Resource ID	F-007
Resource Name	Sustain Implementation Guide
Functional Area	Foundation
Related Chapter	Chapter 4
Resource Type	Guide
Format	PDF

Executive Summary

Sustain is the third of the Pragmatic GRC Methodology™'s Four Implementation Guides. It focuses on maintaining business operations when disruption occurs, supporting risk treatment, business continuity, disaster recovery, and incident response activities that reduce operational downtime.

Purpose

To manage organizational risk while maintaining operational resilience — using the Enterprise Risk Register as the primary living document.

Guide 3: Sustain

Sustain focuses on maintaining business operations when disruption occurs. It supports risk treatment, business continuity, disaster recovery, and incident response activities that reduce operational downtime.

Primary Living Document: Enterprise Risk Register

Primary Objective: Manage organizational risk while maintaining operational resilience.

Key Tasks Addressed

- Immediate real-time triage, containment, and eradication (assessing severity, stopping the spread, then fully removing the threat) of active security incidents.
- Executing independent backup data restoration validation and live data integrity tests.
- Activating alternative, manual operational workarounds during payment gateway or cloud platform drops.
- Driving the risk burn-down milestones (the pace at which open risks are being closed out over time) and mitigation tracks managed on the executive dashboard.

When to Use This Guide

Use Sustain when:

- Developing or updating Business Continuity and Disaster Recovery plans.
- Responding to cybersecurity incidents.
- Recovering from system outages or disasters.
- Testing backup restoration procedures.
- Conducting annual business continuity exercises.
- Reviewing high-priority risks identified in the Enterprise Risk Register.

Who Should Participate?

Primary Owner

- Business Owner
- Operations Manager

Supporting Roles

- IT Manager or MSP
- Department Managers
- Human Resources
- Communications or Customer Service Lead (if applicable)

Common Mistakes

Avoid:

- Assuming backups work without testing them.
- Developing recovery plans that depend on one employee.
- Failing to define manual workarounds during outages.
- Waiting until an emergency to determine responsibilities.
- Never reviewing or exercising recovery procedures.

Success Check

You've successfully completed Sustain when:

- Recovery priorities are clearly documented.
- Backup restoration has been successfully tested.
- Incident response responsibilities are understood.
- Manual business processes have been identified.
- Leadership can respond to a disruption without confusion or unnecessary delay.