

SCOTTISH CONTINUITY
Sustaining a Resilient Community

Building a Case for an Organisational Knowledge and Operational Resilience

Richard Cooper

Fusion Risk Management
Tuesday, 19th February 2019

CHOOSE SUCCESS. CHOOSE FUSION.



Agenda

- ✘ **What is Organisational Knowledge?**
- ✘ **4 Keys to Keep Your Program Under Control**
- ✘ **Leveraging Existing Knowledge**
- ✘ **Summary**
- ✘ **Q&A**

Setting the Stage

Organisational Knowledge

it's not a term commonly associated with business continuity, resilience, or disaster recovery, but it is a critical component.

First, let's briefly explore the concept of knowledge.

Merriam-Webster offers several definitions of knowledge, including “the sum of what is known: the body of truth, information, and principles acquired by humankind.”

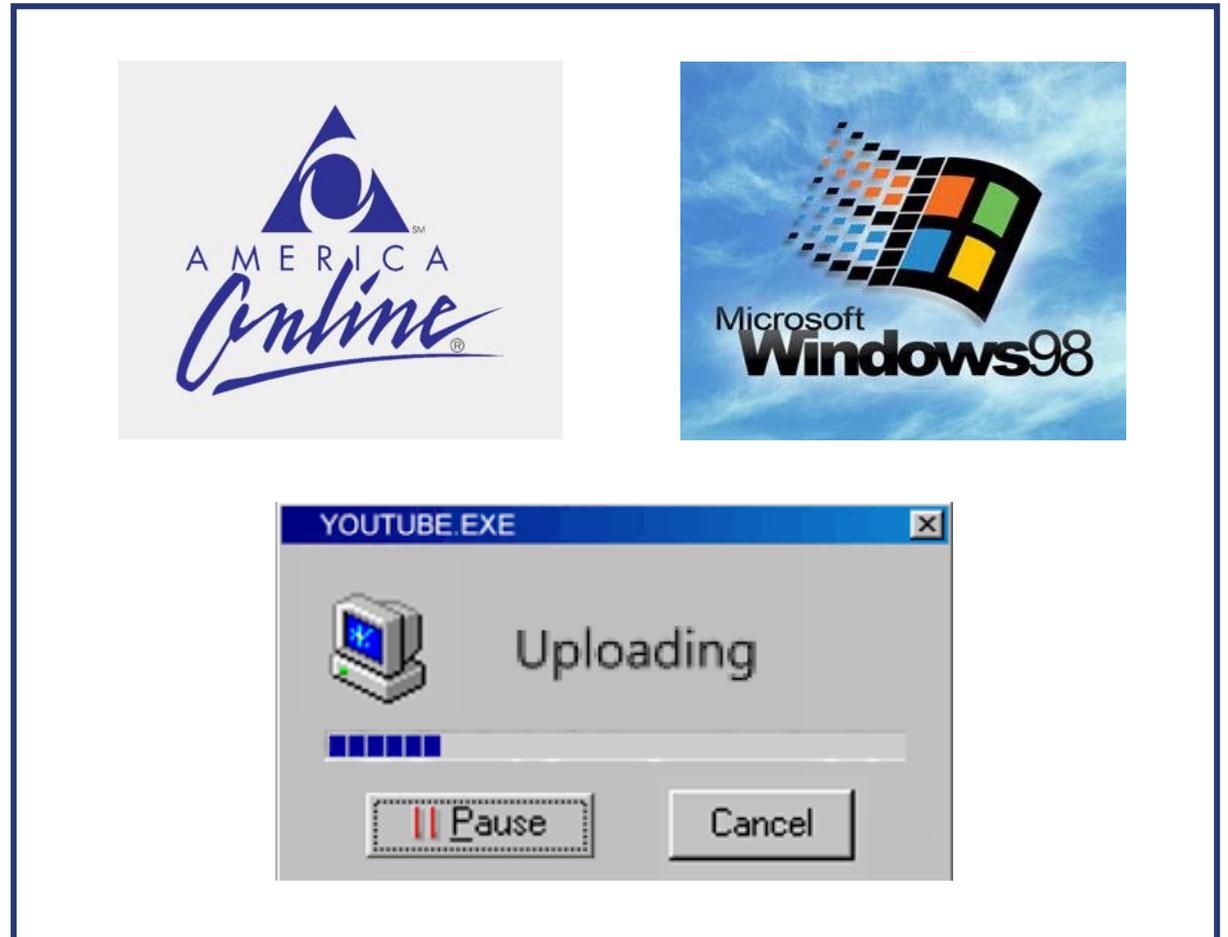
1. Knowledge Must Be Consolidated

Business Units

Companies Work in Silos

1. Knowledge Must Be Consolidated What is Possible?

- ✘ Information consolidation would not be possible 20 years ago



1. Knowledge Must Be Consolidated

Understand Your Business and Its Goals

- ✘ Purpose of business
- ✘ Empower executives to empower you
- ✘ Constantly evolving organisations
- ✘ Break down silos
- ✘ Proactive planning

2. Consolidated Data Needs to be Shared in a Digestible Format

Consolidate and Centralise Information

- ✘ One location for all information
- ✘ Accessible to everyone
- ✘ Data (knowledge) over documents (plans)

2. Consolidated Data Needs to be Shared in a Digestible Format



✘ Visualization and Decision Support

✘ Connect the dots

✘ Updating information from one place at one time

3. Enable Wisdom and Speak Up!

Encourage Collaboration

- ❖ More interdepartmental communication
- ❖ Sharing between more experienced and newer employees
- ❖ Experiential knowledge within people
- ❖ Industry knowledge
- ❖ Difference between knowledge and wisdom

3. Enable Wisdom and Speak Up!

The way we've always done it is not always the right way

Innovations like software are important

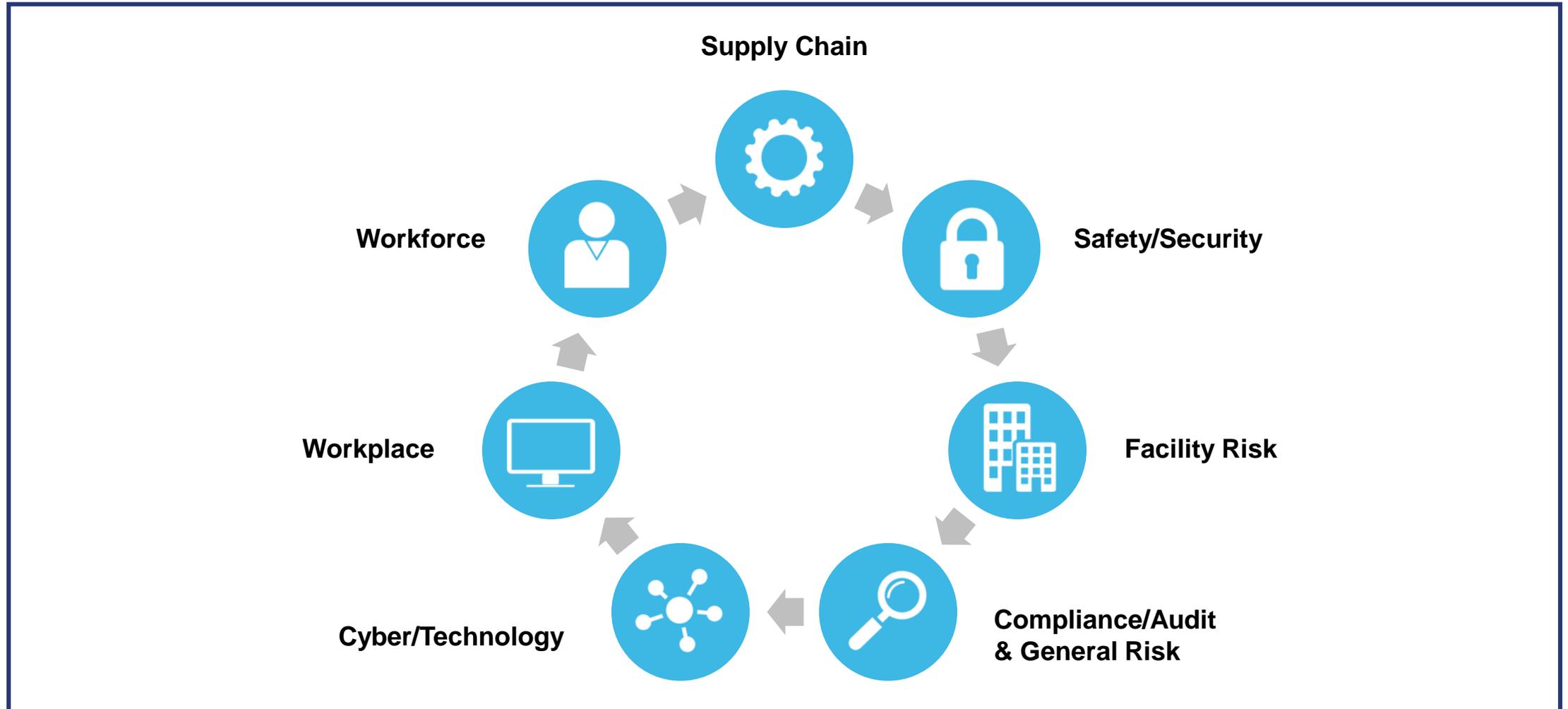
Silos need to be removed

4. Vulnerabilities are Endless. Resources are Not.

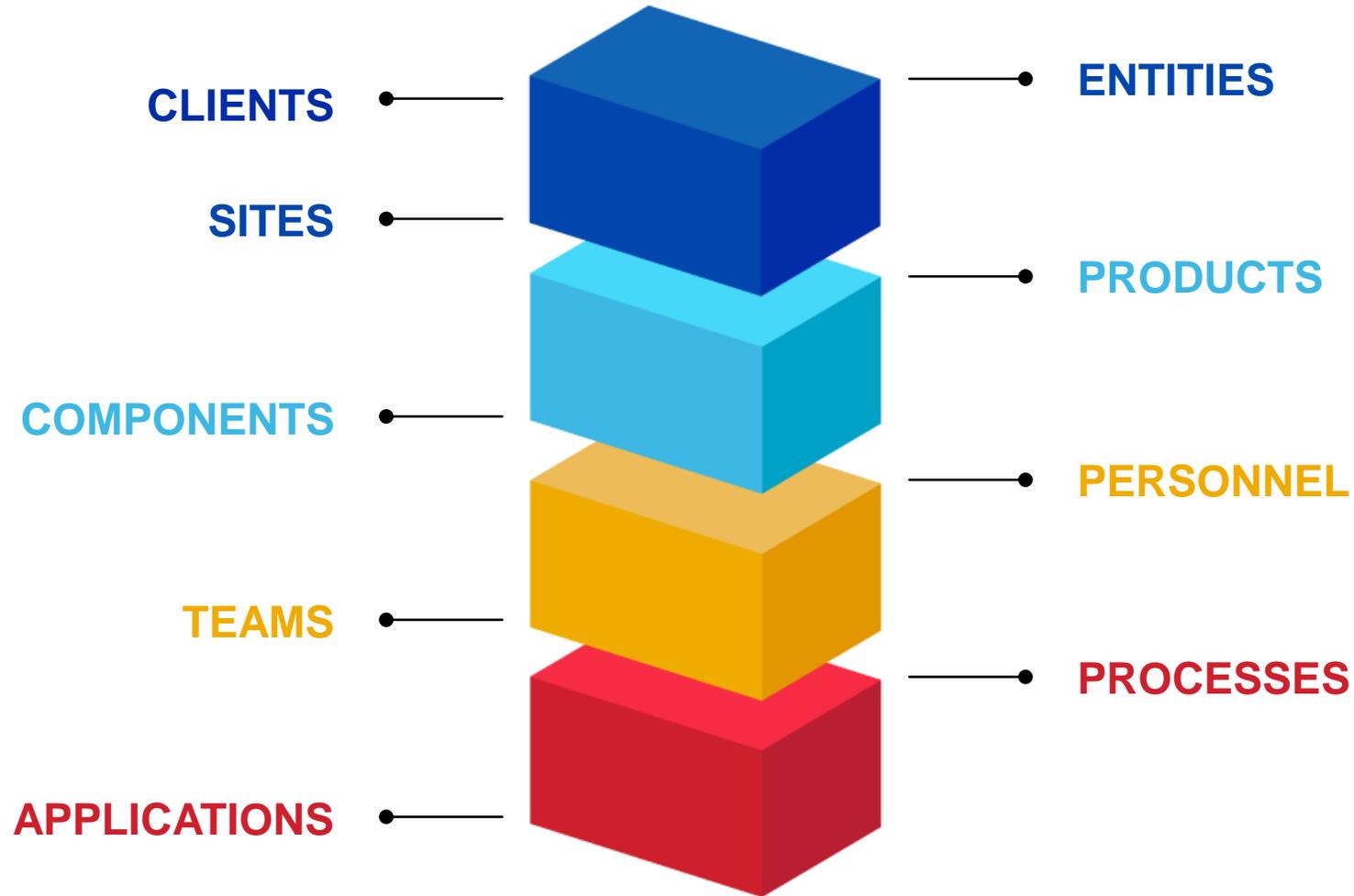
Prioritize Your Time and Resources

- ❖ So many threats, not resources to cover
- ❖ Must have a way to allocate those resources and time
- ❖ Scope is evolving and value is accretive

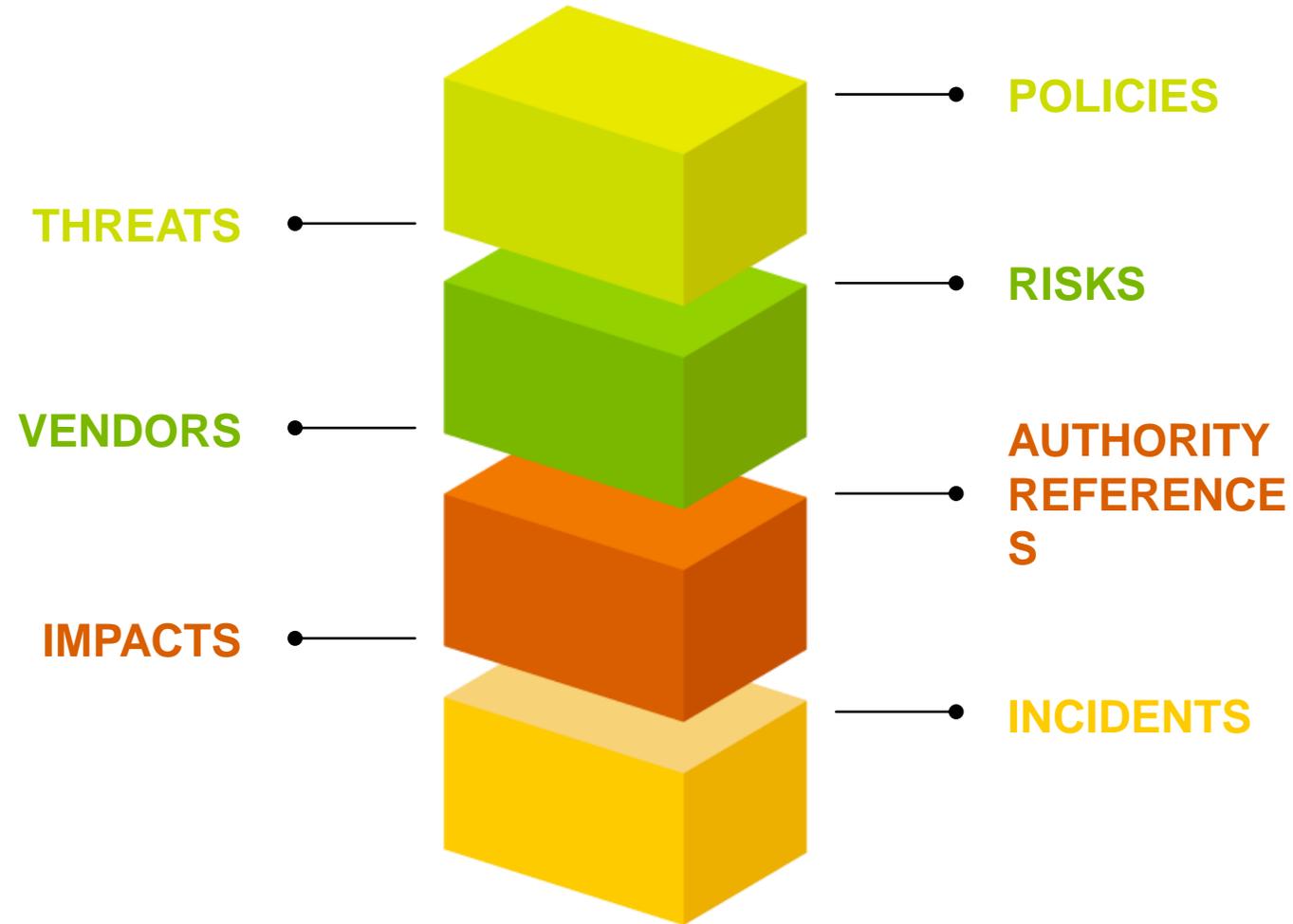
Scope is Evolving and Value is Accretive



Enterprise Knowledge Base



Enterprise Drivers



Knowledge is Power

✘ **Data Over Documents: Building Your Information Foundation**



Most BCM programs must be re-imagined to reach their true potential. Leaders will demonstrate an understanding of how the company ticks. Planners will struggle.

CHOOSE SUCCESS. CHOOSE FUSION.

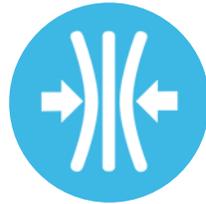


How Can Organisational Knowledge Be Utilised Outside of BCM and Risk Management?

Once the knowledge base is assembled, organizations will find there are many ways to leverage this newfound asset, including:



Risk Management



Continuity and Resiliency



Mergers, Acquisitions, Divestitures



Investment Banking



Personnel Decisions



Vendor Management



Budgeting

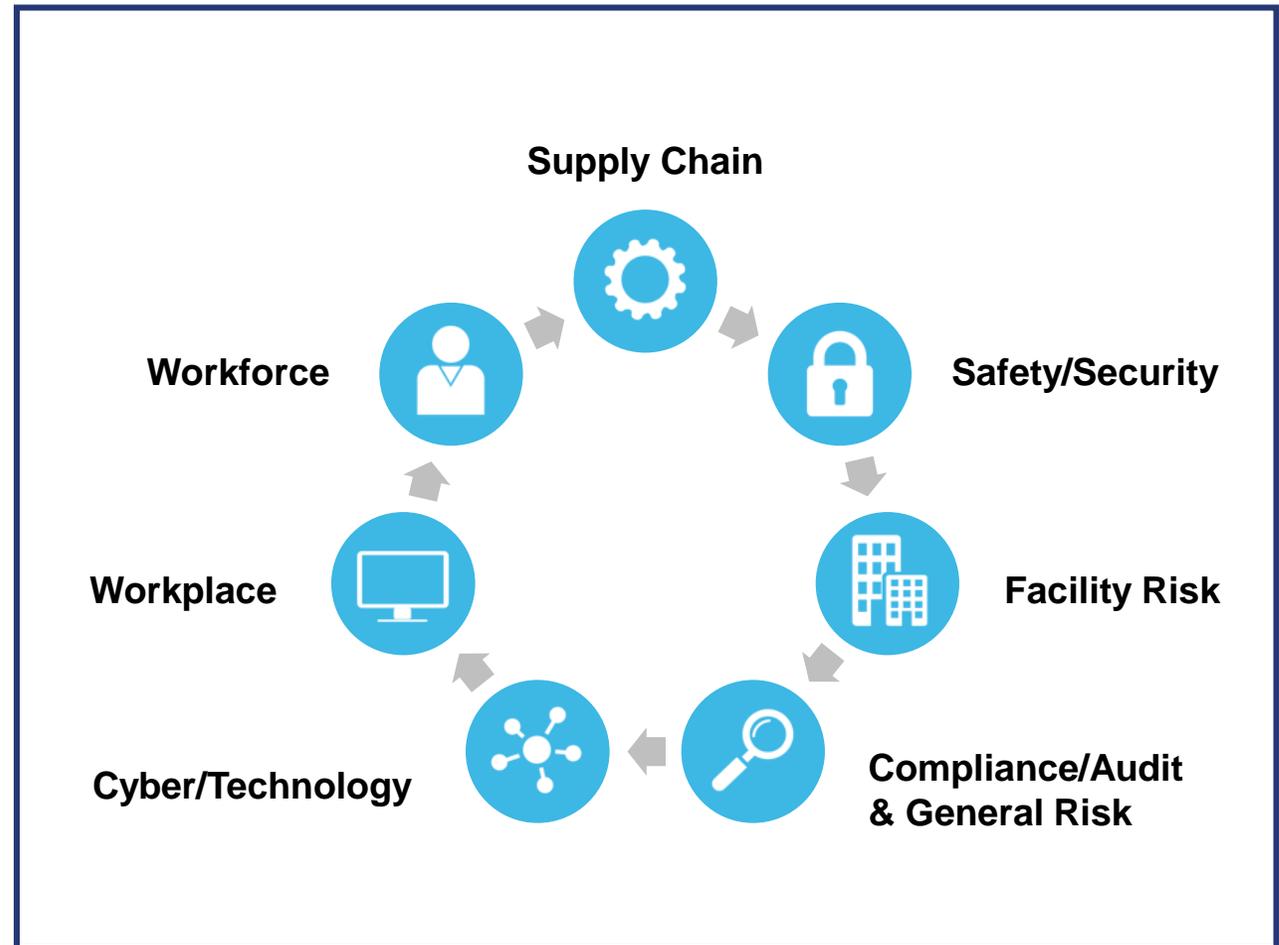


Procurement

Building a Case for an Organisational Knowledge Initiative

✘ This is about:

- ✘ Understanding your business and its goals
- ✘ Break down silos and align disciplines
- ✘ Consolidate and organise data
- ✘ Encourage collaboration and speak up!
- ✘ Leverage what is already in place



Questions?

Contact

Richard Cooper
Managing Director of EMEA Operations
Fusion Risk Management, Inc.

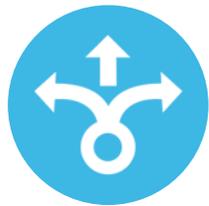
rcooper@fusionrm.com

CHOOSE SUCCESS. CHOOSE FUSION.



How Can Organisational Knowledge be Utilised outside of BCM and Risk Management?

Once the knowledge base is assembled, organizations will find there are many ways to leverage this newfound asset, including:



**Personnel
Decisions**



**Vendor
Management**



Procurement



**Mergers,
Acquisitions,
Divestitures**