



# THE RESILIENT ORGANISATION

*Stronger Than the Storm*

*As the world shifts, some organisations fail – others emerge stronger.  
They partner with LEADing Practice.*

# The Resilient Organisation

*From robust to resilient–by design.*

A resilient organisation is a **capability system** of leadership, management of change, business continuity management, crisis management, risk management and security management that together ensure direction, control, learning, adaptability and reliable performance even under uncertainty and disruption.



Figure 1 – Leadership at the core; robust and adaptive operations power resilience–integrated with risk, continuity, crisis and security management.

**Resilience is designed, not improvised.** When these disciplines work as one system, disruptions are contained quickly, decisions stay aligned, and critical services remain available while the organisation regroups and moves forward. Leaders share a single view of risk, teams follow tested playbooks, and customers experience stability rather than disruption when shocks hit. Each event becomes learning, strengthening readiness instead of sliding back to the old normal.

## The essentials that make resilience work:

- **Leadership:** Shared direction, clear decisions, aligned actions.
- **Robust Operations:** Reliable delivery, protected continuity, repeatable performance.
- **Integrated Resilience:** Risk, continuity, crisis and security–end-to-end.
- **Adaptive Operations:** Fast response, coordinated action, flexible recovery.
- **Management of Change:** Controlled evolution, sustainable transformation, embedded adoption.

# Executive Risk Horizon

*The pressure is real—inside and out.*

When pressure builds, small issues accumulate: priorities clash, messages conflict, leaders are stretched, operations slow and change initiatives stall. The answer is not a longer risk list but a clear, actionable plan the executive team can run together. Agree what matters most, harden the must-not-fail services, keep non-critical areas flexible, and assign every material risk an owner, decision path and time frame. This converts a blurred risk picture into a disciplined, transparent sequence of actions, aligned with strategy and trackable week by week.

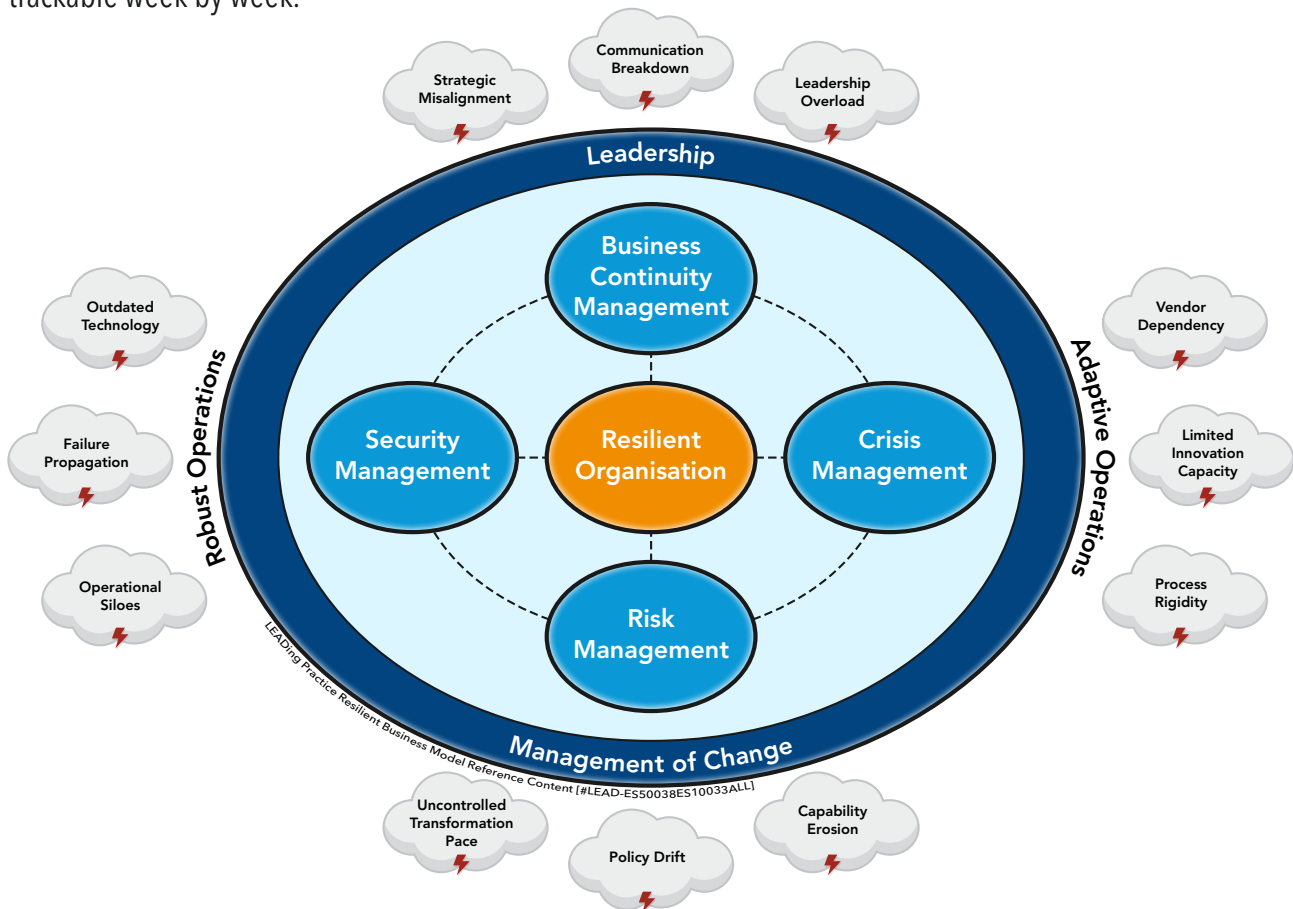


Figure 2 – External shocks, internal amplifiers—see the horizon clearly to decide faster.

The **risk horizon makes threat and risk clouds explicit**—shocks and amplifiers mapped to disciplines that absorb them. It gives executives a clear picture of pressure points so decisions and communication stay focused. It clarifies dependencies, highlights hotspots and shows which threats need structural fixes versus escalation, supporting stable performance when conditions deteriorate.

## Why resilience now:

- **Clarity, not noise:** One joined-up risk agenda the executive team understands, owns and runs together.
- **Speed to decision:** Clear owners, clear thresholds; escalations shorten and critical choices land on time.
- **Adapt:** Moving parts stay flexible; scenarios can shift without derailing core services or commitments.
- **Own it:** Every risk has an owner, a decision path and a clear next move.
- **Keep score:** Short sprints, visible progress and dashboards that show risk movement week by week.

# The Building Blocks of a Resilient Organisation

*Capabilities that compound.*

Resilience strengthens when critical capabilities reinforce each other, rather than sitting in separate programmes or functions. The figure highlights a practical set that executives and managers can recognise, sponsor and measure: leadership, business continuity management, management of change, and crisis, security and risk management. Together they form the core building blocks that protect critical services, support decision-making and create headroom for controlled adaptation.



(©)LEADing Practice Resilient Business Model Reference Content [#LEAD-ES10033ALL]

Figure 3 – From decision rights to drills—practical building blocks executives can fund now.

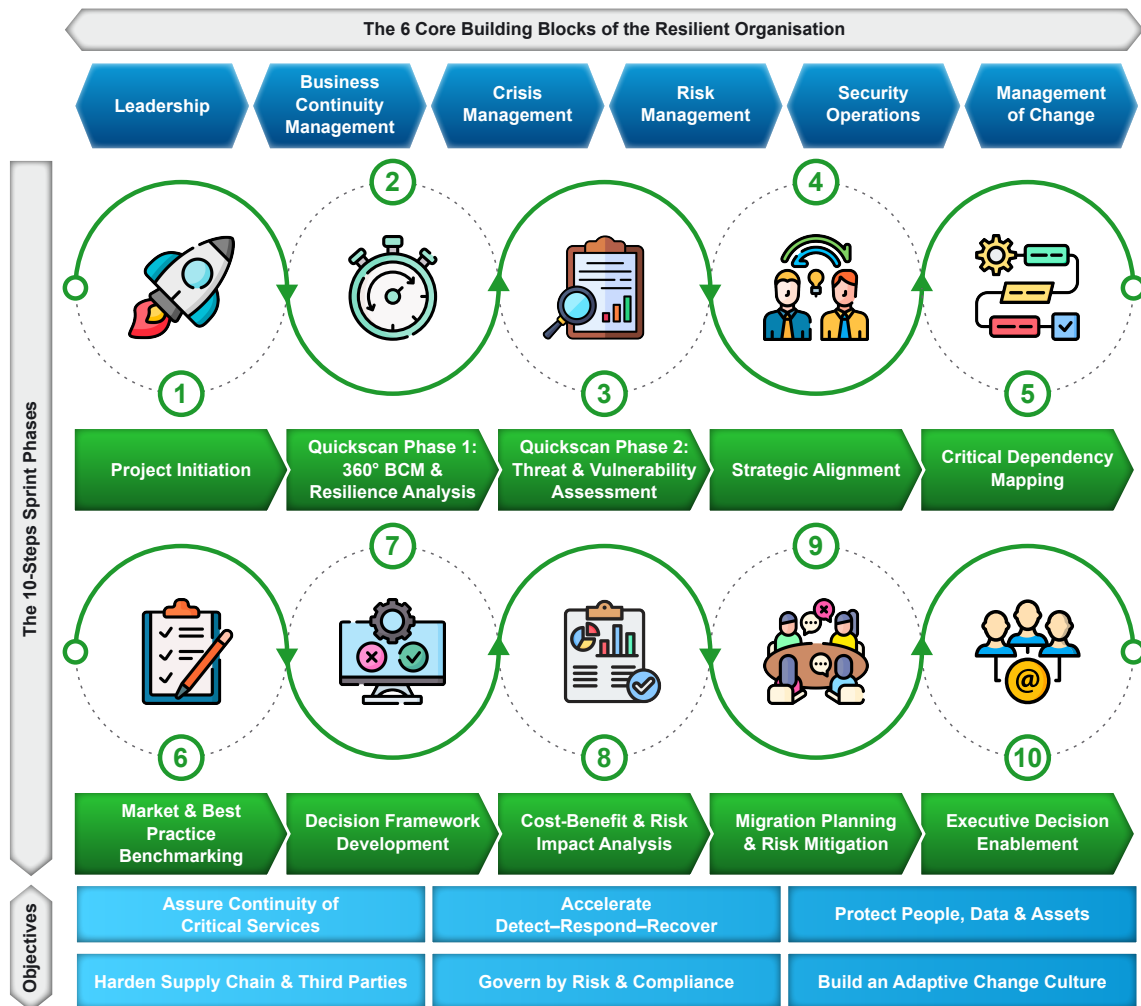
## What you get—fast:

- **Direction and speed:** Clear ownership and communication so teams move fast in one direction.
- **Continuity on demand:** You know what cannot fail and can recover it—because it's rehearsed.
- **Change that stays:** People are ready and supported until the new way becomes the normal way.
- **Crisis under control:** Command stands up in minutes; messages are crisp; actions are coordinated.
- **Secure, risk-wise:** Threats are contained early and risks are governed end-to-end, partners included.

# The 10 Sprints Roadmap

*Build momentum in weeks, not years.*

The **roadmap lays out ten focused sprints**—each with clear outcomes, accelerators and decisions—so you see progress fast, manage dependencies and scale what works across teams and sites.



(©)LEADing Practice Resilience Roadmap Reference Content [#LEAD-ES10030ALL]

Figure 4 – Ten focused sprints—clear outcomes, accelerators and decisions—so momentum is built in.

Across ten sprints, the roadmap moves from initiation and Quickscan analysis through alignment, benchmarking, design, migration planning and executive enablement. Each sprint delivers concrete accelerators and decisions that strengthen the six resilience building blocks and advance the objectives below, giving executives structured progress and visible resilience gains, with clear ownership, timelines and success criteria agreed in advance for each stage.

## What the 10 sprints deliver:

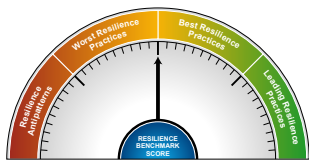
- **Continuity you can count on:** Critical services stay on and compliant, even during disruption.
- **Faster recovery:** Detect, respond and restore operations in hours instead of days.
- **Stronger protection:** People, data, assets and key partners safeguarded end-to-end.
- **Decisions with confidence:** Clear ownership, playbooks and metrics so investment targets real risk.
- **Resilience as routine:** Teams practise, learn and improve—readiness and progress visible every sprint.

# The LEAD BCM & Resilience Analysis Family

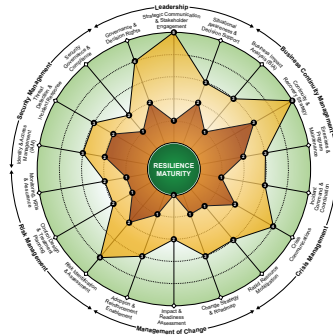
Fast insight. Smarter investment. Measurable progress.

The **LEAD BCM and Resilience Analysis Family** offers a suite of 8 different and powerful tools and methodologies designed to assist organisations in their quest for BCM and resilience insight and excellence. Below is an overview of the 8 core figures involved with the 8 BCM and resilience analysis tools and methods.

**Resilience Benchmarking**



**Resilience Maturity Analysis**



**Resilience Health Check**



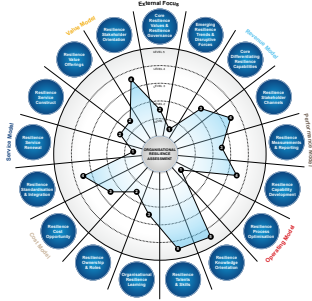
**Resilience Opportunity Analysis**



**Resilience Quickscan**



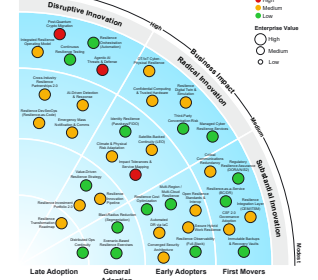
**Org. Resilience Assessment**



**Resilience Innovation Barometer**



**Resilience Transformation Radar**



## What the LEAD Resilience Analysis Tools deliver:

- 1. Resilience Benchmarking:** Compares current resilience practices against antipatterns, worst, best and leading practices to expose continuity gaps and priority fixes.
- 2. Resilience Maturity Analysis:** Baselines resilience and continuity maturity, defines target state, and stages the journey to stronger, measurable resilience.
- 3. Resilience Health Check:** Rapid resilience "fitness" scan of culture, leadership, systems and structures that flags vulnerabilities and prescribes early corrective actions.
- 4. Resilience Opportunity Analysis:** Scans operating model, industry and market to surface resilience needs, critical risks and high-impact resilience investment opportunities.
- 5. Resilience Quickscan Analysis:** Fast and effective 360° resilience snapshot across people, process, information and technology to reveal weak spots, quick wins and next steps.
- 6. Organisational Resilience Assessment:** Holistic review of roles, capabilities, processes and services to test resilience alignment, remove fragility and gauge change readiness.
- 7. Resilience Innovation Barometer:** Measures innovation that underpins resilience, highlights gaps in resilient capabilities and directs investment to improvements that strengthen continuity.
- 8. Resilience Transformation Radar:** Tracks resilience-relevant drivers and trends, mapping time-to-adoption, value and risk to shape resilience roadmaps and timely decisions.

# The Maturity Spiderweb Grid

See the gap. Close the gap.

One view shows current vs target resilience maturity across all six building blocks, so the biggest gaps stand out and priorities are obvious. It gives leaders a shared, evidence-based picture to set targets, timeframes and cross-team investment focus. Used in Quickscan and Maturity Assessment engagements, the maturity grid turns detailed data into an at-a-glance roadmap, showing where to stabilise, where to invest, and how resilience maturity improves over time.

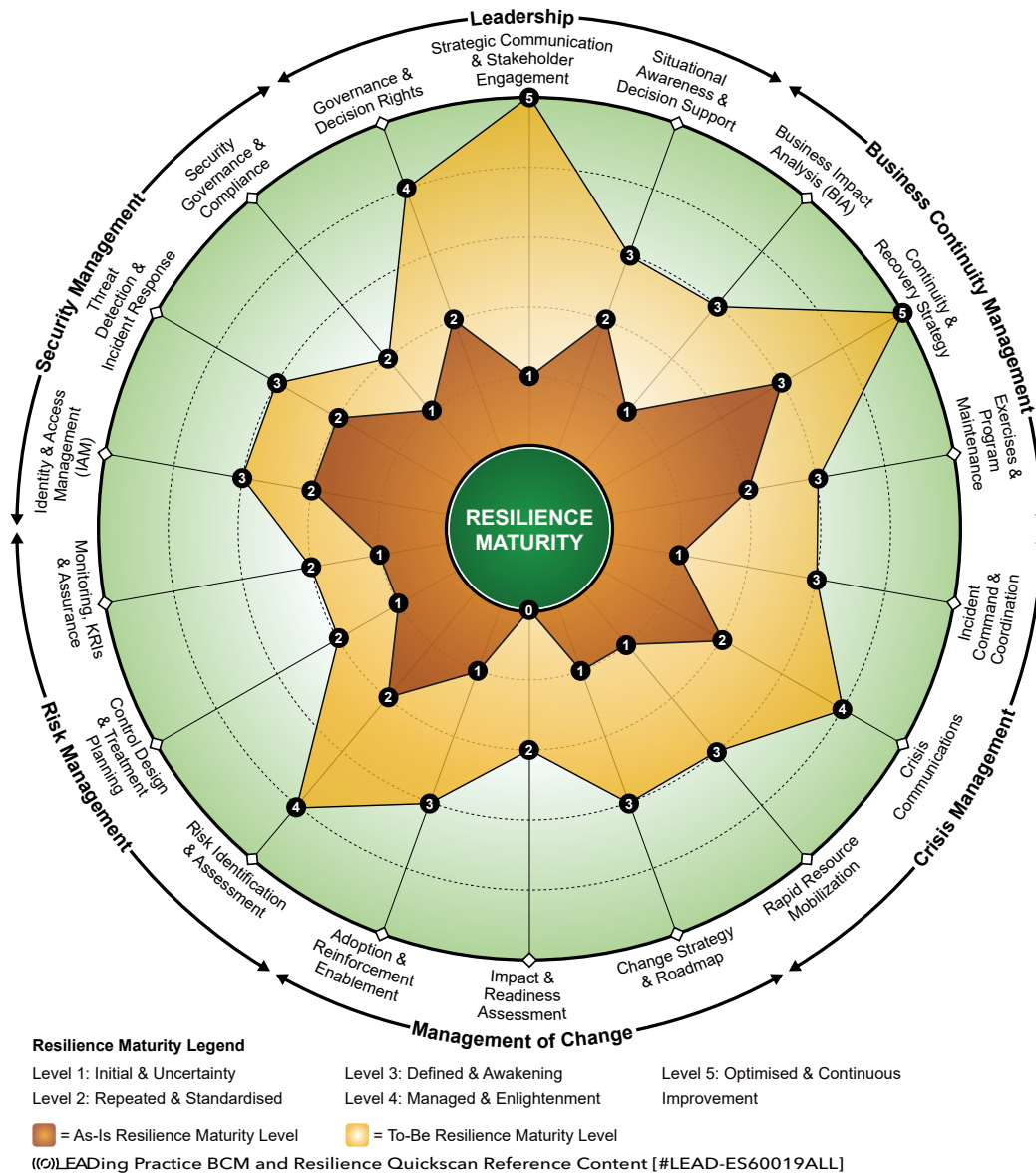


Figure 5 – As-Is vs To-Be at a glance—prioritise the biggest risk-to-value gaps and track uplift.

## How the maturity grid helps:

- **Clear priorities:** See which resilience gaps matter most to critical services, value delivery and risk.
- **Sequenced action plan:** Decide what to fix now, tackle next and safely defer without surprise.
- **Visible progress:** Track resilience uplift by sprint, quarter or year, backed by repeatable measurements.
- **Stronger business case:** Use quantified gaps to justify budget, prioritise initiatives and show impact.
- **Shared accountability:** Align owners, targets and timelines so leadership teams pull in one direction.

# Building Your Resilient Organisation

*Ready to take the first step?*

Resilience is a **capability system**—designed, measured, and improved. LEADing Practice SAS and Computacenter helps you cut through noise, focus investment, and scale what works.

## Ways to proceed:

- Develop and implement **tailored work products** for your context.
- Adopt **standards and reference content** to minimise cost and maximise value.
- Accelerate progress with **predefined accelerators** and proven playbooks.
- Create your **As-Is and To-Be Resilience Architecture** to guide change.

**Start with a Quickscan.** In days, you'll have a shared fact base, priorities, and a practical first-quarter road-map.

If you would like to know more about our Enterprise and Industry Standards or our Training Programs, please visit our website at [www.leadingpractice.com](http://www.leadingpractice.com). You can also get in touch with us by sending an email to [info@leadingpractice.com](mailto:info@leadingpractice.com).

### LEADing Practice SAS

Contact: Hanka Czichos  
LEAD Resilience Architect  
[hc@leadingpractice.com](mailto:hc@leadingpractice.com)

### Computacenter Management Advisory

Contact: Robert Wilke  
LEAD Technology Analyst  
[Robert.Wilke@computacenter.com](mailto:Robert.Wilke@computacenter.com)

