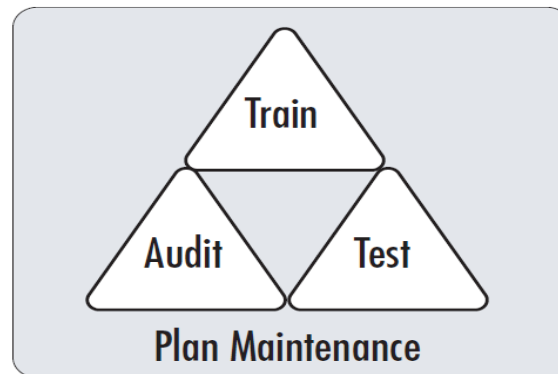


Training and Testing

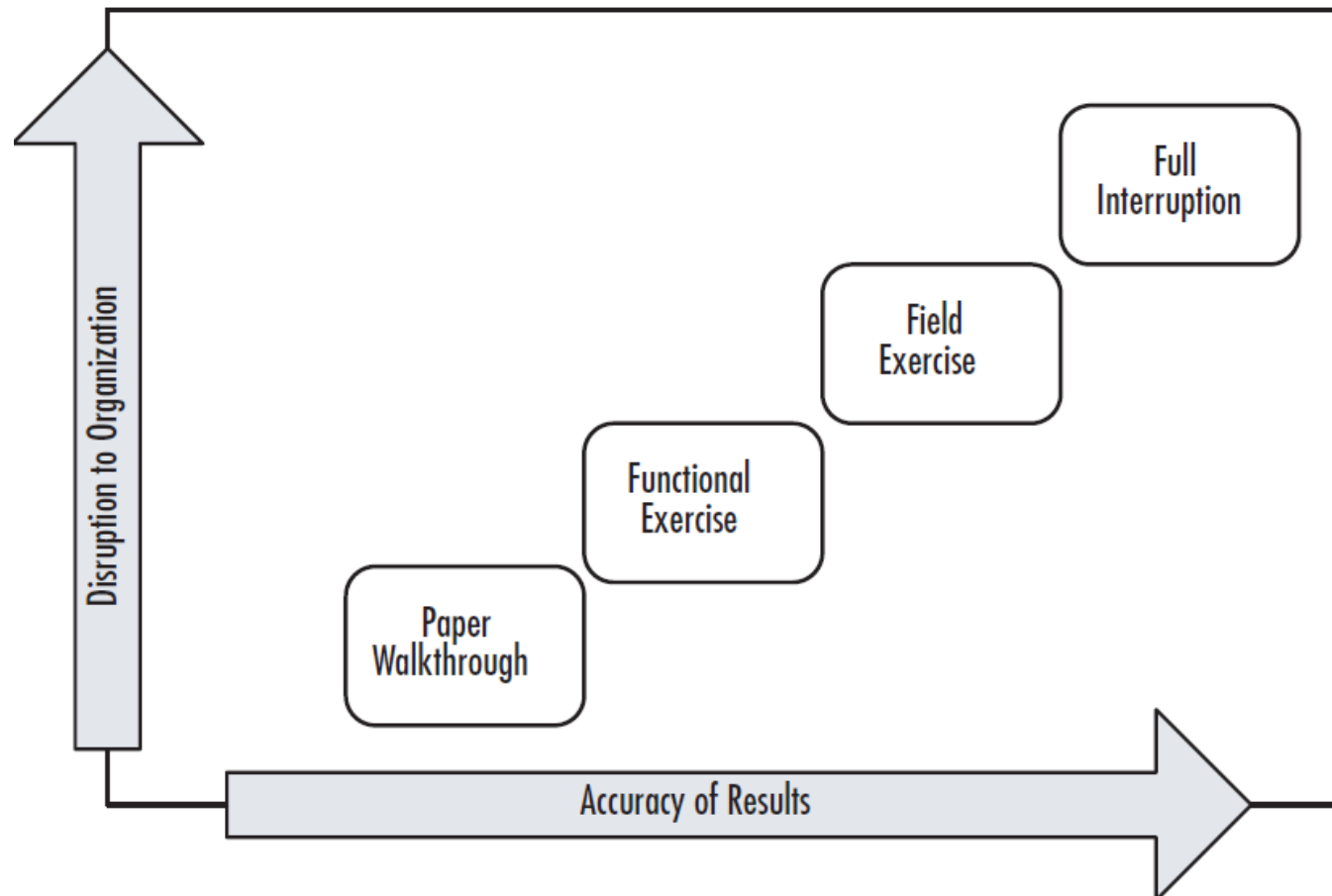
Dwi Nur Amalia, S.Kom., M.Kom.

Business Continuity Planning



Training and Testing Methods

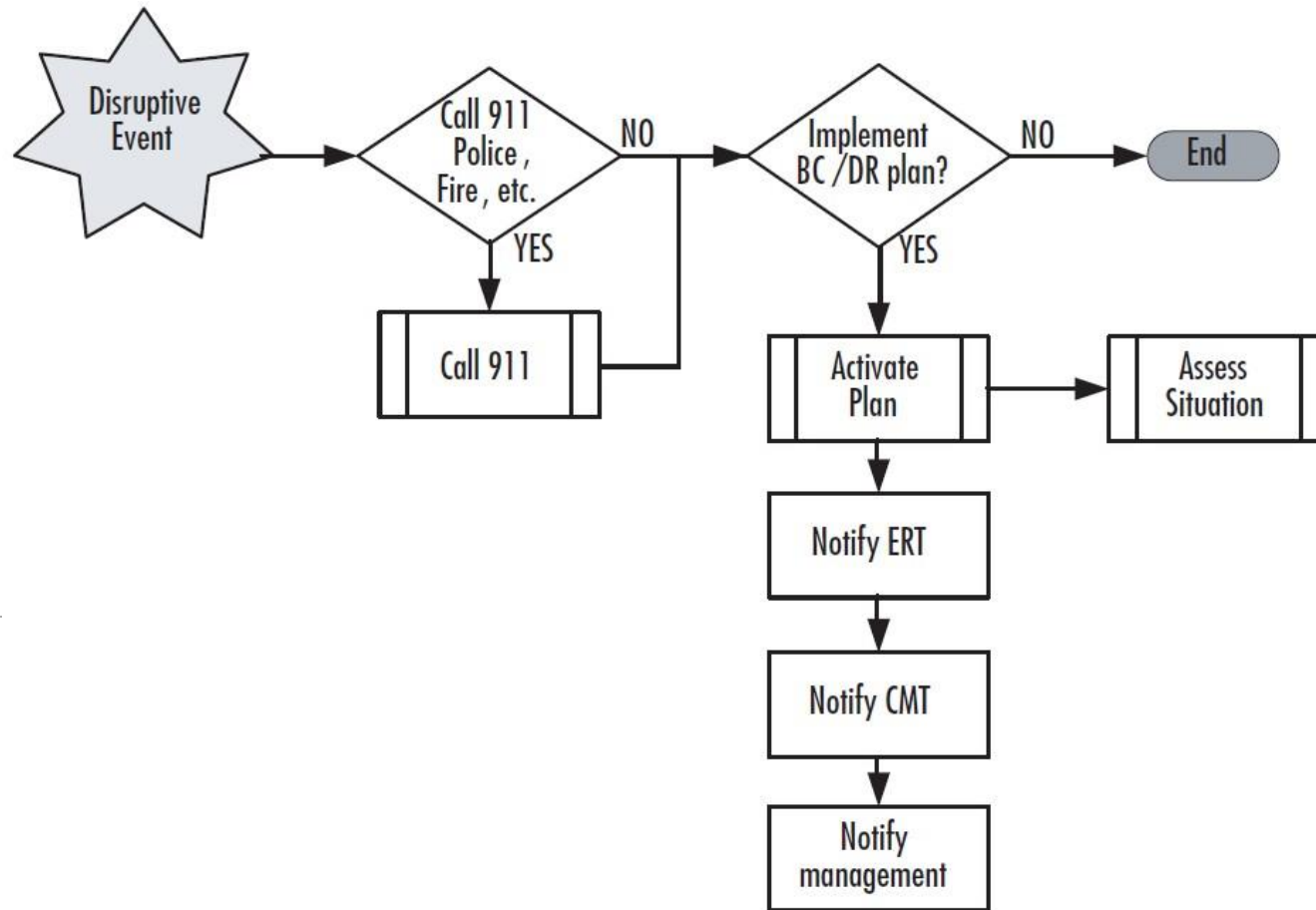
BC/DR Plan Test Methods



Paper Walk-through

- Develop Realistic Scenarios
- Develop Evaluation Criteria
 - How well participants were able to follow and utilize the plan
 - How well participants were able to communicate across team lines
 - How well the checklists or defined steps worked to achieve the stated objectives
 - How confident participants felt with their implementation of the plan
 - How confident participants feel about implementing the plan in the future
- Provide Copies of the Plan
- Divide Participants by Team
- Use Checklists & Take Notes
- Identify Training Needs
- Develop Summary and Lessons Learned

Sample Flowchart of BC/DR Plan (Partial)



Functional Exercises

- Actually test some of the plan's functionality
- Train staff in critical procedures or functions needed to respond to and address the disruption
- make use of scenario-based scripts and run for two to three hours
- use a menu of responses or events based on the specific scripted scenario to prompt the team members
 - to get members to work as a team
 - to help members understand their roles and responsibilities
 - to communicate effectively under stressful conditions

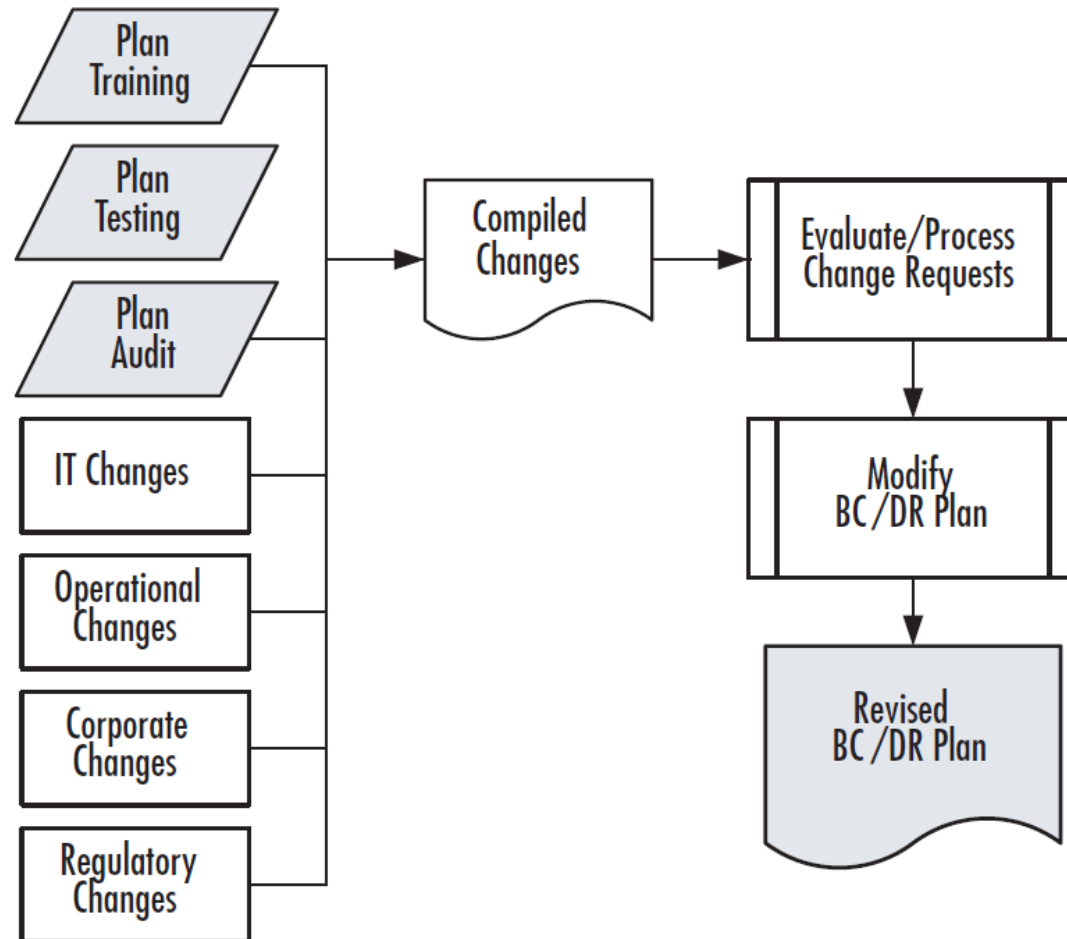
Test Evaluation Criteria

1. Was the primary team member able to begin the notification process successfully?
2. How many team members were contacted?
3. How long did it take to notify team members?
4. Were there any missing or incorrect phone numbers?
5. How many team members were contacted via their primary methods vs. alternate methods?
6. How many team members were not on the notification list?
7. Were there any names on the notification list that should not have been?
8. Would this have worked if phone systems were out?

Performing IT Systems Audits

- IT audits are performed as part of most company's standard IT operating procedures and may be required by law or regulation.
- IT systems audits focus on conducting a systematic evaluation of various IT systems and this information can be incorporated into the BC/DR plan.
- Changes to IT technologies should be incorporated into the BC/DR plan.

Change Management Process



End of Slides
