Chad Ballay

**Week 5**

|  |  |  |
| --- | --- | --- |
| **Business Challenge** | **Business Impact** | **Mitigation Technique** |
| Disaster Prevention | Every dollar spent on disaster prevention is a dollar that isn’t spent on other aspects of the business. The inertia is to skin this budget to the bone until a disaster occurs and then be surprised when the impact is non-recoverable. Preparing to prevent a giant meteor from destroying your business operations is doable but it’ll bankrupt your company. Equally doable is having redundant remote access solutions in case your home office building is closed due to an outbreak of a virus. Picking which of these prevention strategies is worth the investment is the key here. | The overall approach would be to continuously re-evaluating your operations and your business continuity plan. Refining it or adopting new best practices as the come into scope. |
| Disaster Recovery | If it’ll take you longer to recover than it’ll take for your competitors to come in and fill the gap in the market, you are sunk. Scrub away the niceties and you get down to the calculus of how quickly can you get back to doing what you are supposed to be doing. Everything else is a nice to have. | This goes back to having a workable business continuity plan. Establishing procedures of what to do. Testing those procedures for completeness. Drilling with the people you have so they know they can adapt. Having the organizational flexibility to handle the items you didn’t even realize you needed to prepare for. A culture that embraces change. (Difference between how Home Depot handled their data breach vs Ace Hardware.) |
| Customer Access to Data | Data is the product that your operations generates work product from. It’s what your processes take as input for the control decisions. Loss of control of this data means you have lost your ability to execute operations. | Access controls. Limiting users to only seeing the data relevant to the context you have allowed them. User A shouldn’t see anyone else’s data unless you have granted them that. Compartmentalization and defense in depth are key mechanism to implementing this. Accurate logs and regular auditing of these logs are another lever to use in ensuring that your controls are doing what you need them to do. |
| Maintain Competitive Advantage | Business is business. Online retail has shown us that brand loyalty isn’t as strong a thing for any goods/service that can be commoditized. So whatever differentiator that you have that drives your business, much of your actions are either keeping it or finding new advantages to adopt. Otherwise you focus on keeping your good/service as bespoke and unique as you can to keep out of the commodity rat race. | Supply chain review to ensure you have as lean and efficient of an input as you can. (Not every supply chain is goods coming from a factory. This can be abstracted to ensuring you have a well groomed backlog for your agile based team.)  Quality control should be automatic and periodic. Failure of execution of your operational processes will show up in work output. Consistent output allows for planning and budgeting of your efforts.  Process improvement should be an ongoing item. You don’t get things right the first time and you especially don’t get things right as time goes on. New ideas and changes need to be evaluated for adoption. |