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BUILDING BUSINESS RESILIENCY CONTINUITY IN GOVERNMENT REGULATOR

THE CUSTOMER

The Higher Education Commission of Pakistan is an independent, autonomous, and constitutionally established institution of primary funding, overseeing, regulating, and accrediting the higher education efforts in Pakistan.

HEC renders many important services to the general public, Degree Attestation Service, being the most critical and frequently used amongst all. HEC also manages modern and resilient data centers for providing uninterrupted services.



KEY BUSINESS CHALLENGES

- Creating multiple levels of business resilience in technology infrastructure
- Providing 99.99% availability of critical systems and applications accessed by the general public, embassies of other countries, universities, etc.
- Managing reputation and public perception in case of any disaster

OUR APPROACH

The public sector has its unique challenges in terms of change management. Being highly regulated and structured, introducing a new process, technology or cultural change is more challenging and demands a strong change management strategy.

Keeping this in mind, we started identifying key decision-makers and influencers in the organization to conduct business impact analysis (BIA), the primary step for identifying and prioritizing all business services provided by HEC. We involved senior leadership at appropriate levels to get their consent on the business service prioritization.

As a public service institution, we also analyzed the impact on the general public if critical services, like degree attestation, go offline. We worked with the technical team leads to understand and evaluate the underlying technology infrastructure, their dependencies on external vendors, availability and readiness of backup sites, storage and media management.

HOW DID KINVERG ENABLED VALUE

- Comprehensive business impact analysis resulting in prioritized business services
- Identification of all risks associated with continuity, availability, and resilience of prioritized business services
- Development of technology-specific disaster recovery and continuity plans
- Designed and delivered awareness workshops and training programs around the business value of business continuity and technical topics around it
- Devised communication and escalation protocols in case of any disaster for effective management with internal and external stakeholders

ABOUT KINVERG

Kinverg, a global provider of risk and compliance solutions, has proven itself to enable value for a wide range of clientele from Corporate as well as Government sector. With a humble in 2011, Kinverg has grown its operations to emerging markets while continuously aligning its services with global trends and customer needs

DESIGN AND IMPLEMENTATION OF BUSINESS CONTINUITY MANAGEMENT

Kinverg provides end-end design and implementation services for business continuity management based on international standards and applicable regulatory obligations.

Click the image to learn more.





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