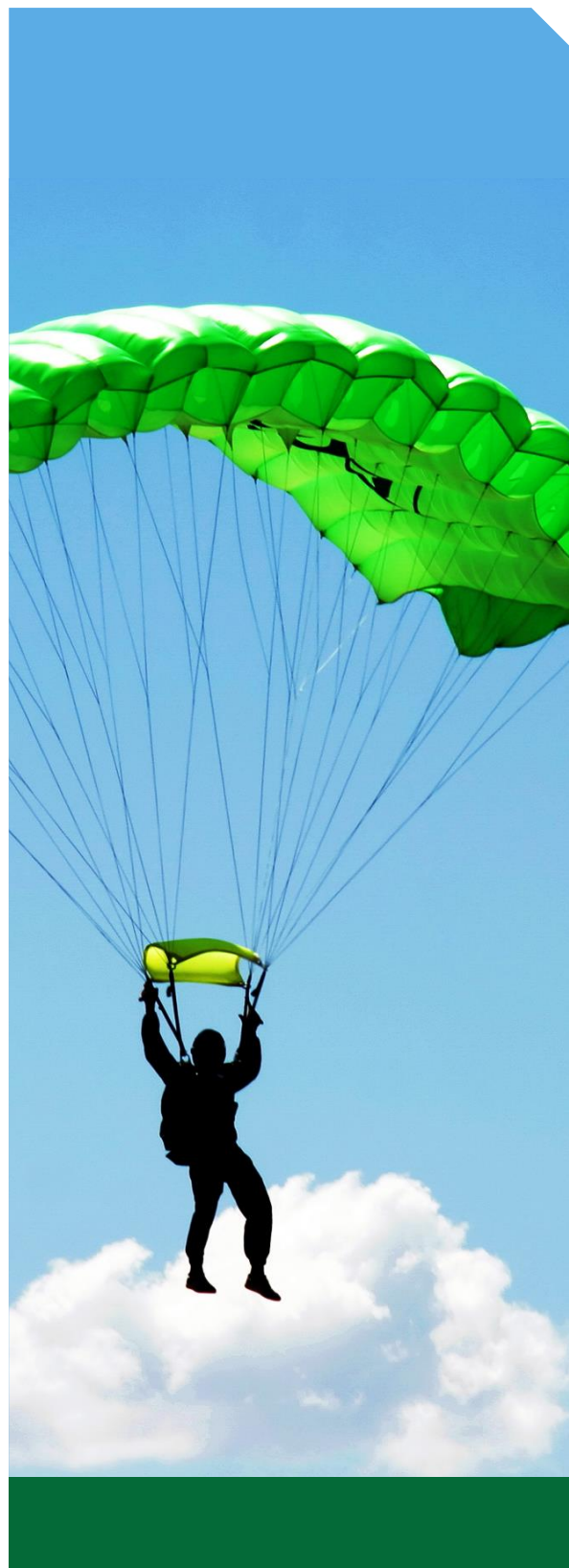
CCC's are typically invoked in silos

The current establishment of dealing with crises consist of a command centre on one end of the scale and a crisis command centre on the other end.

A command centre established by the organisation focuses primarily on monitoring and identification of issues which subsequently lead to resolution procedures. Examples of these kind of operations would be Cyber SOC, Physical SOC, and network operations. Traditionally, command centres lay a higher emphasis on technology for monitoring of incidents.

CCC's on the other hand, remain in limbo and get invoked only during crises situations like war, economic crisis, natural disasters, etc. They are situation-based and have a higher emphasis on senior management decisions.

Both the command centre and crisis command centre have specific ideologies dealing with specific circumstances, thus creating a lacuna for situations that do not fall under both domains. That is where the need for an a new crisis command centre arises, which achieves synergy from traditional methodologies and doesn't work in silos.



As your business adapts to the new normal, what novel challenges do you see emerging?

The COVID-19 pandemic continues to dominate our lives and disrupt our businesses. In order to adapt to the new normal, organisations need to establish emergency response teams in order to assess the organisational risks and formulate response strategies. The teams are expected to operate with a clear mandate provided by executive management and have been empowered to make swift decisions in the areas that follow:



Setting up a Crisis Command Centre 2.0

High levels of decision-making authority, well-defined roles and responsibilities, and a clear coordination, control and communications structure are critical to the proper functioning of the Centre.



Understand the business impact of the crisis

- Many organisations are overwhelmed by the scale of information during a crisis
- Impacts and strategic consequences/options relevant to the organisations are essential
- Key questions to consider before you formulate a resilience plan:
 - What does the organisation really value and want to protect?
 - What high-impact consequences is the organisation really worried about?



Creating a stakeholder engagement strategy

- Engage at the right time, with the right means and content
- Create situational awareness and clear communication strategy and channels
- Create communication cadence which engages key internal and external stakeholders frequently around the right tone/messages

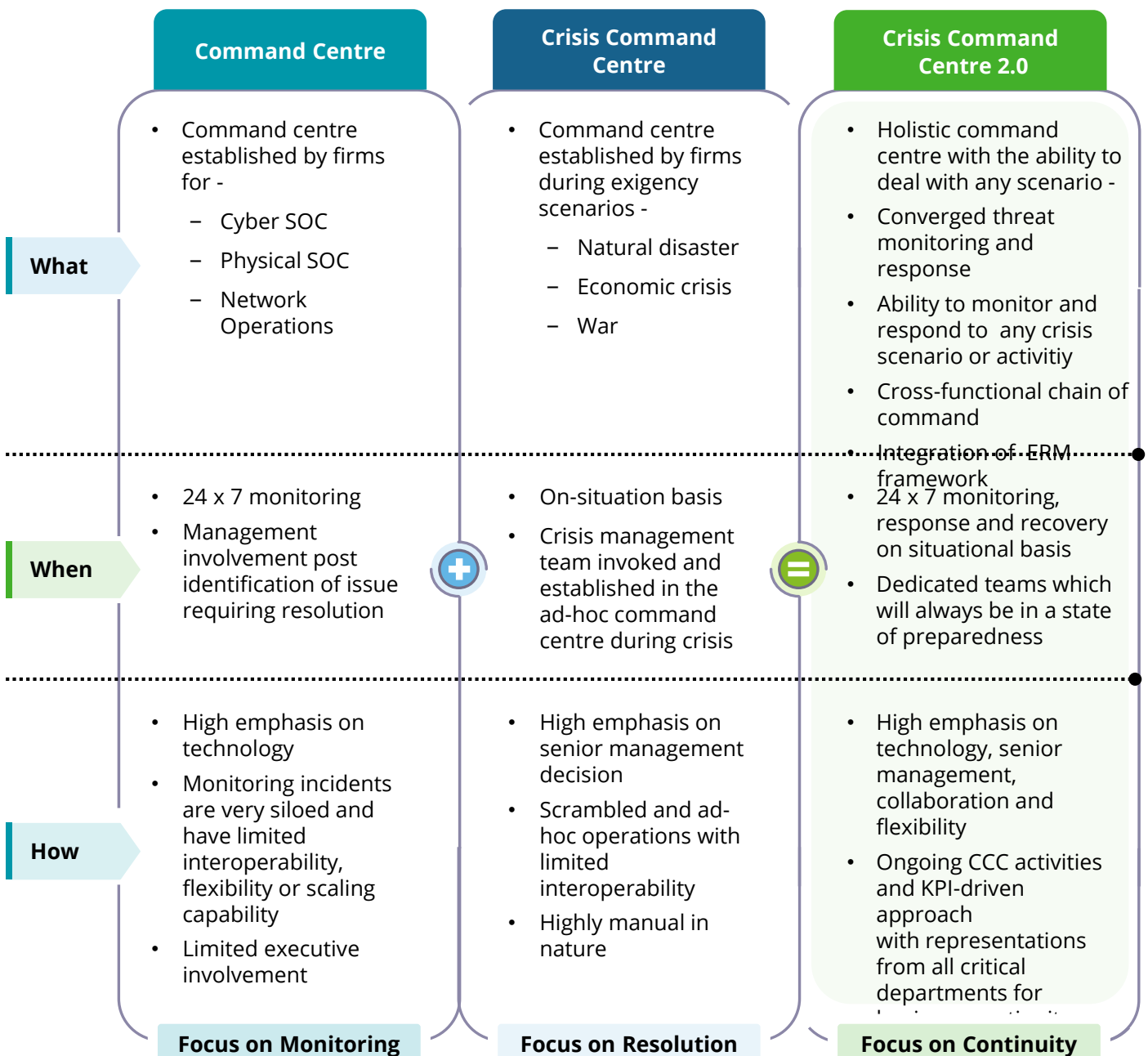


Managing Third Party Risk

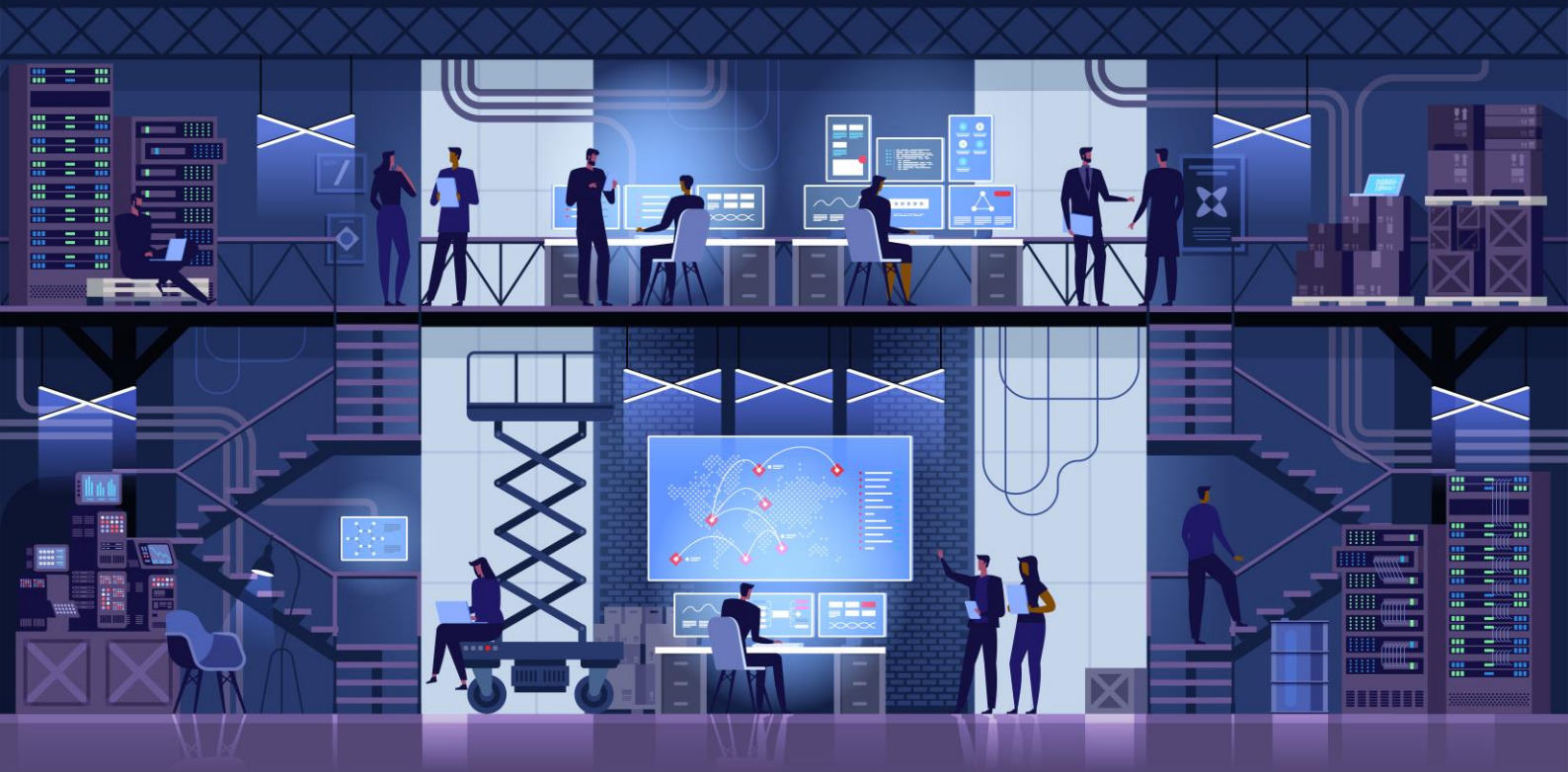
- Conduct risk profiling of their Third Parties to understand the business impact of the crisis
- Track and monitor risk mitigation measures to closure

A new approach to a sustainable future

Crisis Command Centre 2.0 contains logical blocks, consisting of design principles that form the bedrock for effective business continuity and crisis management. At a high level, the design principles necessitate the CCC to be technology enabled, interoperable, flexible, scalable, secure and resilient. These design principles extend across the three primary domains of any organisation – people, process and technology. Each domain has specific ideologies that need to be adhered to and customised. This approach holistically enables effective management and continuity of business operations.



Effective crisis management under extreme circumstances



Connect your 'now' to your 'next'

Smart management capability of the Crisis Command Centre 2.0 enables it to manage and prioritise actions to be taken by respective organisations under crisis.

Key benefits to support your business:



Increased situational awareness for a prepared response

Monitor progress and measure the success from crisis management and response to project management and recovery

Strike a balance between near term health, safety and continuity goals with long-term planning and consideration of tactical and strategic consequences of the crisis

Perform ongoing scenario planning, planning alternate responses for recovery



Improved decision-making and resource coordination

Create situational awareness of urgent issues and direct them to key decision-makers to take immediate steps and plan the next course of action.

Analyse and assess incoming information and communicate accurate, reassuring and helpful information to key stakeholders.



Reduced response time and increased readiness for faster recovery

Procure the necessary infrastructure to manage a crisis faster, enabling companies and/or property affected by the incident to get the support and relief it requires.

Capture the key lessons learnt and customise the response and recovery capabilities

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