

BUSINESS CONTINUITY OPERATIONALIZATION

CONTEXT

A fortune 500 financial services, asset, and wealth management company's Resilience and Continuity Office purchased ARIS to improve business continuity operations, documentation, and transparency. With no former training or expertise in Enterprise Architecture, they needed to show significant value quickly while remaining scalable to future solution needs.

CLIENT CHALLENGE

- **Lack of Flexible Tools:** No centralized system to manage diverse data from multiple sources.
- **Siloed Knowledge:** Institutional knowledge was fragmented and not easily accessible.
- **Slow Recovery Response:** Difficulty locating recovery strategies during disruptions.
- **Limited EA Expertise:** Uncertainty in creating a scalable enterprise meta-model.

WHAT WE DID

With ARIS already installed and configured with SSO, our team took the following approach:

- **Establishing a Center of Excellence (COE):** We designed and implemented essential project management and administration procedures to operate an effective ARIS deployment.

SNAPSHOT



GRC Dashboard
Visualization



Large Asset & Wealth
Management Company



ARIS

PAIN POINTS

- Heavy, complicated business continuity planning required for industry
- Silo'd functional areas with institutional/tribal knowledge
- Disparate, unreliable, non-user-friendly systems of record

RESULTS

- Reduced time to recovery in disruption scenarios
- Enhanced clarity & transparency across functions
- Rapidly delivered highly scalable dashboard visualization solution powered by ARIS EA

WHAT WE DID (CONTINUED)

- **Requirement Gathering:** Collaborated with relevant functional departments to document the requirements for a business continuity operationalization solution.
- **Solution Development:** Created a dashboard within ARIS that allowed business users to quickly locate and implement recovery strategies tailored to specific disruption scenarios.
- **Training and Enablement:** Produced video training materials and spreadsheet import templates to guide ARIS administrators, designers, and viewers in operating and maintaining the solution.
- **Ensuring Scalability:** Designed the solution to enable easy addition of new data and further customization of object data models and dashboard visualizations.

RESULTS & BENEFITS

- **Reduced Recovery Time:** Faster access to recovery strategies.
- **Enhanced Transparency:** Improved visibility across functions.
- **Validated ARIS Value:** Confirmed ARIS as a scalable and effective solution.
- **Positive Reception:** Stakeholders committed to expanding the solution enterprise-wide.

WORDS OF ADVICE

In enterprise architecture engagements, teams often fall into the trap of "boiling the ocean" — attempting to build a comprehensive solution all at once. At LSA, we recommend a solution-oriented and lean approach. Rather than striving for a complete enterprise architecture upfront, prioritize building the models necessary to achieve valuable outcomes and generate organizational momentum. Incrementally scaling from these successes will naturally lead to the development of a robust, scalable digital twin of the enterprise.

By staying focused on immediate value and leveraging ARIS effectively, organizations can reduce recovery time, enhance transparency, and build long-term resilience in their business continuity operations.