Scaling Business Continuity Through Human Risk Management

Challenge

In a complex research-driven healthcare environment, resilience can't rely on static plans—it depends on people who can adapt under pressure.

The organization's cybersecurity assurance leader recognized that while systems were well-documented, teams lacked a way to practice decision-making in real-world scenarios. Traditional Business Continuity and Disaster Recovery (BC/DR) processes—manual failover tests, siloed task owners, and unscalable tabletop exercises—left gaps in human readiness.

Solution

Partnering with Living Security, the organization transformed its BC/DR approach from documentation to rehearsal-based readiness.

Together, they co-developed a human risk–driven model that:
- Turned BC/DR plans into engaging, simulation-based learning experiences
- Embedded feedback loops to measure comprehension and adaptability
- Expanded training beyond IT and security to include business and clinical leaders
- Measured readiness through real behavioral data—not just participation

> "It's not if—it's when. Real resilience comes from practice, not paperwork."

Director of Assurance for Cybersecurity

CLIENT OVERVIEW

INDUSTRY: Healthcare

LOCATION: Midwest

COMPANY SIZE: > 80,000 employees worldwide

KEY METRICS

40X Reach
Scaled mitigation impact from 5 to 225

Increased Readiness

Decreased Cost

Results

1 SCALED
Seamless scalability of business continuity simulations across departments

2 UNIFIED
See human risk metrics across security and business operations

3 DEMONSTRATED
Teams completing the program are 3x more likely to proactively update continuity plans within 90 days.

Impact Snapshots

By embedding HRM into Business Continuity, this healthcare leader turned resilience into a living practice—where readiness is measured by how teams respond, not just what's written down.

STATIC TO LIVE
ReplaceD static documentation and manual tabletop drills with dynamic, simulation-driven rehearsals at scale.

SILOED TO FULL ENGAGEMENT
Move beyond IT/security to enterprise-wide participation, including clinical and operational leaders.

ATTENDANCE TO READINESS
Measure readiness by demonstrated actions and plan updates—not just who showed up.

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