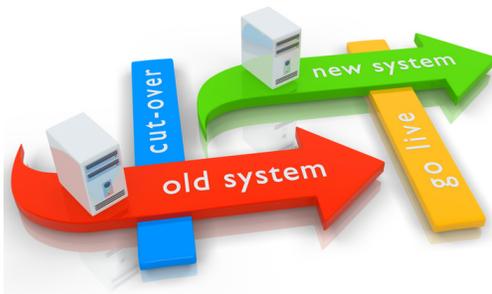


THE EIGHT QUESTIONS – RESILIENCE IN SOFTWARE-BASED SYSTEMS

We are often asked by senior business leaders: “How do I know my critical software-based systems are resilient?”

Although that can be a loaded question, here are eight questions to be the starting point for an intelligent and valuable conversation.



1. How are new system capabilities developed, documented, demonstrated, verified, and refined to proactively reduce risk in production systems?
2. How is the requirement for stable security systems and services balanced against the desire to deliver enhanced services, capabilities, and value to the organization?
3. What departments within the company are involved in the ongoing assurance of our critical systems through the system lifecycle? How are those relationships functioning, and what is being done to maximize the health of those departmental relationships?
4. What is the basis of confidence that proposed updates/changes to operation systems, applications, and hardware are verified before being applied to the production environment?
5. Explain to me how we are applying appropriate levels of cyber and physical protection to our critical software-based and network-connected systems.
6. How are critical production security systems and services physically and logically isolated from unrelated business systems, services, and infrastructure?
7. How are user access/privileges to critical systems granted, managed, and maintained? Is the process role-based, or involving individual assignments?
8. Explain how your solution plans address all aspects of your systems life-cycle: installation, upgrade, enhancement, maintenance patches, and replacement.

Butchko, Inc. is an invaluable resource to proactively assess programs and assist leaders in answering these critical questions. We do this using the disciplined and success-driven Butchko Solutions Process.

The Eight Questions series provides business leaders with tools to take a project or topic from inception to successful operation, spanning challenges from executive management to technology detail. These elements of the Butchko Solutions Process provide an introductory tool to guide leaders through the technology and business process lifecycle. Butchko, Inc. extends these Eight Questions to prioritize, design, implement, and verify enhancements that fit into your organizational culture, achieve balanced system performance, and meet sustainable budget and schedule targets.

Butchko, Inc. aligns the Right Technology, Right Process, and Right Resources to take your program to the next level. Our experience spans the following industries:

- Energy
- Critical Infrastructure
- Oil & Gas / Petrochemical
- Mining
- Industrial / Manufacturing
- Pharmaceutical
- Healthcare
- Financial / Banking
- Government
- Transportation

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