



BUSINESS CONTINUITY MANAGEMENT & IT Disaster Recovery

Course Introduction:

Business Continuity Management (BCM) is not just about reacting to an incident or a crisis, nor is it just a professional specialist discipline. BCM is now regarded as a corporate business activity that the business owns and drives and is applicable to all organizations. BCM can provide the strategic and operational framework to review the way it provides its products and services and increase its resilience to disruption interruption or loss. The key to recovery is time. The organization which recovers in the shortest possible time will mitigate its losses to the optimum.

Anyone who tells you that your IT network is "100% secure" is greatly mistaken. IT Security is a constantly moving target, and unfortunately, this target is being manipulated by those whose sole aim is to cause you harm. BS25999-1/2 Code of Practice, the essential guide which establishes the principles, terminology and process of BCM has now been replaced (September 2012) by ISO-22301 this international standard now covers the activities and deliverables applicable in establishing a BCM process and Disaster Recovery best practice.

Course Objectives:

By the end of this program you will be able:

- To have the tools and knowledge required to conduct a threat and vulnerability assessment (Business Impact Analysis) for their organization
- To identify and select cost-effective BCM strategies for critical functions, processes and IT Disaster Recovery systems
- To have a solid understanding of BCM & IT DR "Best Practices"
- To have the tools and knowledge required to plan and coordinate an effective Crisis Management structure and to conduct BCM & IT DR exercises
- To know how to maintain support and commitment for the Business Continuity & IT Disaster Recovery program

Who Should Attend?

This course is designed for all levels of management and business unit staff who are involved in or have been given the responsibility of business continuity planning and disaster recovery functions. It is also highly useful for internal and external auditors, IT and telecommunication managers, administrative and operational heads and others responsible for effective administration and preparedness. It is particularly suitable for individuals new to business continuity management or for planners who wish to improve their knowledge and skills to intermediate and advanced level.

Course Outline:

Business Continuity Management (BCM) fundamentals

- Introduction to Business Continuity Management
- Business Impact Analysis (BIA) with examples
- Identifying critical business processes and impact mitigation strategies
- Establishing the maximum tolerable downtime of critical processes
- The BIA (Risk Assessment) will provide information to identify, define and evaluate internal and external business risks
- Practical exercise; BIA and Risk Assessment

Developing the Strategy

- Developing BCM plans with Recovery Point Objectives (RPO's) & Recovery Time Objectives (RTO's)
- Establishing the 'worst case' scenario, for which strategies need to be developed
- Identifying recovery strategies, for critical business processes
- Determining order-of-magnitude costs and evaluating the relative merits for each strategy, premises and essential equipment back-ups and recovery strategies
- Establishing the Business Continuity and Recovery teams – who are the key personnel? Who has the 'potential' to become involved?

Effective and Efficient Planning

- Crisis Management overview
- Implementing and Incident Command Framework
- Emergency Centre Management
- Reputation & Media Management – "must do" list
- Business Continuity Management Case study and Exercise

IT Disaster Recovery Phase

- Criteria for determining whether a potential crisis situation exists
- First task – Is there an actual or potential threat to human safety
- Do you adopt and Evacuation or a 'Shelter' policy?
- Human Factors in BCM
- Examine Disaster Recovery activities and strategies
- Involvement of external agencies, what is it they want to know
- Consider the implications of cyber hacking of networks – with case studies

Keeping the Plan Alive

- Maintaining, administering, auditing & evaluation Business Continuity plans
- Importance of a test programmed and validating methods

- How to validate your plan, your arrangements and your teams
- Who should be on your exercise planning team?
- When and how to de-brief and critique?
- Exercise report, recommendations and follow-up

Course Methodology:

A variety of methodologies will be used during the course that includes:

- (30%) Based on Case Studies
- (30%) Techniques
- (30%) Role Play
- (10%) Concepts
- Pre-test and Post-test
- Variety of Learning Methods
- Lectures
- Case Studies and Self Questionnaires
- Group Work

Course Fees:

To be advice as per course location. This rate includes participant's manual, Hands-Outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Certificate:

International Center for Training & Development (ICTD) will award an internationally recognized certificate(s) for each delegate on completion of training.

Course Timings:

Daily Course Timings:

08:00 - 08:20	Morning Coffee / Tea
08:20 - 10:00	First Session
10:00 - 10:20	Coffee / Tea / Snacks
10:20 - 12:20	Second Session
12:20 - 13:30	Lunch Break & Prayer Break
13:30 - 15:00	Last Session