PROJECT ONE

Point of View:
Ensuring IT resilience during and post COVID-19

Ensuring IT resilience

You've planned for critical disruption, now you better make sure you deal with it.

IT resilience is key to this because:

- It will enable you to prevent, respond to and recover from operational disruption in uncertain times

- You will be able to make decisions quickly, prioritise resources and keep your people safe and productive

- Your business will continue to run effectively providing critical services to your customers

- You protect cash flow

- You remain trusted

IT resilience will give you:

- Confidence in your critical functions and assets
- Clarity of response based on priority and impact
- Confirmation that the right teams are in place
- Validation and ownership of recovery plans
- Board assurance of strategic investments
- Ability to stand up to regulatory scrutiny

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Project One can help

Our unique experience and approach will give you a framework through which to assess resilience across your critical services and operations:

Change expertise	**Vendor agnostic**	**Bespoke solutions**	**Whole-team knowledge**
Cohesive planning across multiple teams	Independent assessment of your IT strategy	Tailored approach to suit your unique business	Practical 'hands on' IT experience
Results focus	**Remote working**	**Collaborative design**	**Capability uplift**
Outcome oriented scenario planning	Virtual team support and engagement	End to end process design and testing	Shared knowledge and insights from the start

Our approach to IT resilience

You will remain in control, with our team driving activity over four phases:

Our team

- We generally deploy a team of three highly experienced change management consultants

- A member of our leadership team will align senior stakeholders and inject expertise

- Reviews usually last three or four weeks depending on breadth of scope and situation complexity

- We can run this work remotely, using individual and workshop style video calls

Capture
- Identify key services and assets with greatest impact
- Prioritise workloads with high potential for fluctuation
- Classify regulatory and compliance standards

Assess
- Determine length of time disruption can be absorbed
- Perform gap analysis of key roles, skills and functions
- Review IT strategy against future business roadmap

Validate
- Confirm key stakeholders and areas of ownership
- Capture communications and escalation strategies
- Agree priority scenarios and quick wins

Refine
- Capture real time performance of IT assets
- Review key areas of improvement with stakeholders
- Agree next steps

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Confidential

Our experience in IT resilience

We have embedded IT resilience frameworks into many of our customers, delivering them confidence to maintain critical services, examples include:

Global Manufacturing Company	Major Financial Organisation	Major UK Water Facilities Company
Application alignment strategy: ▪ Lack of confidence in critical application recovery ▪ Full application review, uplift in recovery procedures and failover ▪ Significantly improved board confidence of key customer services	**Pre-production release strategy:** ▪ Key customer services identified at risk by external audit ▪ Robust test and release processes deployed with strict governance ▪ Increased testing capacity and removal of end user impact	**Supplier management upgrade:** ▪ High profile failures damaging brand reputation ▪ Management of 20+ programmes to address complex supplier issues ▪ Rapid stabilisation of service and improved operational performance

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Who we are

We are a leading, independent consulting business specialising in change:

- We are change experts; we make the complex simple

- We have extensive global experience and bring insight across all industries and sectors

- We support large organisations with complex change and ambitious businesses undergoing transformation

- We provide a comprehensive set of change services to accelerate and de-risk your change investments

- We work in close partnership with our customers, focusing on clear outcomes and building your in-house capability

- We build long lasting partnerships, based on trust

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Rolls-Royce   BAE SYSTEMS

Virgin media   CO OP   SHOP DIRECT
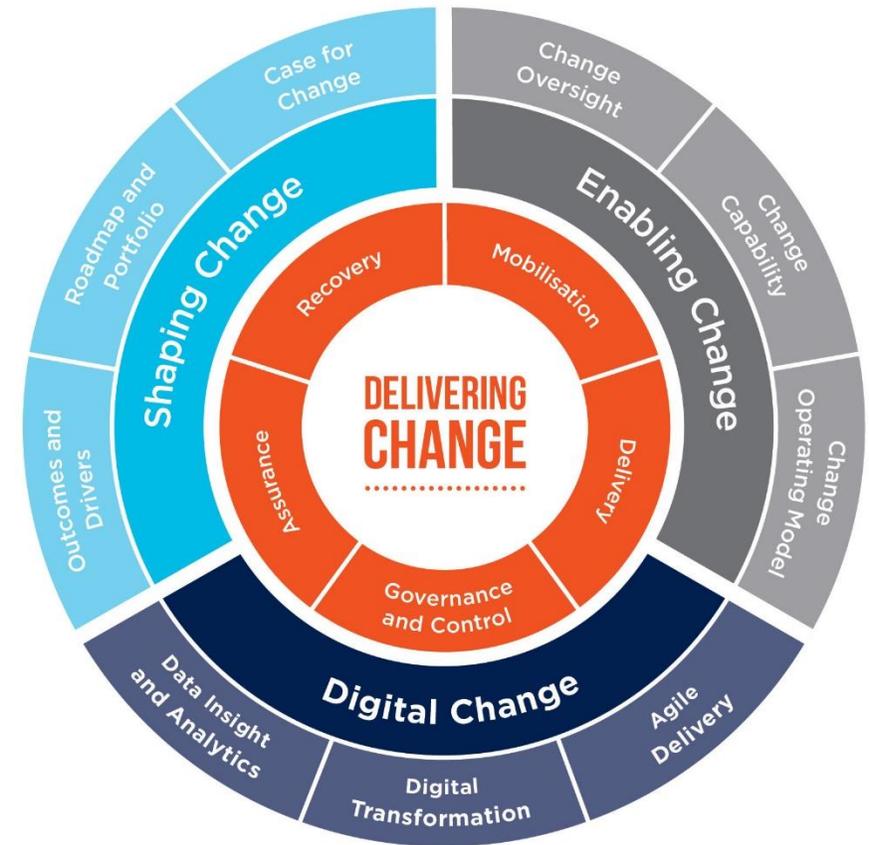
Harrods   AstraZeneca

We support organisations across all sectors, working both in the UK and internationally.

What we do

We help ambitious organisations to change, thrive and grow

As specialists in change and transformation, we offer an end-to-end service, working alongside you at every stage of your journey:

- Shaping Change: translating strategic ambitions into clear change plans

- Delivering Change: ensuring change remains on track, delivering the required business outcomes

- Enabling Change: improving your own organisation's change capability

- Digital Change: delivering the foundations that will drive your digital strategy

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External recognition

UK's Leading Management Consultants 2020
FT FINANCIAL TIMES
statista

Best Workplaces™ — Medium Organisations
Great Place To Work® UK 2020

Great Place To Work® **Excellence in Wellbeing** UK July 2019 – July 2020

THE SUNDAY TIMES **INTERNATIONAL TRACK 200** 2020 HSBC UK

Special recognition for:

Digital Transformation and **Organisation and Change**

Voted by our customers and peers.

Recognised as a:

A UK Best Workplace

Centre of Excellence in **Wellbeing**

Independent accreditation via anonymous employee survey.

Ranking in **3rd** place:

Fastest International Growth

Independent comparison of 200 mid-market organisations.