CSC Has Helped its Clients Achieve Competitive Advantage Integrating Business Solutions and Technology since 1959

We are a world leader in business solutions, technology and outsourcing

Market-leading corporations and major government agencies partner with us when delivery is critical to their mission

Our approximately 95,000 professionals serve clients in more than 90 countries

We have a 50-year track record of client service excellence

We are CSC: an NYSE, Fortune 150 and Fortune “Most Admired Company” — 50 Years Strong
Private and Public Sector Capabilities

SUMMARY

CSC has proven abilities and leadership in Business Continuity and Disaster Recovery — Our program is driven by understanding our customer’s business and working collaboratively to manage their risk against tolerance for loss.

CSC CAPABILITIES

• Highly experienced Business Continuity staff in the Americas, EMEA, Australia, India and Asia – DRII, BCI, and BCMI Certified
• Over 350 DR exercises globally each year – 99.6% Success rate (Free of material and delivery defects
• Real experience in Continuity Recovery (Real Disaster Recover Experience – We walk the talk)
• Global processes and procedures firmly aligned with global best practices (Public and Private Sectors)
• All solutions are architected aligned to customer tolerances for outages and data loss – Not a one approach or solution fits all needs
• Consulting Services Organization of DRII and BCI certified consultants
Private and Public Sector Service Offerings

Market Need for Comprehensive Program Management

Governance:
- Policy
- Compliance to Standards and Process

Program Maturity
- Risk Trend and Analysis
- Periodic Compliance Review

Program Implementation
- Risk Analysis - Location
- Business Impact Analysis
- Awareness & Capability Training
- Business Resumption Planning and Testing
- COOP Planning and Testing
- IT DR Planning and Testing – ITIL Aligned

Crisis Management
- Situational Awareness
- Crisis/Incident Management

CSC Business Continuity Products

Business Continuity Program Assessment and Development

Business Continuity Planning and Testing

Business Impact Analysis

Risk Analysis

Disaster Recovery Planning and Testing

Crisis Management

MBCP Consulting Services
Briefing Focus: Sector and Cybersecurity Aligned End to End

Discovery and Assessment

**Traditional Approach**
- Look only at the technology and alignment to the mission or business processes
- Need to go deeper into the risks; beyond the failure on the plant floor, computer room or loss network
- Challenge to navigating the entire delivery and capability chain aligned to business process

**Assessment**
- Delivery can be fragmented around numerous divisions, business groups, delivery partners and supply providers – increasing single points of failure
- Security has low profile - intellectual property at risk
- Demands greater business understanding of threats and vulnerabilities which differ among mission criticality of businesses

**CSC’s Response**
- The CSC BC/DR product line is greatly expanded
- Sector aligned – embeds a deep understanding of the inter-relationships in client vertical markets with our tight knit product of people and process and tools.
- Integrated into a broader Cybersecurity Operational Construct - focused on overall risk management
Cybersecurity Integration – Integration into the Security Stack

DRAFT White Paper in Progress on this Integration Concept – published in 30 days
Competitors and Differentiators

**CSC Approach** – *Complete Business Continuity with:*
- Business Vertical Differentiation that the Large IT Management Firms do not have
- Cybersecurity Protection that the Data Center Subscription Services do not have
- Agnostic Integration Strategy – develop best solution for client

**Business Based Large IT Management Firms**
Strong Business knowledge, less practical technology experience
Security Assessment SMEs mention BIAs, but defer the execution to specialists

**Telecommunications Vendors**
Extensive planning and network experience
Developed consultancy offerings

**Large Disaster Recovery Data Center Subscription Vendors**
Provide leveragable technology provisioning
DR Testing Expertise, but less in Crisis Management, BIAs, RA

**Boutique to Mid-range Consulting Firms - Internet marketing, staffing Certified Business Continuity Planner – No IT Infrastructure**
Product Integration of People – Processes - Tools

People
- Currently over 70% of our North American Staff are certified by DRII (50% Global BC Certification)
- Four Master Business Continuity Professional (MBCP); the largest number publicly recorded by DRII
- Over 25% of staff are ITIL v3 Foundation certified
- Mentoring program to bring DRII certifications to 100%, increase the MBCPs, and internal training programs for ITIL certification.

Processes
- Vertical Market Differentiation - Public Sector; Financial Services; Manufacturing Aerospace & Defense; Health Services; Technology & Consumer; Chemical, Energy & Natural Resources.
- Broad initial base BIA business process knowledge and experience embedded in the tool to differentiate by industry verticals

Tools
- SunGard LDRPS Integrated Toolset for deployment and all discovery
- Sector savvy discovery - reduces delivery costs through automation for consistency and conformity; Leverages low cost-center capabilities
- Deep LDRPS development experience (25 years experience & 60 clients)
**Delivery Approach – To Public and the Private Sectors**

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<th>Public Sector</th>
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Australian Coal Company
- Need Risk mitigation strategies that align with new business operations and IT refresh
- Develop a survey tool using LDRPS to gather and confirm data
- Change adopted to reduce risk and increase levels of resilience in the business - no broad brush IT DR approach.

US Company Oil Exploration in Kazakhstan
- No structured DR program for the recovery needs for critical IT infrastructure
- Performed discovery analysis to assess maturity of continuity for critical IT infrastructure / processes
- Developed a multi-year continuity program roadmap to guide the program beyond the engagement

European National Health Service
- Sustain continuity for contracted services in the event of a major disruption
- Conduct BIAs for the delivery areas – Fed into a response strategy - Embedded plans for each site strengthened with education/ awareness
- Resilient IT developed to BS25999 standard - We are currently seeking certification

UK Telecommunications and Network Provider
- DR services for round-the-clock operations before, during and after the critical systems migration
- Define recovery strategies, with thoroughly tested, rock solid DR Plans as a fall-back for high pressure systems migration
- Successful transformation to cost effective data centre with a robust DR solution now in place

Consistency of Delivery through Certified People and Quality Implementation of Tools
The key to resiliency and sustainability in the new world is binding it all together under a Cybersecurity Program

- Market differentiation is vital to put the “Business” back into the BIA
  - With a comprehensive product built with People, Process, Tools
  - A product which enables business differentiated delivery
- Foundations in technology is vital as technology is the enabler for mission critical functions of almost any business or organization
- Integration into a Cybersecurity protection including:
  - Crisis Management
  - Situational Awareness – through the Security Operations Center (SOC)
  - Business process protection of a Business Continuity Program
  - Cybersecurity protection in the IT Disaster Recovery environment