mæstro RS™

Plan Building with MaestroRS™

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An Enterprise Platform Solution

Plan building with MaestroRS™ has never been about simply entering data and printing it out. From our first design sessions, we wanted the software to support a major cultural shift. MaestroRS™ is designed for the organizational change that true resilience requires.   This is why we chose to leverage an existing platform, rather than offer another point solution. Could we truly expect to support a cultural shift where an organization's staff adopts resilient practices into daily routines and then ask them to learn a new system that lives outside of the tools they use normally just to document their recovery plans?

Accepting that a point solution external to normal operations was not appropriate was the first step. Then we needed to make a platform selection. There is no shortage of options. Selecting a platform based on client base would have made sense from a sales perspective, but our guiding principle has always been that acting in the best interest of our clients would result in securing all the sales we need.   We were looking to break down silos and facilitate collaboration across the enterprise. We needed a platform capable of operationalizing business continuity and disaster recovery. Our platform would need to support the concept that all the data needed for planning was already part of the organization.   The platform needed to offer the capability to organize the full catalog of enterprise data into a single system of record. This would eliminate the need for planners to create data records for the purpose of plan creation. Why couldn't we offer planners the option of selecting needed data, rather than re-creating it? Plan creation could then evolve into the arrangement of existing information into the logical association of recovery data.

> Business Continuity adoption at any level of the organization does not just happen, you earn it. People need multiple reasons to access your Business Continuity / Disaster Recovery program on a weekly or even daily basis. This happens when your program provides value beyond the Business Continuity and Disaster Recovery boundaries.

ServiceNow was the logical choice.   A leader in the Information Technology Service Management (ITSM) space, ServiceNow offered the opportunity to help our clients close the gap between business continuity and disaster recovery. Blending ITSM with disaster recovery and business continuity would best enable our clients to make the shift to a culture of resilience.

The Planning Experience

There was one unified call for the design of the planning experience. It was more than a call; it was a demand. It was a demand from an exasperated software user community that was tired of learning and re-learning tools that they use too infrequently to master and that are too heavy on functionality and light on usability. Plan building needed to be simplified.

Simplicity is the calling card of MaestroRS™. Plan building with MaestroRS™ has been designed to allow the user to focus on the content of the plan, rather than the functionality of the software. Like the cultural shift melding resilience into daily operations, MaestroRS™ is designed to melt away into the background of the user experience allowing the construction and maintenance of actionable business continuity and disaster recovery plans to come to the foreground.

User-Familiar

We call software like MaestroRS™ 'User-Familiar'. User-familiar describes a system that goes a step beyond user-friendly. User-familiar has the feel of something that the user has already mastered. It is not just friendly or intuitive. MaestroRS™ is like tools that users use all the time. The interaction is effortless. Users quickly adapt and become fluent within a few moments of logging into the tool.

Minimal Training Required

With MaestroRS™, training requirements are minimal. A five-minute orientation is more than enough for the typical plan builder. Many users require no training at all. The experience is similar to an online banking application or a social media site.

Reduced Support Requirements

The user-familiar plan interface means support requirements are reduced or eliminated. Business Continuity Program Managers are free to focus on improving organizational resilience, rather than responding to software support requests.

Added Value

A user-familiar planning experience means that the value proposition for plan builders is clear: The plan document and reporting intelligence available in MaestroRS™ by far outweigh the minimal effort required to build and maintain a plan. Planners are more likely to utilize the system since they find the experience pleasant; thus raising the probability their plans will be timely and actionable and improving the likelihood that the organizational response to and recovery from a disruption will be effective.

Key Planning Features

There are multiple system features that elevate MaestroRS™ beyond other planning systems.

User-specific Dashboard

Each user has a custom dashboard viewable upon login that immediately presents the user with the current status of their plan-related activities. The dashboard is a gateway to open the plans available for access to the user through security.

A Single-Screen Interface for Plan Building and Maintenance

Building a plan in MaestroRS™ means working within a single user screen with tools to easily expand the sections to be completed, collapse those that are not the current focus, re-sequence sections, and rapidly navigate to the exact area of interest. Plan navigation is as simple as scrolling up or down a webpage.

Consistent Design

The links and buttons for working within the plan are easy to locate. Planners quickly identify the design standards and are empowered to add, remove, or edit the elements in their plan without support.

Enhanced Dependency Mapping

There are simply more entities available to be included in dependency maps in MaestroRS™. That means more complete documentation and reporting on resilience across the organization. It also means quickly understanding the impact of a disruption exactly when speed matters most.

Gap Identification

MaestroRS™ auto-calculates recovery gaps between primary elements. The comparison between Recovery Time Objectives (RTO) and / or Recovery Time Achievable (RTA) is automatically performed by the system when a Business Impact Analysis (BIA) is completed or a dependency is mapped. Color coding in the dependency map allows users to quickly identify gaps and start the process of remediation. If the organization determines that the

risk identified will be tolerated, the acceptance of the gap can be documented and displayed as such in the dependency map.

Record-specific Attachments

Planners can upload files and attach them to any record assigned to the plan. This is in addition to the ability to upload attachments and assign them to the plan in general.

Plan Approval Workflow

MaestroRS™ includes a customizable plan approval workflow. The system will track the frequency at which the plan requires review and approval, and it will send notifications to designated personnel as action is required. The settings for the approval calendar as well as the messages that are sent from the system are all editable.

Recovery & Exercise Management (REM)

MaestroRS™ includes a Recovery & Exercise Management (REM) module that allows clients to centrally manage exercises or events virtually. Selecting the plans to activate or exercise and thus the procedures required for recovery in a visual manner simplifies response and recovery, and it allows crisis teams to direct resources, adapt to changing conditions, and implement strategies more effectively. Identifying the right people to virtually assemble in order to react and respond to exercised and rehearsed tasks can be the difference between a minor and major disruption.

Communication is simplified through mobile device capabilities and by using the ServiceNow "Connect" feature. Incident Commanders, Emergency Operations Center (EOC) staff, and Crisis Management Teams can view available personnel in order to involve the necessary skill sets at the click of a button. Time keeping features and status tracking for the event can all by conveyed to key stake holders via simple dashboard interface.

Time-consuming post-event activities such as managing lessons learned and remediation, as well as After Action Reporting are streamlined as a core functionality of REM. All of the event data in REM is captured for future consideration and implementation.

The MaestroRS™ Difference

User familiarity and the aforementioned key planning elements are the difference in being successful in planning and program management. The operationalization of planning – bringing business continuity planning and disaster recovery into the same solution and leveraging the single source of truth – is a key distinction that must not be undervalued. Simple and Powerful. User-Familiarity. "Work where they work". These are the building block concepts that allow the MaestroRS™ to be distinct in a sea of sameness. Experience the MaestroRS™ powered by ServiceNow and see it for yourself.

About Fairchild Resiliency Systems

Fairchild Resiliency Systems is the industry-leading provider of innovative business continuity solutions and software. Trusted by some of the world's largest and most diverse organizations, we support clients across every major industry category and government level. Our consulting services and software help elevate business continuity programs to new echelons of efficiency and effectiveness. Make a commitment to raise your program to a world-class level of operation. Partner with a proven innovator in the field. Advance beyond recovery to true organizational resilience.

Commit   Innovate   Advance