



IT Crisis Management & Resiliency

Presented by the Risk Institute | January 17, 2024

On January 17, the Risk Institute hosted speaker **Trevor Woodbury, MBCP, MBCI, CBCLA**, Global Head of Crisis Management & Technology Resiliency at **Dell Technologies** to speak about the ever-increasing diversity and number of crisis events and technology trends affecting both personal and professional lives.

Trevor discussed how crises today are **larger and more complex** than ever due to our increasingly globalized world and advances in technology.

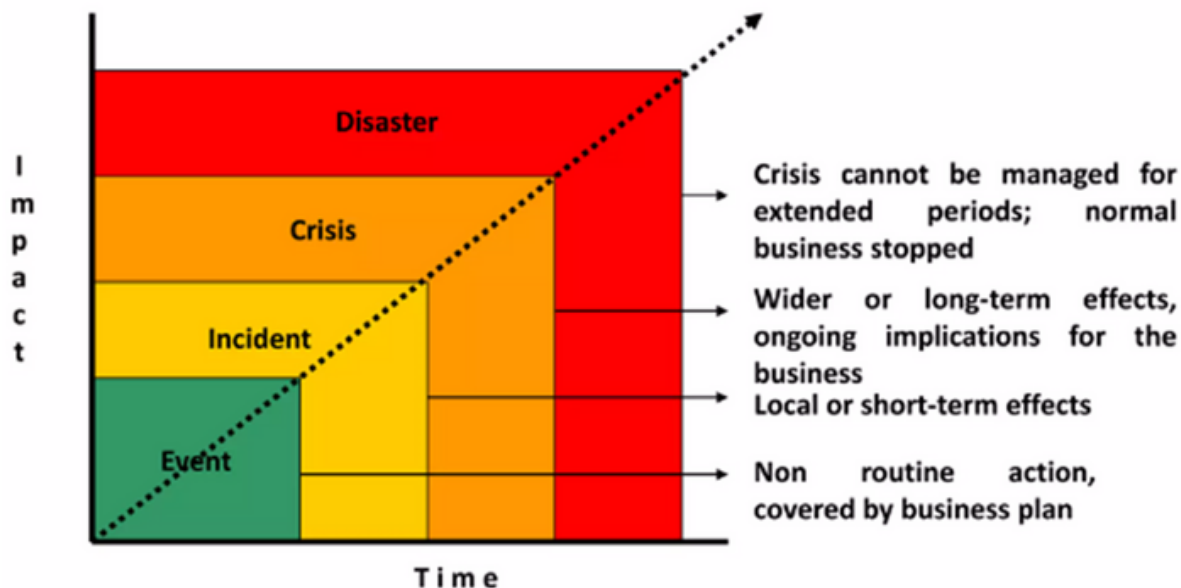
For organizations of any size, there are important ways to **leverage technology in crises**, and perhaps even more importantly, to set up workflows and risk management plans to better prepare for crises both anticipated and unanticipated.





What is a crisis?

How is an organization's approach to a crisis different than the approach to a minor event, or a major disaster? Defining "crisis" is important for organizations to plan how they will manage their response and resiliency efforts.



How can we leverage technology in a crisis?

1 – Provide situational awareness and visualization capabilities

- Real-time data, relevant in situations with violence, illness, or weather events

2 – Intelligently and dynamically manage / automate workflows

- Emergency notifications and enabling response plans

3 – Enable remote operations and mobile situation awareness

- Mobile apps allow for communication

4 – Support organizational resilience and business continuity

- Operational support materials and disaster recovery plans

5 – Facilitate situation management across multiple & disparate sites

- For organizations with multiple locations (even global), dashboards allow for visibility across the entire enterprise





Key Takeaways for Risk Managers

Risk Management Functions Revolve Around People

- Keep people (safety, security) at the forefront of risk management preparation
- Lead with empathy in crisis situations
- Ensure technology team is involved in organizational decision-making

Tech is Trendy: Connect Tech to your Org's Mission

- Don't get caught up in the "hype cycle" of new tech: ensure you start with the problem and the desired outcome, then match tech needs
- There are hundreds of new AI companies/services, and 94% of U.S. organizations leverage cloud technology - ensure tech is understood and secure

Documentation is Key

- The better a risk manager can understand and communicate organization-level workflows, the better they can leverage tools to avoid risks; and mitigate the unavoidable
- Risk managers should focus on providing quantifiable value in order to achieve the best results

Increase Communication

- Both quality and quantity of communication can be increased: learn how to speak most effectively with different members of the organization, from the front line to the technology team
- Ensure all partners stay up-to-date on evolving risks and related processes and procedures

