



Technology risk and resilience services

Enterprise crisis management planning

protiviti®
Global Business Consulting

Given the dual challenges of keeping pace with rapid technological evolution and managing risks in an unpredictable global landscape, organizations are susceptible to critical infrastructure failures, compliance issues and reputational damage in the event of a crisis. Effective planning is essential to navigate this uncertain environment and maintain a resilient business that is adaptable to whatever the future holds.

Is your business prepared for a disaster?

Potentially disruptive scenarios, from cybersecurity threats to regulatory change, can derail an organization's operations. Such scenarios should be considered as a part of every business's crisis management program. Those without robust crisis management plans, the right sized command structure in place and thoughtful planning around various scenarios, will find it more difficult to maintain resiliency.

To best prepare, leaders need to understand the challenges emerging from today's evolving technology and risk environment:

- Increased cybersecurity risks such as data breaches and cyberattacks can disrupt operations, compromise sensitive data and lead to failures of critical infrastructure.
- Compliance is a moving target, as regulatory and governing bodies adjust their guidance to keep up with the risks posed by rapidly changing technology.
- Managing huge volumes of data securely is a significant challenge due to storage costs and data privacy concerns.

Business outcomes of our solutions



Comprehensive strategies across the crisis management lifecycle from assessment and triage through response and recovery create cohesion across the enterprise.



Improved command and control governance leads to quicker crisis management response time in the event of an unforeseen crisis.



Greater alignment between key stakeholders produces consistent communication and scalable procedures that protect the organization globally.

Protiviti's experts leverage unique methodologies focused on understanding risk across industries and work with established partners to ensure successful crisis management planning. Our flexible delivery models enable tailored, robust solutions that keep your business operations resilient.

Case study:

Critical infrastructure utility builds resilience through a crisis response plan



NEED

This client attempted to improve continuity of operations (COOP) capabilities in the past but found requirements too complex and impractical in crises. They sought pragmatic business continuity enhancements that would effectively meet regulatory demands.



SOLUTION

We partnered with the client in advisory and project execution to gather COOP data and improve the COOP process. We updated business continuity plans for improved clarity and conducted tabletop exercises to assess business continuity program (BCP) effectiveness.



BUSINESS OUTCOME

The client benefited from improved governing documentation, departmental resilience and reduced downtime and response time. The simplified BCP provides a cohesive executive crisis response that includes exercises to rectify response weaknesses and strengthen resilience.

How Protiviti can help:

Protiviti helps design, develop, document and test all sizes of crisis management programs to ensure resilient operations. Our team helps organizations:

- Set strategy for effective crisis identification, escalation, plan activation, response, recovery and after-actions.
- Standardize crisis management approach and develop planning artifacts, considering the evolving threat landscape of environmental, man-made, technological, cyber-related, third-party or reputational events.
- Execute tabletop exercises, simulations and discussions with relevant stakeholders.

Our approach

Effective crisis management begins with providing tools and criteria to personnel at all locations to identify, measure, categorize, declare and manage a crisis event. A defined protocol for addressing all events can result in minimized reputational harm, a higher level of confidence in management and fewer financial implications.

Crisis identification
and escalation



Crisis declaration
and plan activation



Response
and recovery



Continuous
improvement and
after-action review

Ready to transform your business?

Let's create a tailored strategy for your success.

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