



Operational Resilience with ServiceNow

Modernise your enterprise with DXC Technology

What is driving operational resilience

The concept of resilience has been around for many years, but the difference in today's world is the need for a mindset change. Disruption to services, systems and processes will occur, but organisations have the ability to continuously respond, recover, prevent, and most importantly learn and adapt from service disruption. Resilience has moved away from being a simple check-the-box exercise for compliance, to one that is core to an organisation's digital transformation initiatives.

We see many organisations looking to operationalise resilience with some key themes driving this trend:

- Increased focus on customer centricity
- High customer expectation regarding 24/7 service availability
- Protection of reputational risk
- Increased number and sophistication of cyber threats
- Higher risk of failed changes causing prolonged outages
- Shift and increase in regulatory focus
- Pandemic preparedness and management
- Location agnostic employee safety

How are companies approaching resilience today?

Many traditional approaches are still being applied, focusing on governance and operating models that require large investments. Strategies, plans, and capabilities are being tested infrequently and tooling is disparate. Today, organisations need to deliver small incremental value, generating success stories that drive sustainable momentum. Moving to a modern operational resilience (OR) model requires integrated tooling, data, and processes across the OR framework. Having shared accountability across the organisation will enable automated, immediate, and actionable insights that drive the correct behavior.

"It was clear from DXC's response to the RFP that it had the experience necessary to successfully deliver the self-service portal we needed. Discussions with DXC's professional referees confirmed that the company was the right choice for UTAS. Even talking to the DXC team before we started the work gave us a sense that we would work well together. The team was friendly and professional, with the skills and know-how we needed."

Nathan Tenaglia
Manager of Enterprise Services & Networks
University of Tasmania

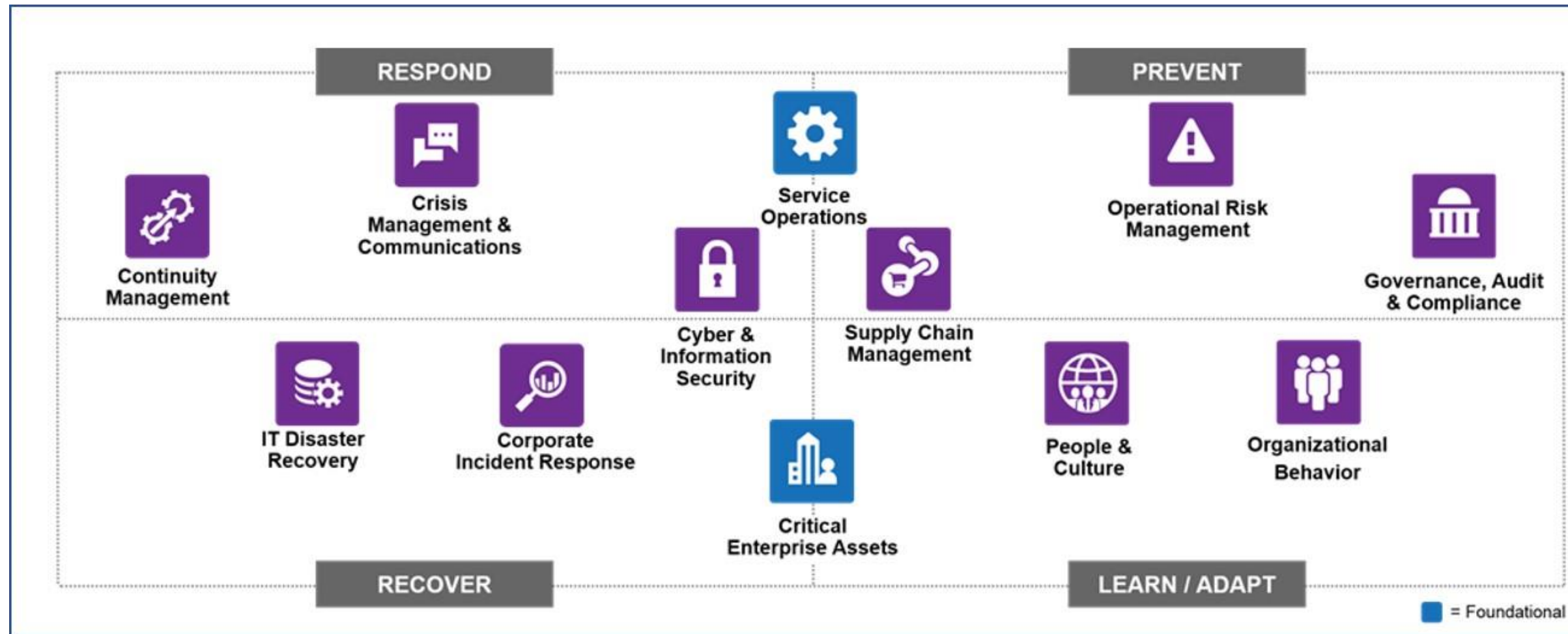
DXC's framework for Operational Resilience

At DXC, we have developed a holistic framework for operational resilience, that identifies twelve (12) management disciplines that effectively manage risk. These twelve blocks don't have to be tackled all at once, but together, they enable and strengthen an organisation's operational resilience capability while leveraging the industry-leading enterprise service management capabilities of the Now Platform®.



How DXC can help

DXC can assess your current Operational Resilience posture across our overall framework working with key sponsors to define an Operational Resilience strategy based on recommendations and master themes. Starting points will be based on your focus areas and can come from one of the four directions:



What are the core DXC offerings?

DXC has several key offers within the Operational Resilience Framework:

Corporate Incident Response

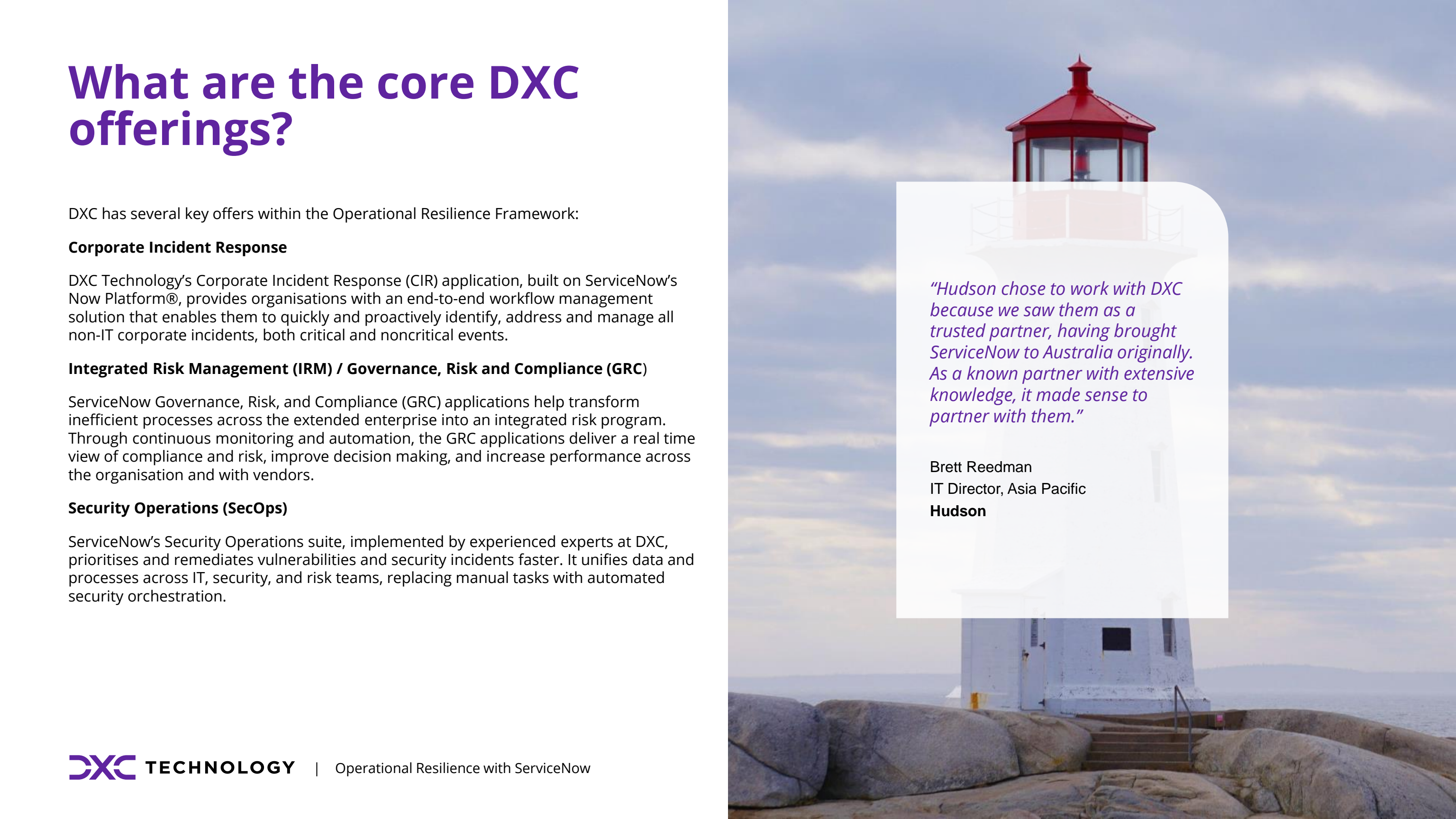
DXC Technology's Corporate Incident Response (CIR) application, built on ServiceNow's Now Platform®, provides organisations with an end-to-end workflow management solution that enables them to quickly and proactively identify, address and manage all non-IT corporate incidents, both critical and noncritical events.

Integrated Risk Management (IRM) / Governance, Risk and Compliance (GRC)

ServiceNow Governance, Risk, and Compliance (GRC) applications help transform inefficient processes across the extended enterprise into an integrated risk program. Through continuous monitoring and automation, the GRC applications deliver a real time view of compliance and risk, improve decision making, and increase performance across the organisation and with vendors.

Security Operations (SecOps)

ServiceNow's Security Operations suite, implemented by experienced experts at DXC, prioritises and remediates vulnerabilities and security incidents faster. It unifies data and processes across IT, security, and risk teams, replacing manual tasks with automated security orchestration.



"Hudson chose to work with DXC because we saw them as a trusted partner, having brought ServiceNow to Australia originally. As a known partner with extensive knowledge, it made sense to partner with them."

Brett Reedman
IT Director, Asia Pacific
Hudson

A compelling reason for action

DXC's ServiceNow practice helps organisations accelerate their digital transformation with the ServiceNow platform, supported by our exclusive IP and methodologies. Our unique solutions built on ServiceNow technologies, combined with our focused industry knowledge, drive better employee experiences across their enterprise and ensure they have the foundation to maximise value and build a successful future.

We have been a leader in the ServiceNow ecosystem for more than 13 years and have over 20 years of Enterprise Service Management Experience. DXC enables customers to transform their mainstream business functions into modern digital workflows and build a digitally enabled enterprise.

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About DXC Technology

DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit dxc.technology.