SDG

Business Continuity Management as a Service (BCMaaS)

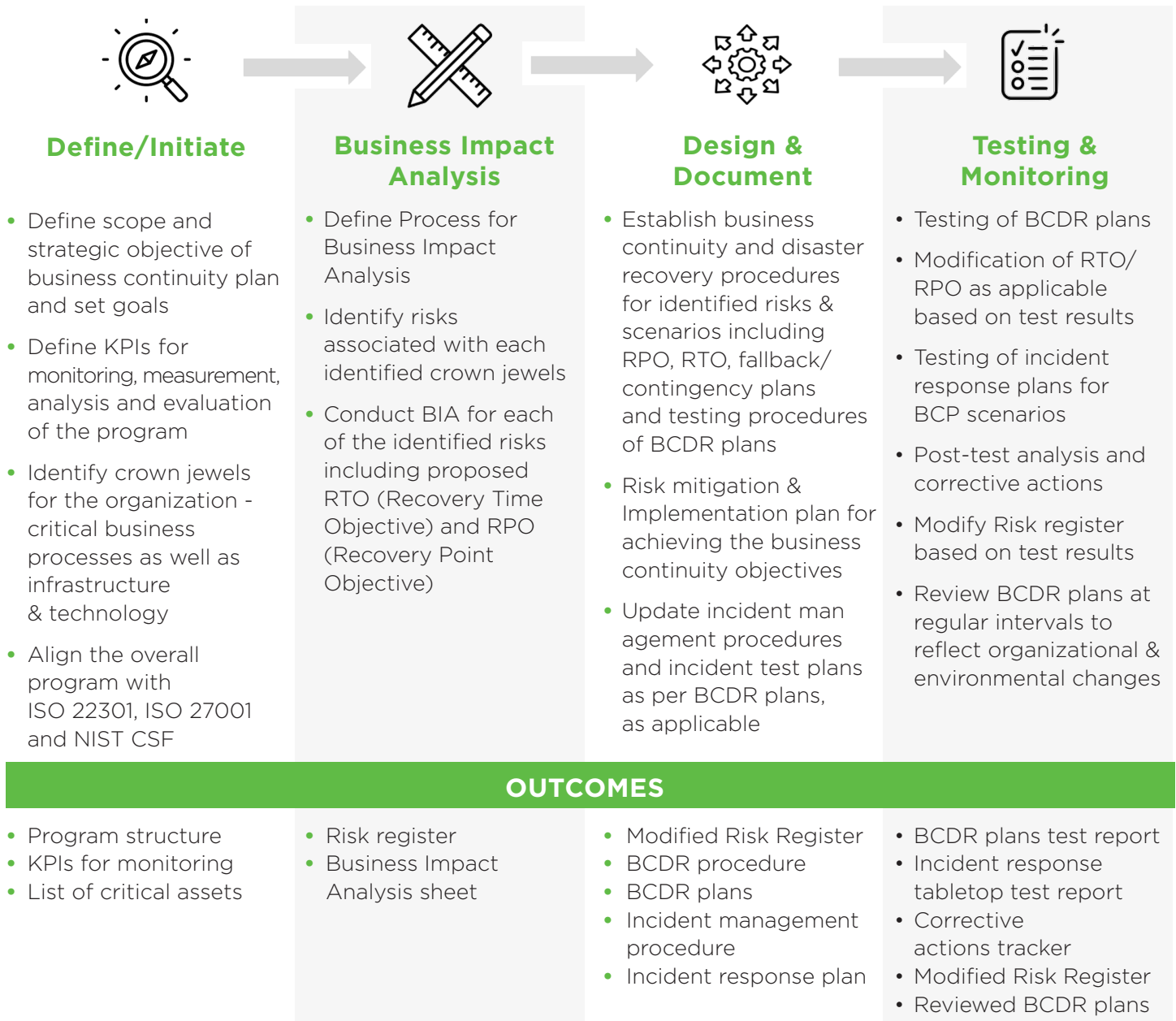## ISO 22301-Aligned Framework for Operational Resilience

EXECUTIVE SUMMARY

SDG's Business Continuity Management as a Service (BCMaaS) delivers a living, operational resilience program, not just a binder on a shelf. We equip organizations to identify, withstand and recover from disruptions caused by cyber incidents, system failures, supply chain shocks, or physical hazards.

Using our ISO 22301-aligned framework, we design, implement, and operate a tested Business Continuity Management System (BCMS) that is embedded into your governance program and measured with clear KPIs. We take you from risk identification to executable recovery plans and ensure they stay current through continuous management and testing.

YOUR CHALLENGES, OUR RESPONSE

Common Gap	SDG Solution
No formal recovery objectives (RTO/RPO/MTD)	Structured Business Impact Analysis defines time and data objectives, prioritizes recovery sequencing
Incomplete or outdated risk assessment	Enterprise-wide Risk Analysis with dependency mapping and Failure Mode and Effects Analysis (FMEA)
Plans that sit on a shelf	Role-based, executable BCPs and DRPs for business and technology, linked to ownership and governance
Unproven readiness	Scenario-based tabletop exercises and corrective action tracking

OUR DELIVERY APPROACH

Define/Initiate	Business Impact Analysis	Design & Document	Testing & Monitoring
• Define scope and strategic objective of business continuity plan and set goals • Define KPIs for monitoring, measurement, analysis and evaluation of the program • Identify crown jewels for the organization - critical business processes as well as infrastructure & technology • Align the overall program with ISO 22301, ISO 27001 and NIST CSF	• Define Process for Business Impact Analysis • Identify risks associated with each identified crown jewels • Conduct BIA for each of the identified risks including proposed RTO (Recovery Time Objective) and RPO (Recovery Point Objective)	• Establish business continuity and disaster recovery procedures for identified risks & scenarios including RPO, RTO, fallback/ contingency plans and testing procedures of BCDR plans • Risk mitigation & Implementation plan for achieving the business continuity objectives • Update incident man agement procedures and incident test plans as per BCDR plans, as applicable	• Testing of BCDR plans • Modification of RTO/ RPO as applicable based on test results • Testing of incident response plans for BCP scenarios • Post-test analysis and corrective actions • Modify Risk register based on test results • Review BCDR plans at regular intervals to reflect organizational & environmental changes

OUTCOMES

• Program structure • KPIs for monitoring • List of critical assets	• Risk register • Business Impact Analysis sheet	• Modified Risk Register • BCDR procedure • BCDR plans • Incident management procedure • Incident response plan	• BCDR plans test report • Incident response tabletop test report • Corrective actions tracker • Modified Risk Register • Reviewed BCDR plans

WHAT YOU GET WITH SDG BCMAAS

ᴳ ISO 22301-aligned BCMS tailored to your industry and operating model

ᴳ Recovery objectives and prioritization linked to enterprise risk

ᴳ Audit-ready documentation and evidence for compliance frameworks

ᴳ Repeatable exercise program with measurable performance improvement

ᴳ Access to experienced BCM professionals who become an extension of your team

INDUSTRIES WE SERVE

We tailor our BCMaaS framework to the unique risks of your industry:

ᴳ Hospitality: CRS/PMS continuity, loyalty systems, and property operations

ᴳ Manufacturing: Production line recovery, supplier continuity, OT/IT integration

ᴳ Healthcare: Clinical systems, facility utilities, and patient safety procedures

ᴳ Financial Services: Payments, trading, core banking resilience

ᴳ Airlines: Flight operations, passenger systems, and crew management

BENEFITS

- **Enhanced Visibility and Resilience:** Reduce downtime and financial loss through structured planning and testing
- **Reduced Risk:** Identify and address threats before they impact critical services
- **Improved Recovery:** Clear playbooks and trained teams accelerate restoration
- **Governance Integration:** Risk register alignment, KPI reporting, and audit readiness
- **Stakeholder Confidence:** Demonstrated capability builds trust with regulators, customers, and partners

Improved understanding of the business as gained through risk identification and analysis	Keep important activities up & running during disruption
Reduced Downtime, when alternative processes and workarounds are identified	Avoidance of liability actions
Operational resilience which results from implementing risk reduction	Provide dependable service
Protection of the reputation and brand	Become proactive in preventing and recovering from incidents
Predictable and effective response to crises	Identify & control current and future threats

NEXT STEPS

- **Scoping Workshop:** Define program scope, objectives, and priorities
- **Data Intake:** Gather inventories, process maps, and dependency data
- **Program Mobilization:** Initiate Phase 1 activities and governance setup
- **Delivery:** Complete the four-phase BCMaaS implementation within agreed timelines

ABOUT SDG

With more than 30 years of experience partnering with global enterprises on complex business and IT initiatives, SDG is a trusted provider of advisory, transformation, and managed services. The firm empowers organizations to strengthen cyber resilience by integrating AI into identity, threat, and risk management solutions that protect digital assets and deliver measurable business value. Learn more at www.sdgc.com.

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Contact SDG today to start building a living resilience program that safeguards your revenue, operations, and reputation. Solutions@sdgc.com.