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Risk Minds

Resilience

Risk Minds: Resilience

Accenture's view, and definitely what I see increasingly in the marketplace, is that your resilience, ultimately, is about the best you are going to get to.

There is no way to completely isolate and protect the organisation against all the issues out there but being resilient does matter.

What do we mean by 'resilience'? I talk about this in two dimensions:

First, is being prepared to execute. Do you understand the threats against your business and when you do detect that something has gone awry, you know the actions you are going to take? In the medical field, if you have a cranial or back issue due to a skiing accident, your Doctors talk of the 'Golden Hour' and the decisions they make in that first hour are critical to how the patient will or will not recover.

In a similar way in your Institution, you are first finding the issue but then, secondly, being able to react quickly and react with confidence around the issue is critical.

The second is around containment.

We cannot afford to shut down the entire organisation just because there has been an outage, say, in our North Carolina operation or in Singapore or China - pick a location...

And much like when you think of how a submarine is constructed, if an attack hits a submarine, very quickly that compartment is sealed off and the submarine continues to operate. That sort of mentality, as you structure your responses and you structure your scenarios, and you work through how to become more resilient, as opposed to simply trying to build higher walls and deeper moats, to us, is the right ethos; right around driving a solution in this space.