

# HOW BUSINESS ARCHITECTURE HELPS ORGANIZATIONS TO PREPARE FOR, RESPOND TO AND RECOVER FROM THE UNEXPECTED

01



## PRE-INCIDENT

PREVENT & PREPARE

02



## INCIDENT

### ASSESS

#### Needs

- ✓ Detect an incident
- ✓ Assess and isolate impact of incident

#### How Business Architecture Helps

- ✓ Frame scope of incident to identify who is impacted (stakeholders and business units), where (locations) and for what (value streams, capabilities, information and products)

### PLAN

- ✓ Prioritize essential versus non-essential activities to control, contain and resolve incident

- ✓ Perform what if impact analysis for different response scenarios
- ✓ Identify key capabilities to focus on or pend (capabilities + metrics in a value stream context)

- ✓ Maximize capacity to deliver essential activities

- ✓ Identify people, processes and technology to enable (for essential activities) or reallocate/deprioritize (for non-essential activities)
- ✓ Identify options to increase capacity (e.g., reallocate human resources or partners, leverage products in new ways, etc.)
- ✓ Identify strategies and initiatives to put on hold

### RESPOND

- ✓ Communicate to those impacted by incident, response team and other stakeholders

- ✓ Identify all people for communication (stakeholders, business units and locations)

03



## POST-INCIDENT

RECOVER & LEARN



transformation



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