Facing VUCA Through Business Resilience

Azizul Rahman b. Mohd Basir
Chief Executive Officer, KUB Telecom
facing vuca through business resilience

azizul rahman mohd basir
ceo
KUB Telekomunikasi Sdn Bhd

july 2017

http://twitter.com/azizuls
Azizul Rahman MOHD BASIR
table of contents

**business continuity vs business resiliency**
capability to continue service following a disruptive incident
VS capability to anticipate disruption, adapt and survive

**adapting to VUCA environment**
agile, explorative, fail early and rebound

**enhancing organisational resilience**
covering a range of management discipline, not solely operational through defensive and progressive approach
business continuity vs business resilience
- promote a more resilient world

- a large number of interrelated management disciplines
- one of the management disciplines that contribute to an organization’s resilience capabilities
- a collaborative effort between participants across many management disciplines.

- adaptive capacity of an organization in a complex and changing environment
- provides principles and practices to develop and enhance resilience capabilities


source:
http://www.thebci.org/index.php/resources/position-statement-on-organizational-resilience
surviving VUCA requires agile thinking, explorative mindset, fail early and fail frequent
- addressing vuca with vuca 😊

**vision**
- volatility
- rate of change

**complexity**
- multiple key decision factors

**understanding**
- uncertainty
- unclear about the present
- ambiguity
- lack of clarity

**awareness**
clear purpose creates culture

**scenario planning**
anticipate disruption better

**strategic risk**
understand the possible future

*source: http://www.vucabook.com/*
enhance resilience through preventive control, mindful action, adaptive innovation and continuous improvement

- robust risk management
- tight security management
- best practice business continuity management

- strategic risk
- environmental scanning
- adapt to threats and respond effectively

- Exploring unfamiliar market and new technologies
- fail early, fast and rebound

- test, test, test
- regular analysis and plan update
- lesson learned

source: BSI and Cranfield School of Management
While business continuity remains as hygiene, facing disruption threat in VUCA environment needs larger perspective. To achieve business resilience, it requires effort and effective leadership.

Business resilience calls for leaders to direct and coordinate change, and to do so collaboratively across the organisation – harnessing the talent capable to develop solution to emerging disruptive challenges.
thank you