



Cloud Resiliency Consulting Services by Kyndryl

Realign your resilience strategy
for maximum adaptability and
risk mitigation



Contents

- 2 Overcoming complexity to achieve continuous availability
- 3 What is Cloud Resiliency Consulting Services by Kyndryl?
- 4 Rapid Resilience Assessment
- 5 Examining the Kyndryl Business Process Impact Analysis
- 6 Five factors that set Cloud Resiliency Consulting Services by Kyndryl apart
- 7 Why Kyndryl?

Overcoming complexity to achieve continuous availability

Thriving in today's competitive business environment requires continuous availability of your IT systems, applications and data. Your employees, customers and business partners expect that the information, products and services they need will be available when, where and how they want them.

To better meet these demands, systems are increasingly integrated and distributed across complex IT environments including private, public and hybrid clouds. This can create potential vulnerabilities. Linking more critical systems together to manage higher expectations complicates business continuity, disaster recovery, resiliency, regulatory compliance and security. When one link in the chain breaks or comes under attack, the impact can ripple throughout the business. Your organization can face revenue loss and eroded customer trust if you fail to maintain business resiliency while rapidly adapting and responding to risks and opportunities.

The need to integrate resilience capabilities that are aligned with business requirements is critical. And that's where Cloud Resiliency Consulting Services by Kyndryl adds value to the business.

When one link in the chain breaks or comes under attack, the impact can ripple throughout the business.

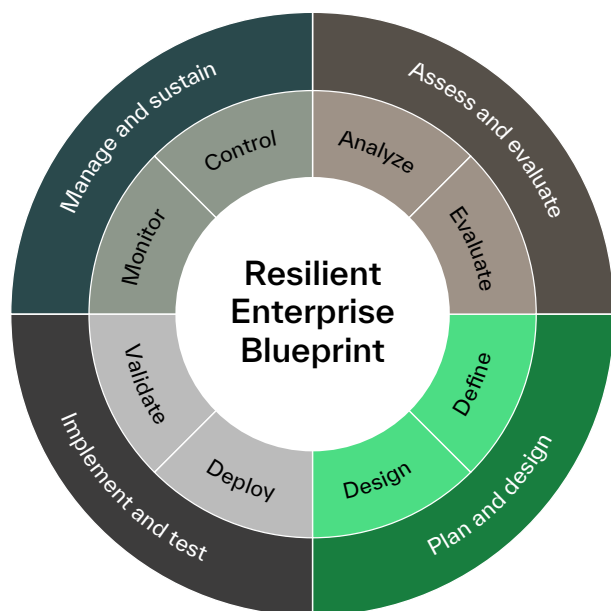
What is Cloud Resiliency Consulting Services by Kyndryl?

Cloud Resiliency Consulting Services by Kyndryl helps organizations integrate resilience capabilities that are aligned with business requirements to protect critical workloads in the multicloud world linking business and IT strategy. Key features of the service include:

Comprehensive business-based approach

Using our four-phase resiliency lifecycle approach we identify business requirements to assess current capabilities and risks, as well as to:

- Determine readiness to respond to an unexpected event
- Develop and test corresponding resilience strategies, architecture, plans and procedures
- Provide governance to ensure fitness for purpose and readiness when needed



Phase 1: A range of assessments are conducted to analyze potential cloud-related risks to the business, their impact and the ability to manage and mitigate them. Kyndryl can diagnose the risks to the business objectives and prescribe appropriate actions.

Phase 2: Your current state is evaluated to help define the appropriate resilience strategy. Designing the corresponding hybrid multicloud resilience architecture and program also takes place. Fully documented plans and procedures for business continuity and enterprise crisis management are also provided.

Phase 3: Solutions developed in Phase 2 are implemented and tested to validate your resilience program, plans, procedures and run book workflows. Steps and actions to be followed are rehearsed to identify any issues that impact your ability to respond to a disruptive event.

Phase 4: Centralized governance for managing and maintaining a sustainable business resiliency program is defined and applied. This includes monitoring current conditions to proactively respond to risk. It also emphasizes ongoing alignment of resilience capabilities with changes in business operations as well as managing regulatory compliance and reporting—thus demonstrating readiness to respond quickly and effectively to unplanned disruption.

In addition to the four-phased methodology, a portfolio of 17 offers is incorporated into the phases. Designed in a modular approach, the offers can be purchased as individual standalone engagements or an integrated package, according to your organization's unique requirements.

The world is more complex than ever and is changing at speed. Let's take a look at some resiliency consulting offers ideally suited to the needs of today's business.

Rapid Resilience Assessment

The Rapid Resilience Assessment is a remotely facilitated one-day collaborative self-assessment workshop focused on resilience risks (cyber, IT risk and pandemic). It is designed to help you manage the transition from crisis-operations mode to an adjusted business-as-usual operational mode.

Scope and Approach

The scope covers the seven main components of an effective business continuity program and provides a high-level rating of your described current state based on a five-level maturity scale.

A summary scorecard is generated illustrating where described capabilities are aligned with best practices, and where there are gaps requiring attention for each of the three focus areas.

Outcome

The deliverable is an assessment report containing results analyzed against industry best practices and other organizations and industry peers.

Highest-risk findings are highlighted along with understanding of current capability for management and control.

The report includes a prioritized set of associated recommendations and high-level road map for required actions.

- **Strategy and vision:** Identify what is critical and set risk appetite
- **Organization and culture:** Assign accountability, coordinate improvements, embed resilient behaviors
- **Processes:** Monitor risks and performance, continuous knowledge capture and improvements for IT assets for predictable capability
- **Technology:** Resilient and secure design, up-to-date patched technology stacks
- **Applications and data:** Resilient, fault-tolerant, performant applications and data management
- **Facilities:** Resilient, highly available and secure facilities to host IT assets



Examining the Kyndryl Business Process Impact Analysis

The Kyndryl Business Process Impact Analysis (BPIA) helps clients create a baseline of critical business processes and resiliency requirements needed to revise business models and resiliency strategies for the future.

- Determines minimum viable company (MVC) via critical business process analysis
- Quantifies financial impact over time at the business process and dependency group level
- Maps critical business processes to applications, data, infrastructure, backups, and dependencies

Business Process Impact Analysis



Organizations transitioning from crisis mode to new business as-usual operations must stabilize the business and quickly determine critical business processes, applications, data, infrastructure, backups and financial impacts over time at the business process and group levels. This information defines the MVC and establishes the critical business baseline to emerge smarter and stronger in the post-crisis state.

Scope and approach

The scope includes business processes, applications, infrastructure, dependencies and resilience requirements to determine the MVC.

- Tool-based assessment generates customized data collection surveys
- Highest-impact processes are mapped to supporting infrastructure
- Client-specific resilience tiers are defined
- Dependent applications with highest impacts are identified enabling focus on new or altered critical services balanced against risks and impacts of unplanned outage

Outcome

The BPIA produces a business process-focused impact assessment with a range of meaningful analytical views that include:

- Business processes, areas and groups or divisions
- Financial implications of prolonged outage
- Highest impact business processes
- Dependency mapping of business process to applications and infrastructure
- Financial impacts
- Peak period impacts

The engagements are delivered by formally trained (and industry certified) professional consultants and architects. And with resiliency consulting practices around the world, Kyndryl can deploy in-country subject matter experts to perform engagement delivery. There is also a Resiliency Global Center of Competence consulting team with members strategically located in countries around the world. These members are available to support engagement delivery in any geography.

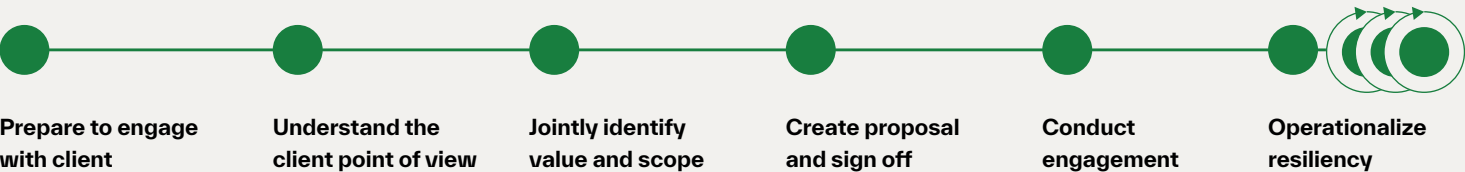
Pricing is based on the scope of services provided, and the size and complexity of your environment.

Kyndryl can deploy in-country subject matter experts to deliver engagements. And there are Resiliency Global Center of Competence consulting teams to perform engagements in any geography.

Five factors that set Cloud Resiliency Consulting Services by Kyndryl apart

- 1. **Skills:** Extensive Kyndryl resources enable you to learn the latest about business resilience and continue applying that knowledge after the engagement is over.
- 2. **Methodology:** Kyndryl applies collective knowledge which is shared through intellectual capital assets.
- 3. **Efficiency:** Kyndryl experts bring the “how to” and save you time identifying which resilience solutions to consider.
- 4. **Effectiveness:** We understand what it takes to be resilient and we make sure the services and solutions are comprehensive and based on correct requirements assumptions.
- 5. **Objective:** Kyndryl understands the pros and cons of various resilience strategy options and helps you navigate and select a resilience strategy that is most capable of meeting your requirements and assumptions.

Engagement model



Why Kyndryl?

Kyndryl has deep expertise in designing, running and managing the most modern, efficient and reliable technology infrastructure that the world depends on every day. We are deeply committed to advancing the critical infrastructure that powers human progress. We're building on our foundation of excellence by creating systems in new ways: bringing in the right partners, investing in our business, and working side-by-side with our customers to unlock potential.

Designed to be your first choice, Kyndryl has global infrastructure and extensive industry experience.

Kyndryl offers a broad range of business resiliency consulting solutions tailored to your needs. This will help you identify gaps and define a comprehensive resilience strategy to support compliance, while optimizing costs and mitigating risks.

Trusted

- More than 9,000 customers are protected with Kyndryl disaster recovery and data management services
- Kyndryl has more than 3.5 exabytes of customer data backed up annually and under management

Kyndryl has decades of experience helping clients worldwide with business continuity, disaster recovery and cyber resilience.

A global reach

- There are more than 300 Kyndryl Resiliency Centers in more than 60 countries around the world
- Kyndryl dedicates more than 6,000 professionals worldwide to resiliency

Ready to learn more?

To learn more about Cloud Resiliency Consulting Services by Kyndryl, please contact your Kyndryl representative or visit us at [kyndryl.com](https://www.kyndryl.com)



© Copyright Kyndryl, Inc. 2022

Kyndryl is a trademark or registered trademark of Kyndryl, Inc. in the United States and/or other countries. Other product and service names may be trademarks of Kyndryl, Inc. or other companies.

This document is current as of the initial date of publication and may be changed by Kyndryl at any time without notice. Not all offerings are available in every country in which Kyndryl operates. Kyndryl products and services are warranted according to the terms and conditions of the agreements under which they are provided.

The client is responsible for ensuring compliance with laws and regulations applicable to it. Kyndryl does not provide legal advice or represent or warrant that its services or products will ensure that the client is in compliance with any law or regulation.

Kyndryl does not warrant that any systems, products or services are immune from, or will make your enterprise immune from, the malicious or illegal conduct of any party.