


Resilience in practice

Introduction



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Heimen Schuring

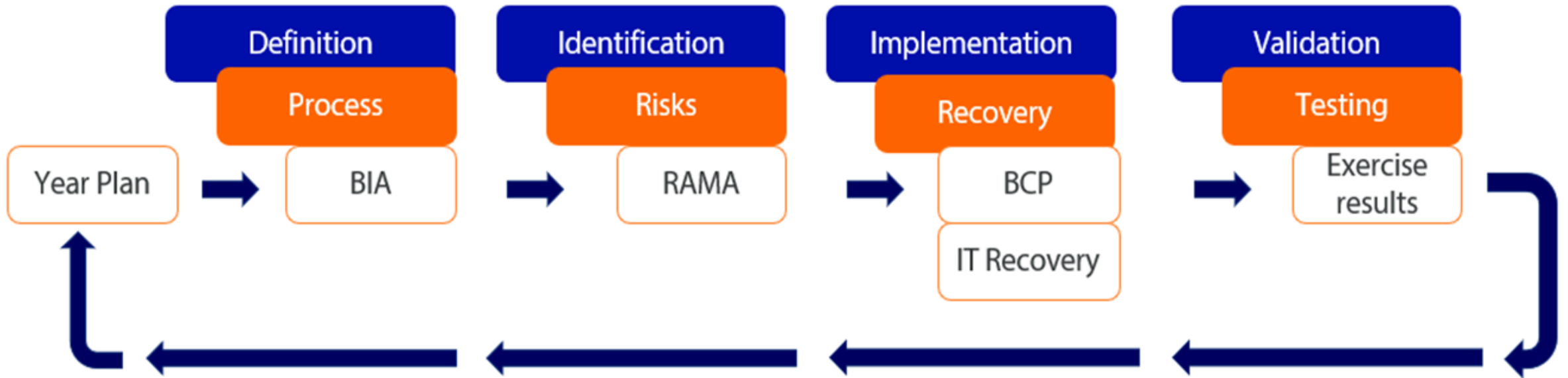
Retail NL
Lead BCM Retail NL
B ICT / MBA

Agenda

- Setting objectives
- Objective alignment
- IT Recovery:
 - Scoping
 - IT Recovery Cycle
 - Test Maturity
 - Challenges

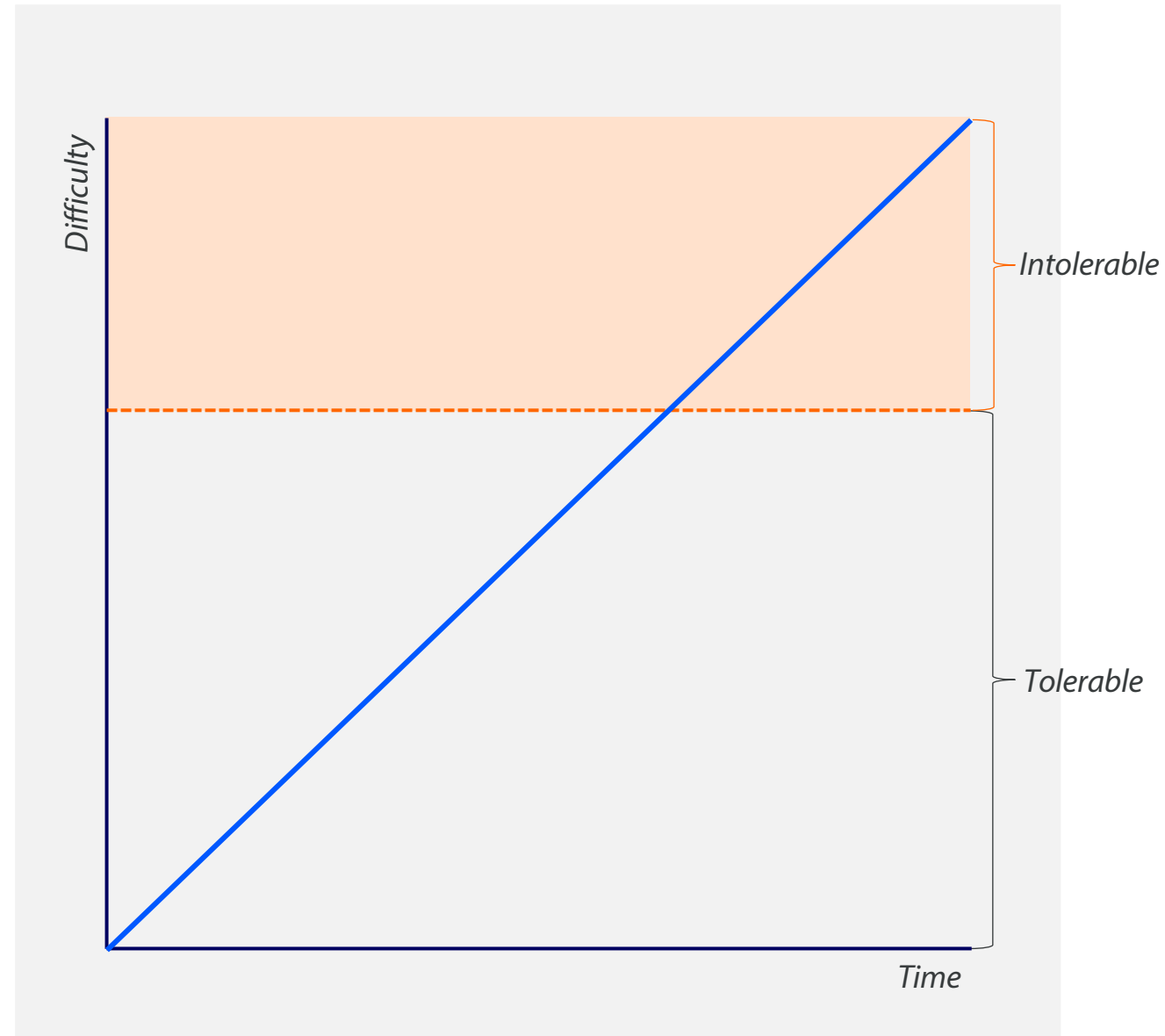


BCM Cyclus



Setting Objectives

- Defining when impact becomes intolerable



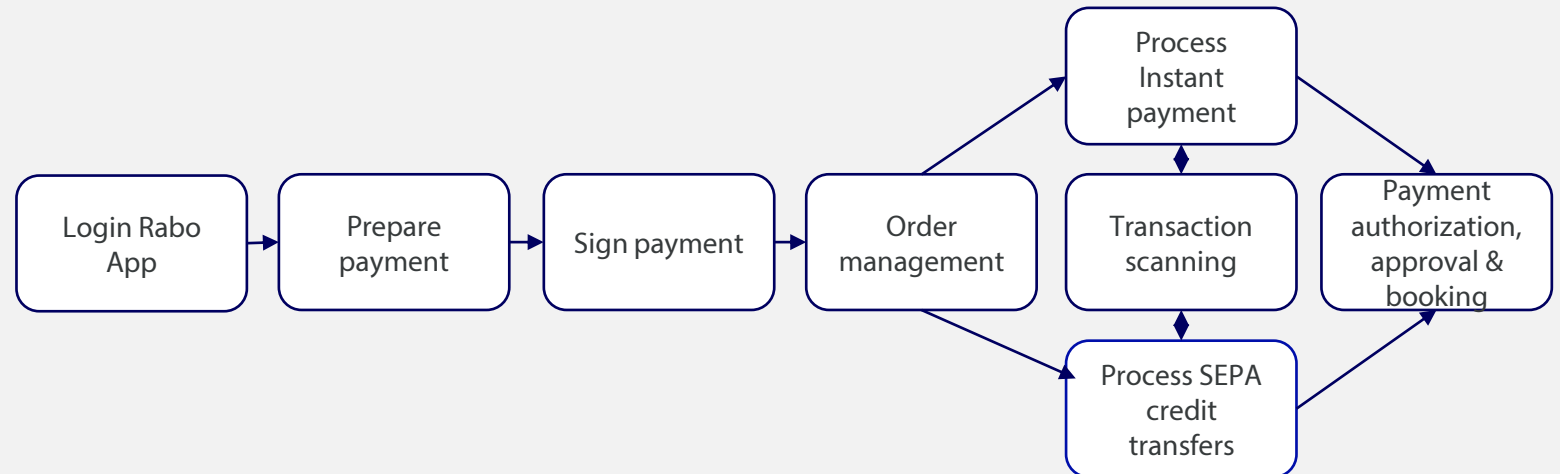
Objective Alignment

- Product, Process & IT

E2E Process Euro Payments

Product manager

- **Accountable** for product availability and resilience
- **Sets availability requirements** for E2E Euro Payments process
- Ensures involved Process owners and Tech domains can meet requirements



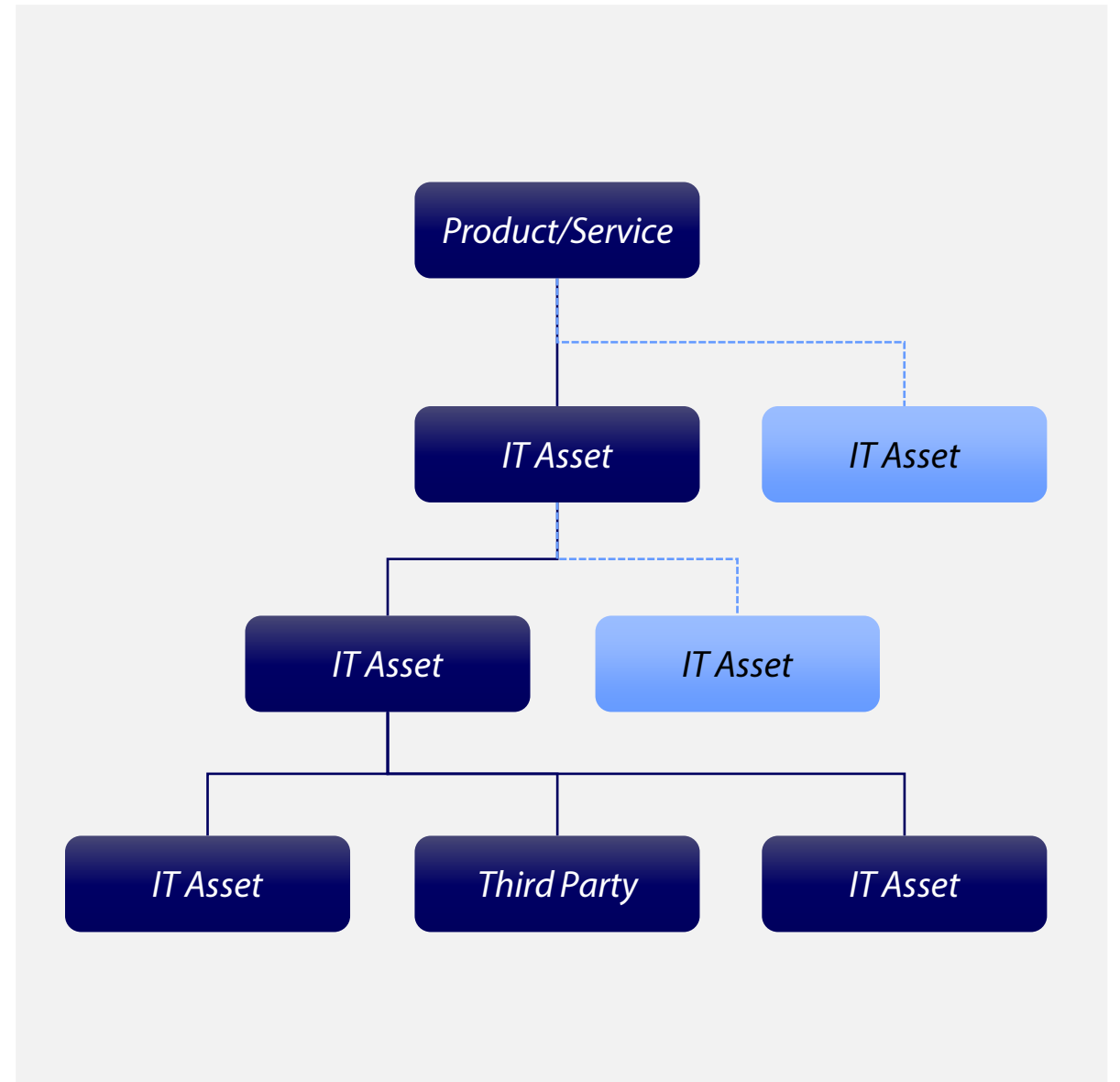
Continuity of IT Assets

Tech Lead

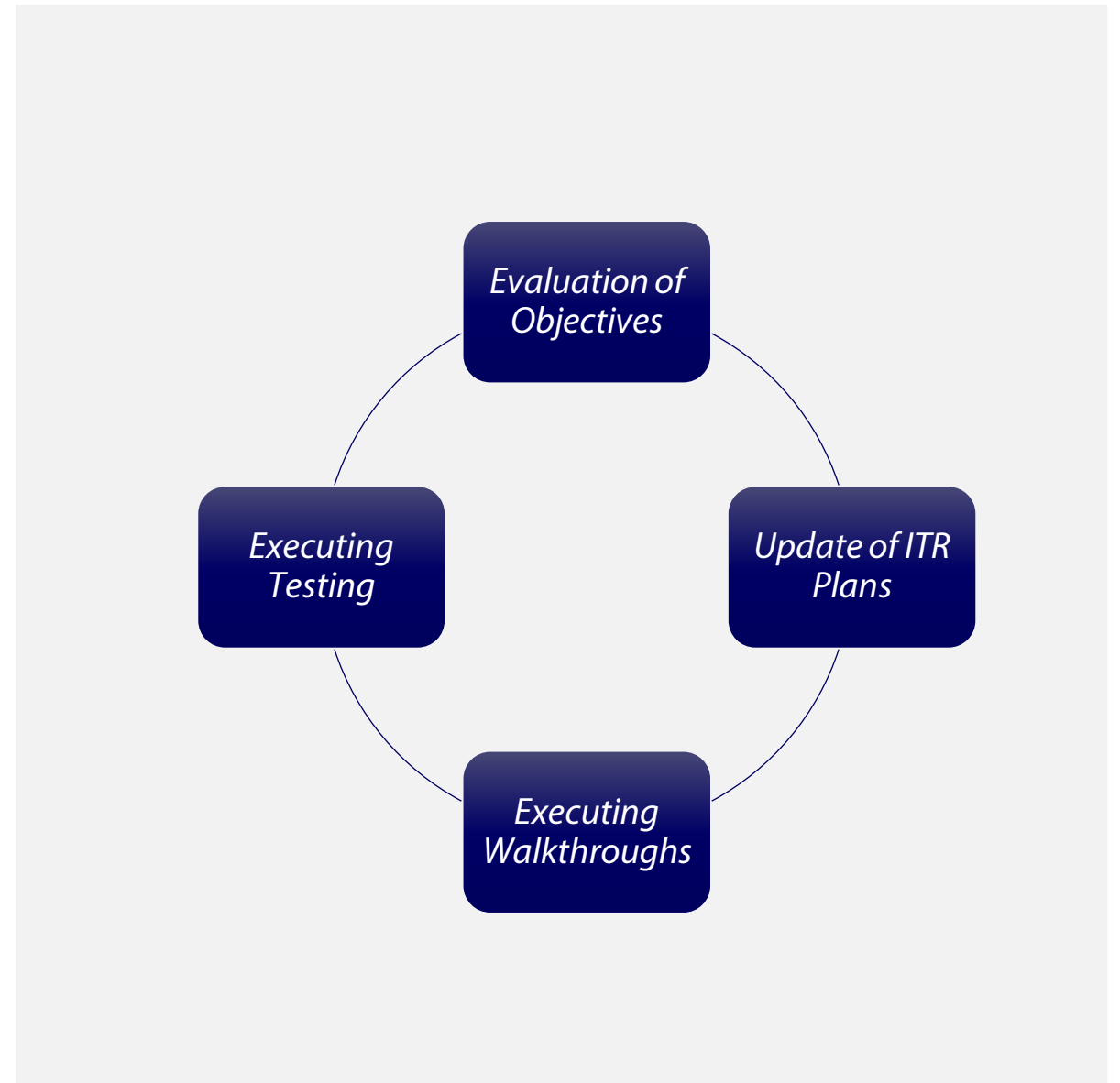
- **Responsible for meeting availability requirements** of IT Assets meets Euro Payments

ITR Scoping

- Criticality
- Reliance

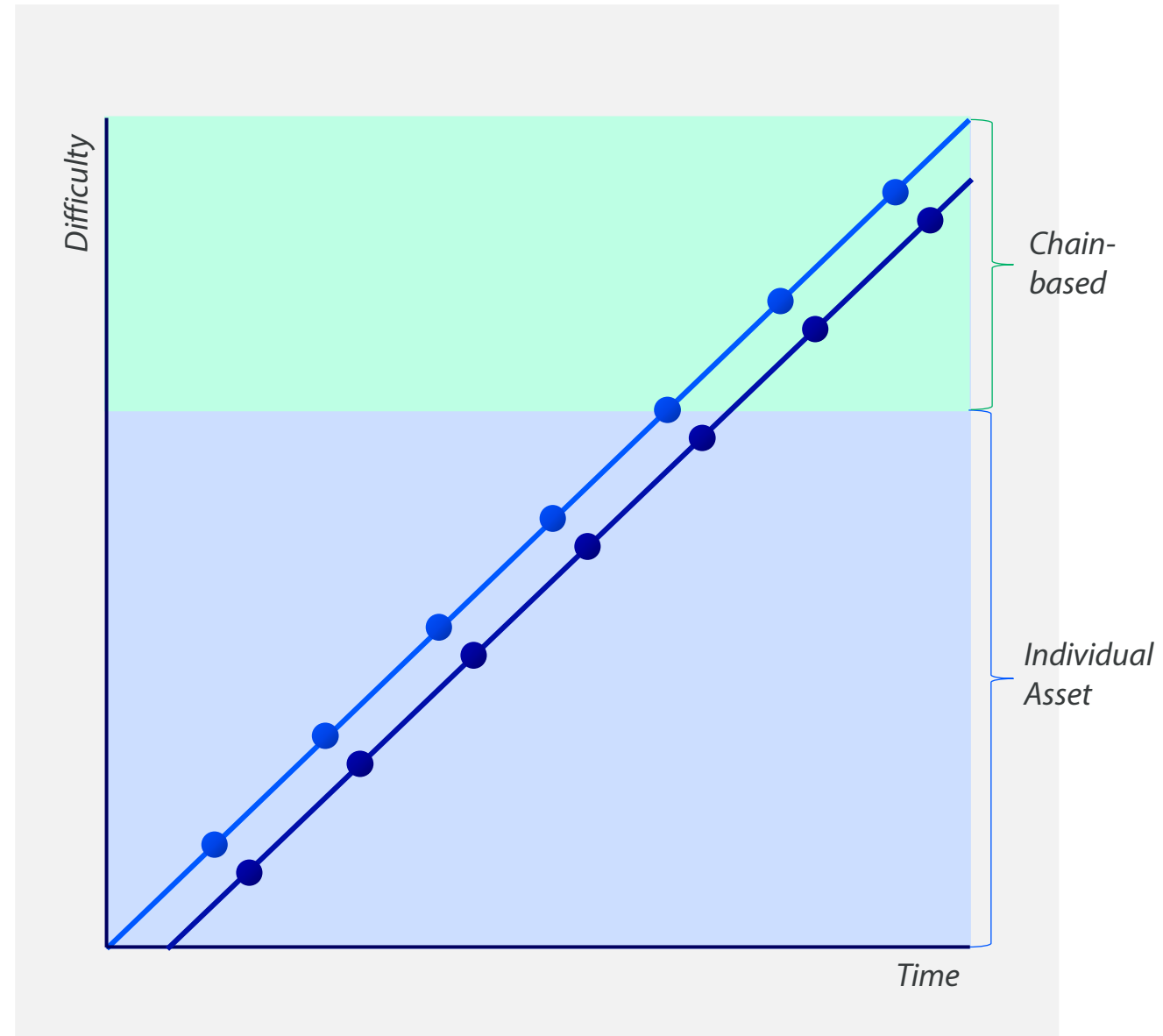


ITR Cycle



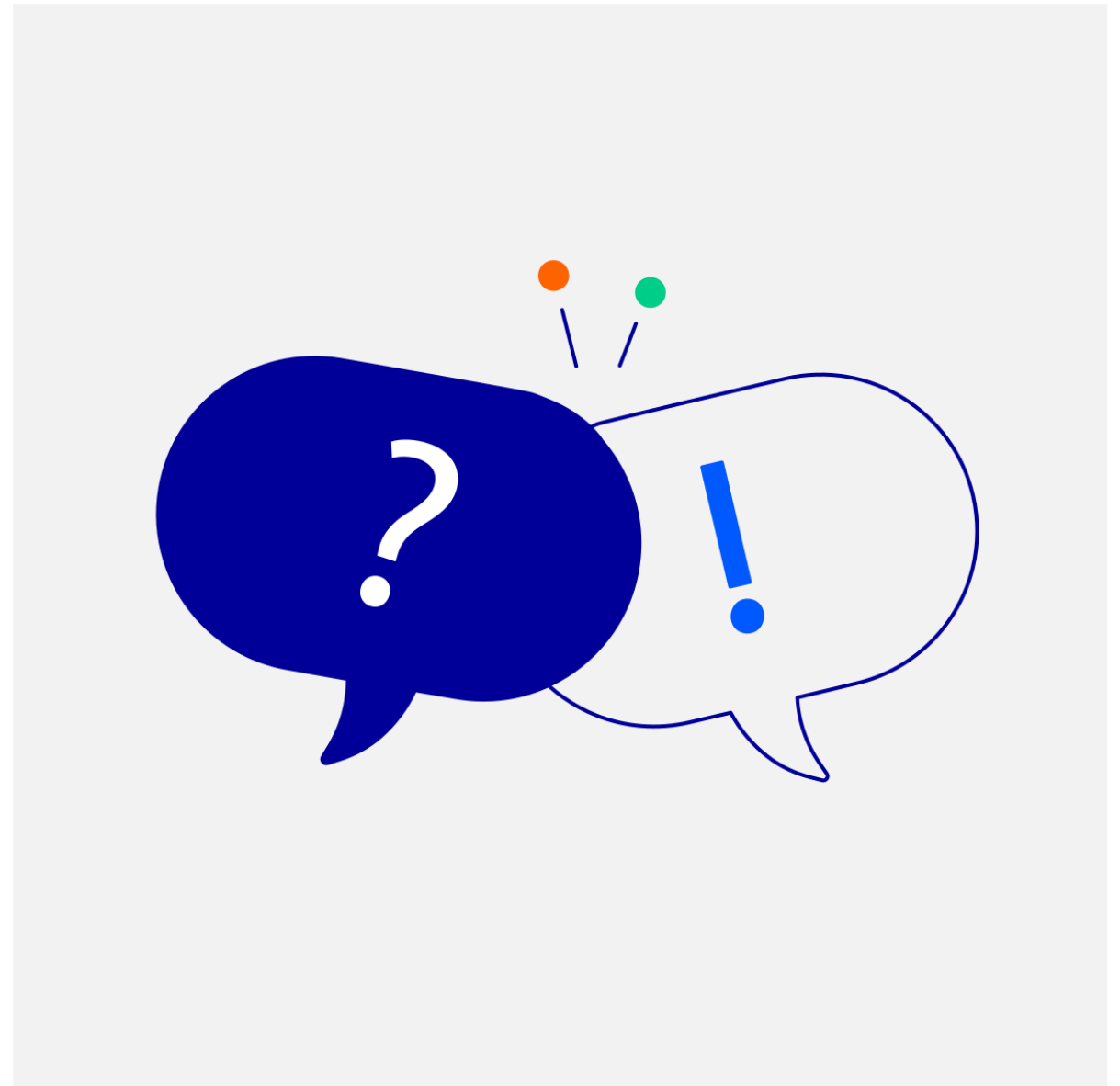
ITR Test Maturity

- Increasing the difficulty
- Test variation



ITR Challenges

- Depth of plans
- Communicating test results
- Feedback to risk assessments
- Scenario-based testing
- Risk of testing



*Thank you for
your attention*