Business Continuity Management
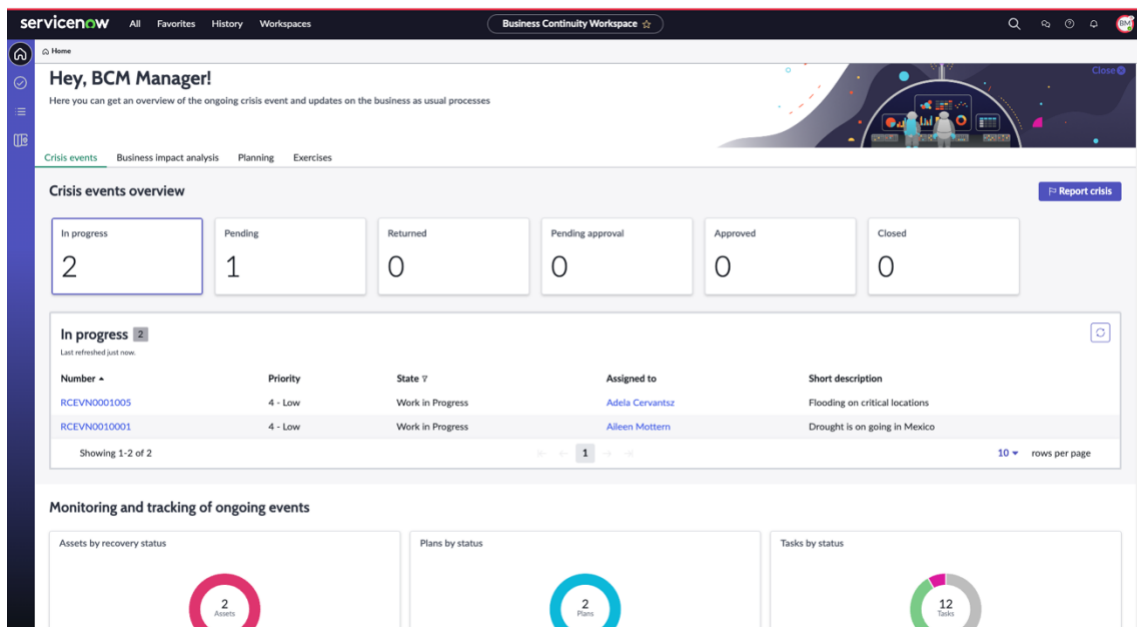### *New User Experience*

The biggest change in the latest release of the BCM Applications –
A brand-new user experience!

Built on the Next Experience UI and leveraging the modern UX design tool UI Builder, BCM is now leveraging the latest functionality available on the platform. This brings BCM in line with other applications and creates a common user experience across risk functions and many other functions in ServiceNow. This replaces the legacy Business Continuity Workspace (now referred to as "classic") and can leverage all the power of the Next Experience.

- Use BCM UIB Workspace to perform your day-to-day business continuity management activities.

- Allows for a simplified single pain-of-glass user experience for all your BCM activities.

- Using the latest workspace technology user experiences can be tailored using streamlined page creation, streamlined and common maintenance, and lowers TCO by leveraging common objects across GRC / IRM applications and other workspaces.

Key Considerations to Upgrade BCM

✓ Scoped Applications are not always automatically upgraded with the Platform

✓ Review key new features and functionality

✓ Discuss any changes or modifications that may need to occur to deploy new features

✓ Develop a training and communication plan

Business Impact Analysis

- Creating a BIA is much easier and allows for quicker entry of data when creating a new BIA.

- On the Assessments tab in a BIA, the Recovery point objective assessment, Recovery time objective assessment, and Dependency assessment are displayed as cards making it easier to move between the assessments as you work to complete them.

- In the Dependency assessment form, the element definitions or dependencies for an assessment, details of each dependency, and the assessment questionnaire are listed. The Add and Edit action buttons are used to add or edit a dependency to or from the assessment. Improved efficiencies around the Add from CMDB functionality. Add properties to control how many levels of dependency you would like to bring in.

Planning

- The Primary scope and Related asset cards on the Scope tab are used to add the scope and related assets for a plan greatly improving the user experience.

- The Sections panel on the Documentation tab displays the documentation sections of a business continuity plan. The Create new section UI action is added to add a documentation section to the business continuity plan. You can also easily add the section in where you want it and this will be reflected in the order it shows in the PDF output.

- A much smoother user experience around the Add and Remove action buttons in the Loss Scenario form are used to add or remove a loss scenario. The Related asset dependencies tab in the Loss Scenario form displays the Asset types and the dependent application items for each asset type.

Crisis Management: Exercises and Events

- The Impacts tab has been removed. The Assets tab is used to add an asset. The Plans tab is used to add a plan to an event.

- The Event tasks tab displays all the event tasks in the list format. The event tasks are grouped by the activated plans.

- The Assets tab displays the Asset types in the left panel. The Add or Remove buttons are used to add an asset type to an event or remove an asset type from an event.

- The Plans tab displays the plans in a list format.

- The Add assets related to plan UI action is used to add all assets that are related to a plan.

- The Add plans related to asset UI action is used to add all plans that are related to an asset.