



Operational resiliency is the ability of an organization to adapt to risk affecting its core operational capabilities: business processes, systems, technology, and people. Assess and score the resiliency of your operations and contact ***Seven Citadels Consulting*** to discuss your concerns.

***(5 = Excellent; 3 = Average; 1 = Poor)***

1. \_\_\_\_ Leadership's understanding of operational risk and how it fits into the overall scope of managing enterprise risk in the organization.
2. \_\_\_\_ Leadership's commitment to provide strategic direction on various facets of operational risk within the organization through a risk council, safety and security working group, or similar entity.
3. \_\_\_\_ The organization's ability to increase awareness and provide training of employees in various areas of operational risk such as crisis management, threat management, information protection, fraud awareness, and business ethics.
4. \_\_\_\_ Defined standards and expectations throughout the organization to protect people, information, assets, and organizational reputation.
5. \_\_\_\_ An organization's ability to identify and respond to illegal or unethical acts through a robust business ethics program. Includes ethical values, code of conduct, executive support, employee training, reporting protocols, and a culture of non-retribution.
6. \_\_\_\_ The organization's ability to protect intellectual property and other sensitive company, client, customer, or third party information from deliberate disclosure and economic espionage.
7. \_\_\_\_ The ability of the organization to respond to an unanticipated crisis or event, natural or man-made, that adversely affects the organization's operations, reputation, assets, or employees.

TOTAL SCORE \_\_\_\_ ***Excellent = 29-35 Average = 18-28 Poor = 7-17***



**RESPOND TODAY, ANTICIPATE TOMORROW**  
402-659-9494 (Office) | 402-332-7466 (Cell)

---