



Governor's Sterling Award Best Practice

DTCC

Title of Best Practice: Enabling controls for Protecting People and Sustaining Business Operations.

Description of Best Practice:

The Depository Trust & Clearing Corporation has a strong history as a leader in developing, planning, preventing and implementing business continuity strategies. Specifically, DTCC has comprehensive plans in place that would enable the organization to maintain critical business operations from multiple locations globally in the event of any manmade and natural disasters, terrorism, pandemic, and civil or military disruptions.

DTCC's ability to enable this level of business continuity is based on both preparation, testing and continuous improvements that drive persistent vigilance within the organization. Additionally, DTCC maintains robust, state-of-the-art redundancy capabilities for its global network infrastructure and operations centers, further strengthening its role in serving as a critical protector of the global capital markets.

Results:

DTCC is compliant with the federal requirement to recover critical systems within 2 hours and has held this designation even before the mandate was enacted. Through the sharing of best practices and cooperative industry-based testing, DTCC's partners, suppliers and stakeholders, uniquely benefit from the organization's business continuity strategies and practices.

Application:

DTCC's best practices can be replicated through strategic alignment of organizational initiatives as well as various continuous improvement activities related to scenario planning and testing. DTCC's continuity strategy includes:

- Governance – Oversight and control;
- Employee and data safety and security, and communication – prioritization, protection and resilience;
- Managing through crisis – crisis command, first response and reconstitution;



- Inclusion of customers – sharing of best practices, cooperative testing and communication;
- Testing and continuous improvement – industry and customer testing, and scenario planning and recovery.

