



# HOW THE COVID-19 PANDEMIC REFLECTS A SEA CHANGE IN BUSINESS CONTINUITY

## Preparing Your Organization, Plan, and Team for the *Next* Business Challenge

The COVID-19 pandemic has not only reordered normal routines and protocols. It has also disrupted lives, economies, and how businesses deliver products and services. While technology's role in remote learning and home-based working is obvious, there are broad as well as nuanced implications for business continuity and disaster recovery.

Per a recent 451 Group Market Insight report<sup>1</sup>, the pandemic illustrates the need for a BC/DR plan that address the interruption of access to key IT personnel and systems. In a physical datacenter, 451 recommends implementing a BC/DR plan complete with remote monitoring and command and control, with multiple connectivity options as well as automating commonly needed services and functions.

Outside the datacenter, recommendations include provisioning and training IT teams with cloud-based collaboration tools, coupled with mandatory VPN usage, strong data protection for local storage, and consideration of adopting enterprise file sync and share services.

Eventually, of course, there will be a transition to a stabilized business climate, but returning to pre COVID-19 normal may not be immediately or even entirely possible. In sum, a lot has changed, a lot has been realized, and a lot is still in need of transition.

## Key questions to ask yourself:



Did your Business Continuity and Crisis Management plans provide guidance and value in responding and adapting to the COVID-19 outbreak?



Are you ready for the inevitable increased scrutiny by your customers, prospects and Boards about the adequacy of your business resilience practices, plans and capabilities?



Was the necessary management structure sufficient to enable your response and transition to occur quickly?



Are you applying lessons learned to improve your Business Resilience programs as required by applicable regulations and standards?

If the answers to any of these questions is “no” or “I don’t know”, then there may be an opportunity to refine your Business Resilience program and reduce your non-financial risk posture.

## What Lessons Learned from COVID-19 Mean to Business Resilience Programs

Many organizations have developed an increased appreciation for Business Resilience in the wake of their COVID-19 experience. And this is true regardless of how effective their current program has been in the recent weeks. And there has been further realization that many of the lessons learned from COVID-19 responses transcend pandemic outbreaks and can be applied to many other disruption scenarios that may, in the future, impact business.

For example, the BCI (Business Continuity Institute) recently published<sup>2</sup> a Coronavirus Organizational Preparedness Report and found that many organizations have not been diligent with exercising their plans: only about half (56.6%) have tested their response plans in the past 12 months. Additionally, organizations need to make sure their BC plans are sustainable: 60.9% of organizations are already considering if their response plan can be delivered over a sustained period of months. Many organizations are adept at planning for short term disruptions, but ensuring a continued response can be delivered over a sustained period of months is vital.

Organizations that have exercised their BC plans in the last 12 months

56.6%

Organizations that are already considering the sustainability of their business continuity plan response plan

60.9%

1. <https://go.451research.com/2020-mi-COVID-19-the-451-Take.html>

2. <https://www.thebci.org/knowledge/coronavirus.html>

## How Sungard AS can help

Regardless of the extent to which your business was affected or impacted by the COVID-19 pandemic, we recommend the following important actions:



### **ENHANCING**

your entire Business Resilience program through structured implementation of those lessons including shortfalls in managing your initial COVID-19 response and its on-going management.



### **FACTORING**

in what your customers will want to know about your state of pandemic readiness.



### **FULLFILLING**

your regulatory requirements and standards conformity obligations by conducting a formal Post-Pandemic Action Review to identify lessons learned and, more broadly, how to prioritize them.

Visit [sungardas.com](https://sungardas.com) to learn more about how Sungard AS can assist you with adapting your Business Resilience Program to reflect COVID-19 lessons learned, your next-normal business state, and industry best practices.

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