

ASSESSMENT BROCHURE

Operational Resilience Assessment

A board-ready assessment that tells you how resilient your critical services really are — and what that means for your growth.

Resilience in the language of the board: business impact, growth implications and regulatory relevance.

A PRACTITIONER-LED ASSESSMENT THAT GIVES EXECUTIVES AND RISK COMMITTEES

- 01** A plain-language view of how resilient your critical services are
- 02** A defensible maturity baseline and a phased 12-month roadmap
- 03** Clarity on where the genuine exposures and growth risks really sit

For operational managers, executives, risk committees and boards accountable for critical services and growth objectives.

THE CHALLENGE

Boards are expected to own operational resilience — but rarely get information they can act on

Boards are increasingly accountable for keeping critical services running through disruption. Yet most resilience reporting reaches them as one of two things: technical detail they can't act on, or reassurance they can't verify.

Neither answers the questions that matter in the boardroom:

- | How exposed are our critical services really?
- | Which single-platform or third-party dependencies could stop the business?
- | What does a serious disruption mean for our growth objectives — and where should we invest first?

Concentration risk and **third-party dependency** are among the leading causes of serious disruption — yet they are often buried in technical language that never surfaces at board level.



The Operational Resilience Assessment closes that gap — translating resilience into decisions the board can actually make.

WHAT IT IS

Resilience, seen through the board's eyes

An Operational Resilience Assessment (ORA) measures your organisation's ability to keep critical services running through serious disruption. It translates findings into the language of the board: **business impact, growth implications and regulatory relevance.**

Where technical assessments speak to IT teams, the ORA speaks to the people accountable for the services and the growth objectives: operational managers, executives, risk committees and boards. The insights are decision-ready, not jargon-heavy.

Every finding is scored on two axes — **capability (0–4 maturity)** and **growth impact (▲▲ to ▼▼)** — and positioned on our distinctive Resilience–Growth view, so leaders can see at a glance where resilience gaps threaten the business and where to act first.

GROWTH IMPACT INDICATOR GUIDE	
Understand how each indicator influences your stated growth objectives.	
INDICATOR	MEANING
▲▲	 Strong enabler of stated growth objectives — protect and build on it
▲	 Supports stated growth objectives
—	 Neutral — no material bearing on growth
▼	 Constrains or threatens stated growth objectives
▼▼	 Significant threat to a stated growth objective — prioritise

THE GROWTH IMPACT GUIDE

The methodology, maturity model and Resilience–Growth view apply across all sectors.

HOW IT WORKS

One focused session. Board-ready output.

1

Scoping conversation

A short call to define the services or domain in scope, capture your stated growth objectives, and confirm participants.

2

A single facilitated session

One to two hours with your operational managers and board-level owners — the people accountable for the services and the growth objectives.

3

Practitioner-led and scenario-based

Interactive, facilitated by experienced resilience practitioners, and built around realistic disruption rather than abstract questionnaires.

4

Two-axis scoring

Every finding scored for capability (0–4 maturity) and growth impact (▲▲ to ▼▼), and positioned on the Resilience–Growth quadrant.

5

Your board-ready report, delivered

Executive summary, findings in business terms, a risk heat map, regulatory relevance signposting, a maturity trajectory and a phased 12-month roadmap.

1–2 hrs

One focused, facilitated session with the people accountable for your critical services — we do the rest.

WHAT IT COVERS

Focused on what matters to the board

The exact scope is agreed during a short scoping conversation. The ORA can focus on a critical business service, operational domain, technology-enabled service, regulatory exposure, growth objective or resilience programme.

TYPICAL AREAS COVERED INCLUDE

Critical business services and the technology that supports them

Important operational dependencies

Platform, supplier and concentration risks

The business impact of severe disruption

Growth objectives affected by resilience gaps

Executive ownership and accountability

Regulatory signposting is most developed for financial services — but any organisation with critical services, growth ambitions and dependency risk benefits from a board-level view of its resilience.

WHAT YOU RECEIVE

A confidential, board- and risk-committee-ready report

Each Operational Resilience Assessment delivers:

- | **An executive summary** and headline position table
- | **Findings in business terms:** business impact, affected functions, why the board should care, and recommended action
- | **A risk heat map**
- | **Regulatory relevance mapping**
- | **A maturity trajectory** with a phased 0–12 month roadmap
- | **A defensible resilience baseline today**, a realistic 12-month target, and re-assessment to prove progress

A TECHNICAL COMPANION OPTION

The Technical Resilience Assessment (TRA) provides the detailed technical picture behind the same findings, engaging your technical and IT leads.

The ORA and TRA are standalone companion assessments sharing one evidence base and one maturity framework — two reports telling one consistent story to two audiences. Take either on its own, or both.

NEXT STEP

Ready to see resilience through the board's eyes?

Operational resilience is now a board responsibility — but only if the board can see it clearly. The ORA replaces unverifiable reassurance with decision-ready insight: how resilient your critical services really are, what that means for growth, and exactly where to act first.

It starts with a short scoping conversation. We'll define the services in scope, capture your growth objectives, and confirm who should be in the room.

One session. One board-ready roadmap.

Book a scoping call

Request the full assessment outline

Speak to our resilience team

