

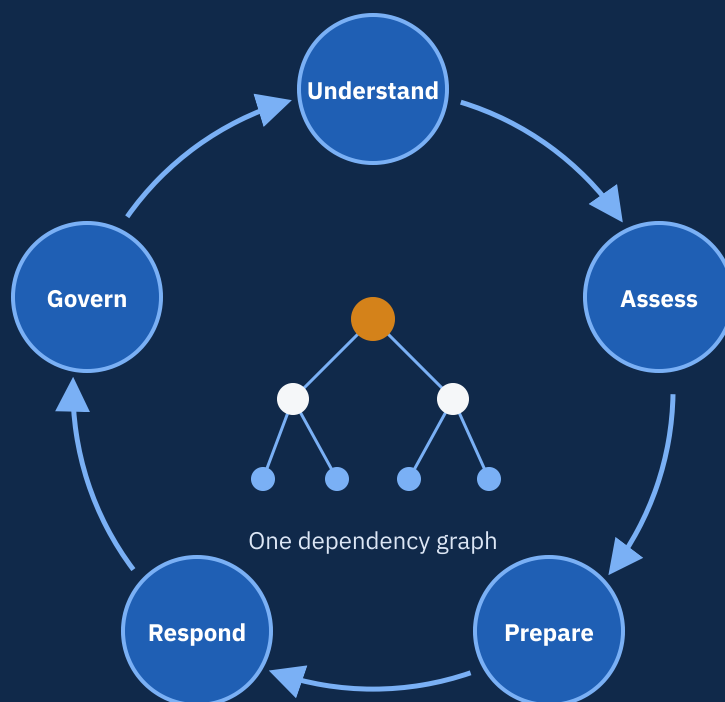


eRMA v10

Operational resilience, **connected** from impact to proof.

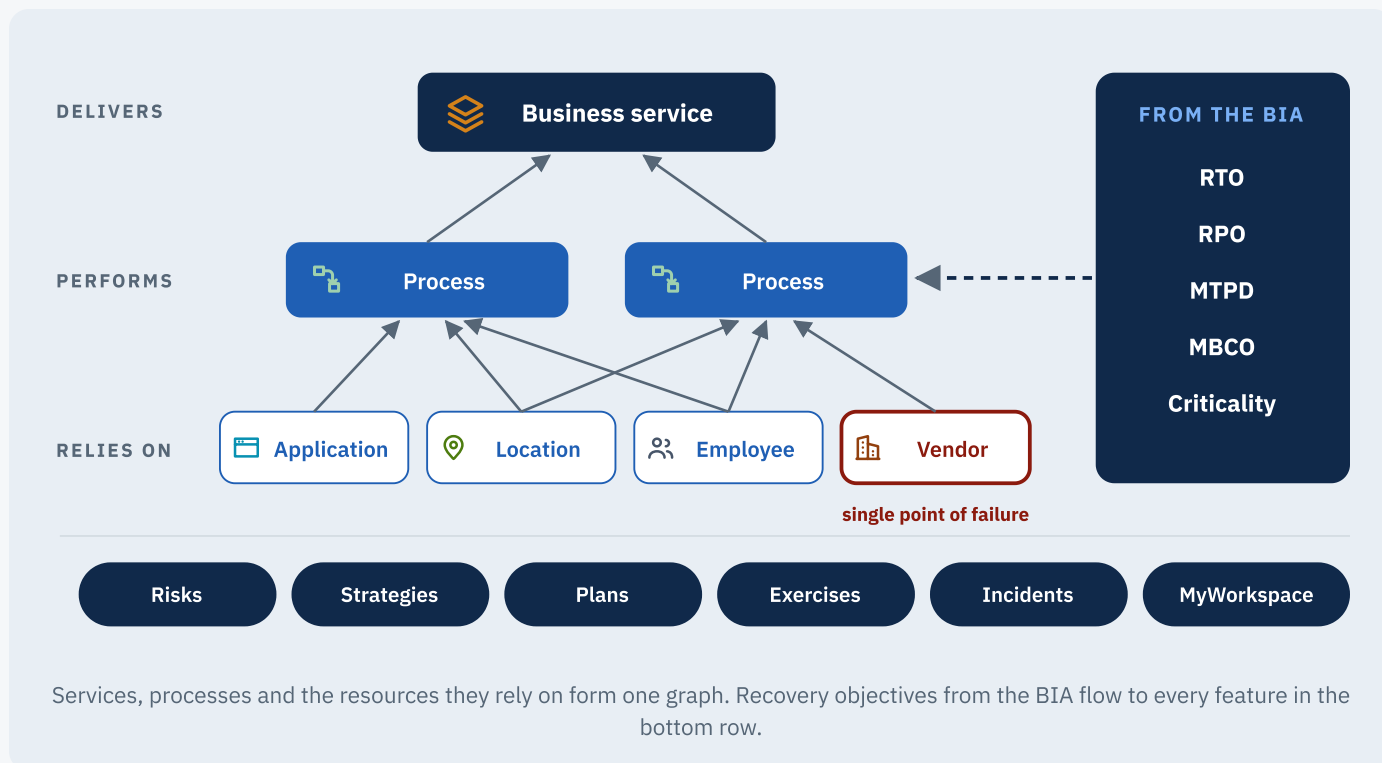
One platform to understand what the organization depends on,
assess impact and risk, prepare and exercise recovery, respond to
live events, and keep the evidence auditors ask for.

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One model behind every resilience decision

Every feature reads the same dependency graph and the same recovery objectives. When a BIA is approved, a vendor fails or a storm crosses a region, the change shows up everywhere it matters: in risks, plans, exercises, the incident room and each person's to-do list.



Built for practitioners

Covers BC, DR and enterprise risk in one place, with the familiar vocabulary of RTO, MTPD, MBCO, impact tolerance, risk appetite and severe but plausible scenarios.

Aligned to the standards

Follows ISO 22301:2019, ISO/TS 22317 and ISO 31000, and supports regulatory regimes such as DORA, PRA SS1/21, FFIEC, SAMA and CBUAE.

Evidence by default

Approvals, change history, control tests, exercise results and Recovery Proof are recorded as the work is done, not assembled at audit time.

Roles held by teams

Owner, approver, tester, risk manager and risk oversight are team roles, so access follows the organization chart and survives staff changes.

1 Understand the organization

Map what the organization delivers, everything that delivery depends on, and when and how each site works.

Business services

Owner team, approval team and links; RTO and criticality come from the BIA. A Profile records volume, peak periods, minimum service level and delivery channels, and regulation links record notification duties.

→ Identifies important business services

Processes and applications

Registers with owners, approval teams, objectives approval, recovery order, link editors and notifications.

→ Shows what supports each service

Locations, employees, vendors

Contact and emergency details, reachability, where-used, data-quality findings and organization hierarchy.

→ Covers sites, staff and third parties

Location operations

Time zone, operating hours and public holidays per site; a resilience profile with utilities, alternate site and assembly points; site status from Normal to Evacuated.

→ Knows when each site works and how it holds up

Dependency designer and impact map

Create links by drag and drop, review and save them together, and trace what fails upstream and downstream of any record.

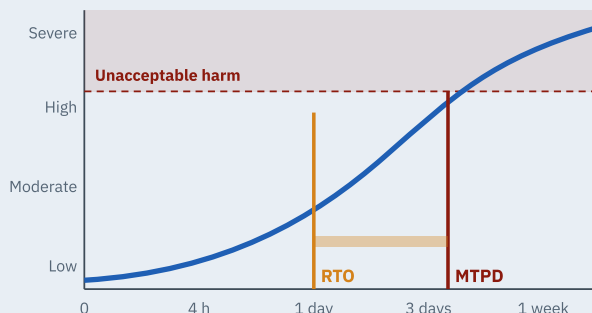
→ Exposes single points of failure

Map (GIS)

Site and asset positions, area search, saved layers and live hazard feeds, with spread and concentration views.

→ Matches physical threats to assets

2 Assess impact



Illustrative. Impact rated over time: MTPD is set where harm becomes unacceptable, and RTO is set inside it.

Business Impact Analysis

Impact rated per category over time against defined criteria, with a trace that explains every calculated value. Groups pass their values down to the records in them.

→ Defensible RTO, RPO, MTPD, MBCO

BIA campaigns

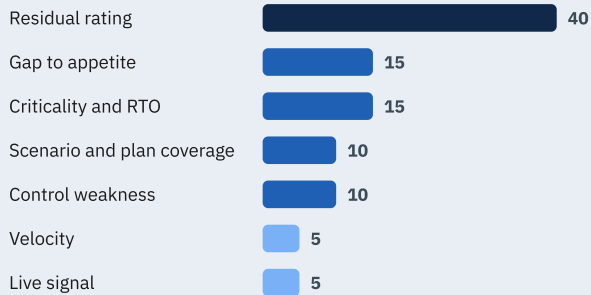
Survey form editor, weighted scoring, claim and release, tiered approval, gap checks and live progress.

→ BIA at portfolio scale

+ Enterprise Risk Management (ERM)

An ISO 31000 risk register in which each risk is a record of its own: assessed by a method, backed by evidence and outside intelligence, ranked for action and treated by tested controls.

WHAT DRIVES A RISK'S PRIORITY (0-100)



weight, out of 100 points

The score is computed, never typed in, and every risk shows why it ranks where it does.

Enterprise risk register

Each risk has a status, an owner team and an optional approval team, and links to many records: directly, for context, or inferred from the dependency graph with its path.

→ One risk, seen everywhere it matters

Priorities and treatment

A priority score with a "Why is this #4?" breakdown; Priorities, Treatment and Emerging views; a monthly trend and a PDF report.

→ Work ordered by what matters most

Hazard intelligence

Six licensed sources (ThinkHazard!, INFORM, USGS, FEMA NRI and NFHL, ASCE 7-22) suggest a likelihood per site and list hazards no risk covers yet. Intelligence suggests; people rate.

→ Outside evidence behind every rating

Seven-step assessment

Context to sign-off on a 5 x 5 matrix: inherent and residual ratings, appetite, velocity and proximity, and evidence that cannot change once cited.

→ A consistent, auditable method

Control library and bow-tie

Controls with ISO 22301 and ISO 27001 references, and a bow-tie of causes, controls and consequences for each risk.

→ Shows what stands between cause and harm

Control tests and attestation

Tests with segregation of duties (tester, reviewer and owner differ), attestation, and a remediation action for every failed test.

→ Controls proven, not assumed

Scenarios and coverage

Severe but plausible scenarios linked to risks. A high risk with no scenario or plan behind it is shown as a gap.

→ Connects risk to preparedness

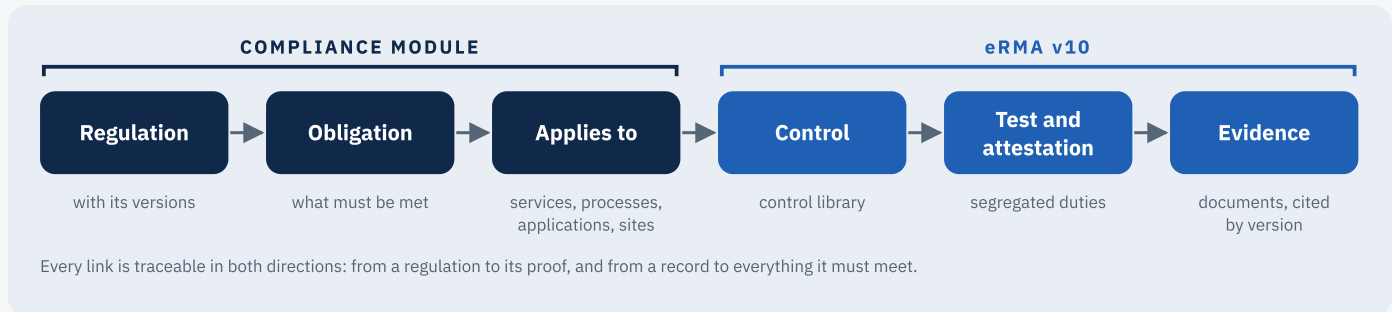
Risk teams and Restricted risks

Risk manager and risk oversight are team rights. A sensitive risk can be Restricted to its owner, approval and risk teams.

→ Need-to-know by design

+ Compliance (GRC)

Shows which regulations and obligations apply to which records, how controls meet them, and the evidence that they do. It links to the records already in eRMA instead of copying them.



Regulations and versions

Each regulation is kept with its versions, so every obligation traces back to the text in force.

→ **Knows which rules apply, and which edition**

Obligations and where they apply

Obligations applied to services, processes, applications and locations. Each record lists its obligations on its own Obligations tab.

→ **Every record knows what it must meet**

Control mapping

Obligations mapped to controls in the eRMA control library, so one tested control can satisfy many obligations.

→ **Test once, comply many times**

Posture and traceability

Compliance posture per regulation and obligation, with a trace from rule to control to evidence.

→ **Answers the auditor's "show me"**

Compliance assessments

Structured assessments of how well obligations are met, recorded with their results.

→ **A current view, not a yearly snapshot**

Obligation attestations

Owners confirm that their obligations are met, with a record of who confirmed what and when.

→ **Accountability on file**

Compliance roles

Separate rights to manage, decide and administer compliance, switched on with the module.

→ **Clear accountability for compliance**

Service regulation links

IN ERMA V10

Every business service records the regulations it falls under, with jurisdiction, designation and notification duty.

→ **Regulatory duties visible on every service**

3 Prepare: strategies, plans, exercises

The question every owner asks is: "If what I depend on is disrupted, what are my options to keep delivering, and have they been proven to work?"

OPTIONS IF THE MAIN SITE IS LOST

Work from home
Continue · Adequate

60% capacity

Recovery site
Resume · Proven

100% capacity

Alternate vendor
Resume · Lagging

100% capacity

ready in →

RTO

MBCO for this service: 50% of normal volume

Illustrative. An option covers a loss when it is ready inside the RTO, meets the minimum service level (MBCO) and can run for as long as the dependency stays down. Proven needs evidence.

Strategy coverage

Options of four kinds (Continue, Resume, Recover, Respond) per dependency, tested against the BIA, with a To do list ranked by criticality and gap.

→ Strategies chosen against the BIA

Plan options builder

Drag an option onto a dependency, rank and select it, reuse options from a library with a seat check at the receiving site, and create a plan from it.

→ From option to plan in one place

Plans and templates

Plans built from templates, read one procedure at a time, with a Gantt timeline and designed Plan RTO, print preview, PDF and checklist packs.

→ Consistent, usable plans

Plan Sequencer

Order plans against each other in a scenario's Sequence tab, simulate the timeline, check RTO results and team load, then play it back.

→ Recovery order agreed before the event

Teams

Response and recovery teams with members, duties, records, approvals and plans. Teams hold every role in the programme.

→ Clear ownership of each part of the plan

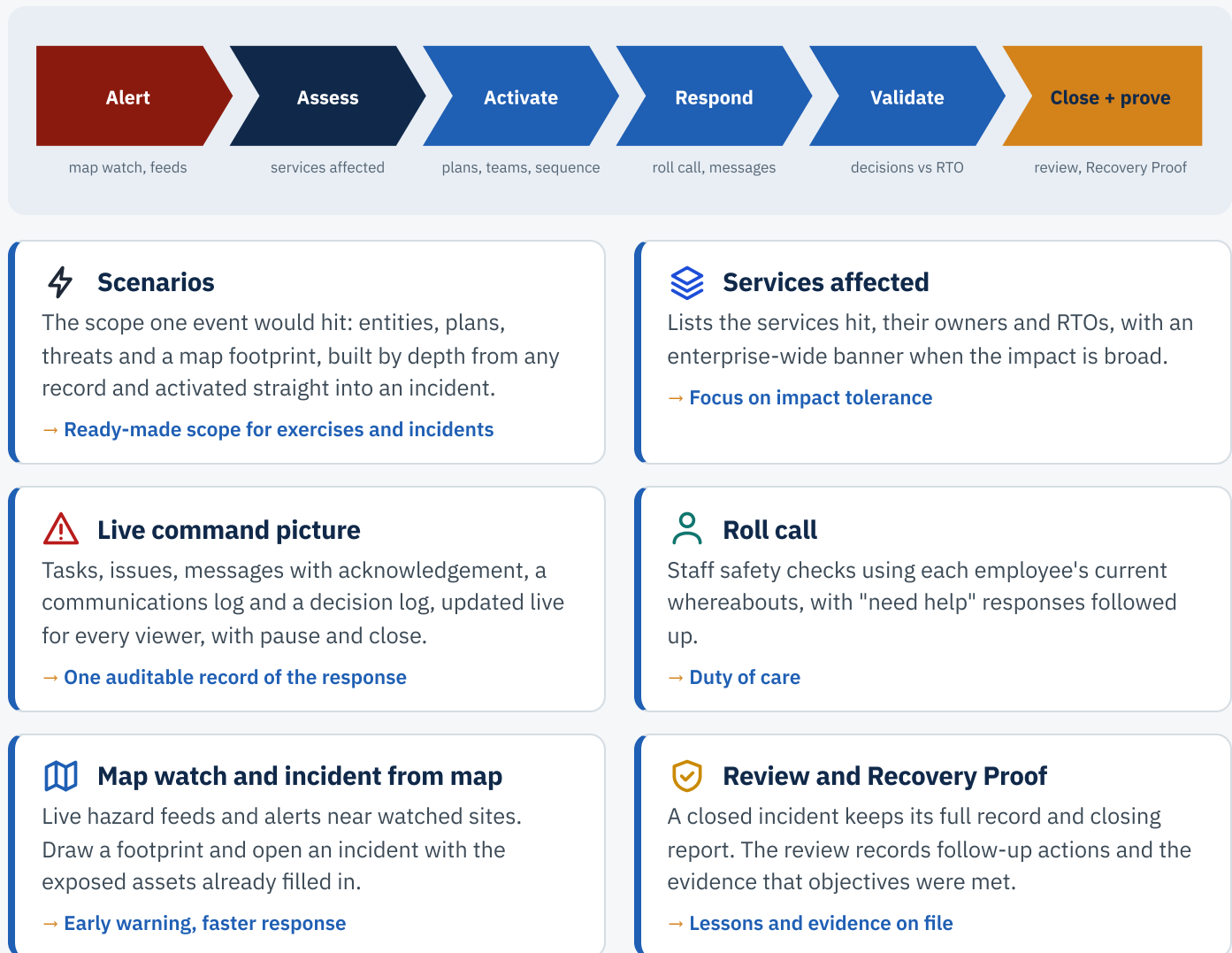
Exercises

Each exercise tests a scenario as an exercise incident, with a measured result against RTO for every entity, evidence and a report.

→ Recovery capability, proven

4 Respond and recover

Incident Management takes an event from first alert to a closed record with evidence. The dependency graph and recovery objectives show which services are at risk and how much time is left.



5 Govern and operate the programme

Keeps the programme current, controlled and auditable without adding administrative work.

MyWorkspace

What needs me, what I own and how resilient we are: reviews, approvals, tasks, my top risks, posture and "Can I keep delivering?".

→ **A programme that stays maintained**

Approvals and change log

Approval teams with tiers on records, edit history and snapshot change logs.

→ **Governance and audit trail**

Security Access Manager

Team grants per record or in bulk, change sets you can undo for 30 days, findings with one-click fixes, and access review exports.

→ **Least privilege, easy access reviews**

Employee Kiosk

Staff keep their own contacts, whereabouts and schedule current, and see their teams, duties and access.

→ **Contact data accurate for roll call**

Data management

Excel and CSV import, export and round-trip packs with dry runs, update mode and published entity definitions.

→ **Bulk onboarding, systems in sync**

Document store

One store for files on any record: versions, links, withdrawal with a reason, never deleted, checked on every download.

→ **Evidence that cannot drift**

STANDARDS AT A GLANCE

Where eRMA v10 supports ISO 22301:2019

Clause	Requirement	eRMA v10 features
8.2.2	Business impact analysis	BIA, inheritance from groups, BIA campaigns, service profile
8.2.3	Risk assessment	Risk register, seven-step method, hazard intelligence, priorities, map concentration
8.3	Strategies and solutions	Strategy coverage by RTO, MBCO and endurance; options library; teams
8.4	Plans and procedures	Plans and templates, Plan Sequencer, incident management, roll call
8.5	Exercise programme	Exercises with per-entity results against RTO; control tests
9.1 / 10	Evaluation and improvement	MyWorkspace, risk trend, incident review, Recovery Proof, change log

Risk management follows ISO 31000; controls carry ISO 22301 and ISO 27001 references. Risk register, method, hazard intelligence, priorities and control tests are part of the optional ERM module; regulations and obligations are part of the optional Compliance (GRC) module.





See your own dependencies, risks, objectives and plans in one place.

Ask for a demo built around a business service you care about. The demo follows it from the BIA and its risks, through strategy and plan, to an exercise and a live incident.

Understand

Assess

Prepare

Respond

Govern

THE DEMO PATH



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