

ResOps Maturity Service for Commvault Cloud

Designed for Active Resilience – Recovery is the Goal

HIGHLIGHTS

- **Move from backups to operational resilience.** Assess and improve how your organization designs, operates, and governs cyber resilience at scale.
- **Resilience as code.** Apply proven DevOps concepts – declarative policies, version control, and automation – to help reduce manual, GUI-driven “click-ops.”
- **Evidence over assumptions.** Establish a clear maturity baseline and a practical roadmap to improve recoverability, testing discipline, and audit readiness.
- **Built for modern environments.** Applicable across hybrid, cloud, SaaS, and on-premises deployments – aligning technical capabilities with operational governance.
- **Composable, incremental adoption.** Progress in phases – stabilize at the right level for your organization, then evolve over time.

OFFERING SUMMARY

Resilience is no longer a periodic project – it’s an operational discipline. The ResOps Maturity Service helps organizations evaluate where they are today and build a plan to evolve toward a more consistent, automated, and measurable resilience operating model.

Inspired by DevOps, ResOps treats resilience as code: backup policies, recovery procedures, testing schedules, and operational evidence become declarative, version-controlled, and repeatable. Through a structured maturity assessment aligned to the ResOps Maturity Model, this service establishes your current state, defines a target state, and identifies practical steps to help reduce operational risk and increase confidence in recoverability.

CUSTOMER OUTCOMES

- **A clear baseline of resilience maturity** across automation, recovery, testing, reporting, and cost transparency.
- **Help reduce operational risk and manual friction** by identifying “click-heavy” processes, fragile scripts, and ungoverned workflows.
- **A prioritized roadmap** that connects resilience improvements to value, feasibility, and organizational readiness.
- **Audit and compliance positing** through repeatable evidence of recoverability – not just backup success.
- **Operational confidence** by moving toward standardized, measurable resilience practices that can scale with your environment.
- **Foundation for showback/chargeback visibility** through consumption-based reporting and service-aligned resilience models.

KEY COMPONENTS AND BENEFITS

Component	What it includes	Benefits
ResOps Maturity Assessment	• Evaluation of current resilience practices across automation, recovery, testing, re-reporting, and chargeback/showback readiness • Identification of manual friction, operational risk, and scaling constraints	• Establishes a fact-based view of where resilience operations are strong, where they are fragile, and where effort might be wasted • Clarifies the gap between “we think we can recover” and “we can prove it”
Maturity-Aligned Roadmap	• Mapping your current state to a target maturity level • Prioritization of improvements based on value, feasibility, and organizational readiness	• A sequenced plan that helps you invest where it matters most – without boiling the ocean • A roadmap that can be used for internal alignment across stakeholders
Framework-Driven Approach (Resilience as Code + Pipeline Operations)	• Applying DevOps-style principles to resilience operations: - Configuration as code (declarative definitions, version control, peer review) - Pipeline-driven execution (repeatable deployment and reconciliation) - Measurable outcomes (dashboards, compliance evidence, operational metrics)	• Shifts resilience from manual administration to repeatable operational discipline • Designed to improve repeatability, reduce drift, and supporting scalable governance
Operational and Business Alignment	• Connecting resilience controls to reporting and evidence generation, compliance visibility, and consumption-based metrics for service models and cost transparency	• Helps align resilience outcomes to business expectations and regulatory/audit needs • Establishes a foundation for resilience as a shared service with showback/chargeback visibility
Composable and Incremental Adoption	• A phased approach that supports progress over time—stop, stabilize, or evolve as your organization matures	• Enables progress without requiring disruptive, high-risk transformation programs • Supports continuous improvement and long-term operational sustainability

RESOPS MATURITY LEVELS

ResOps Maturity Level	Description	Typical Challenges / Outcomes
Level 0: Manual	GUI-driven, tribal knowledge; ad-hoc recovery; manual reporting	Typical challenges: inconsistent outcomes, high operational risk, limited scalability
Level 1: Script-ed	Basic automation via discrete scripts (e.g., Pow-erShell/Python), partial documentation, spread-sheet tracking	Typical challenges: fragile automation, limited auditability, siloed workflows
Level 2: Inte-grated	Pipeline-driven, version-controlled operations; configuration managed as code; scheduled re-covery testing; automated dashboards	Typical outcomes: improved consistency, au-ditability, and operational confidence
Level 3: Auton-omous	Fully measured operations; near real-time compli-ance visibility; full cost transparency	Typical outcomes: resilience embedded into platform operations and business processes

WHAT IS ACTIVE RESILIENCE?

Active Resilience is the ability to confidently answer two critical questions:

- Are you protected?
- Can you recover?

Commvault Services helps you answer **YES** to both - not just at go live, but consistently over time. This confidence is built by helping you achieve capability, not dependency.

Through structured knowledge transfer, clear and reusable document deliverables, and witness testing that supports recovery outcomes, your teams can gain the skills, evidence, and operational readiness required to recover. Protection enables resilience, but **recovery is the goal** - and Active Resilience enables you to be able to achieve it when it matters most.

To learn more, visit commvault.com