

H S E

HEALTH

SAFETY

ENVIRONMENT



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Business Continuity Planning & Management Systems Training program

Duration: 5 Days



Introduction:

The course is designed to instill and equip participants with the competency to conduct a risk analysis and business impact analysis before deciding on the appropriate business continuity strategy for the organization and hence formulate the most suitable business continuity plan for the

company. They will also be exposed to the various testing and exercising methods used on different levels of maturity of an organization's business continuity plan program. These courses will cover the contents of the ISO 22301 business continuity management systems (BCMS) standard.

This very practical course helps you analyze all the issues that might affect your organization: not just the obvious major risks which hardly ever happen (e.g., fire or terrorist attack) but the smaller risks which are actually the most common cause of problems for most organizations (e.g., loss of IT, power or key personnel). You will leave the day with a new focus on the continuity issues faced by your organization as well as the information and tools to cope with minor setbacks as well as major disasters. Are you completely confident in your organization's ability to continue operating despite a major

interruption? Loss of IT is the most common interruption suffered by organizations, regardless of size or sector, but how would you fare with other problems, such as:

- Severe weather
- Pandemic flu or other disease outbreaks
- Terrorist attacks on critical infrastructure or crowded places
- Flooding
- Fraud
- Fire
- Theft
- Transport system failure
- Major industrial accident

Who should attend?

Maintenance Managers, Property Management Company Employees, Property Managers, Supervisors, General Services Managers, General Services Supervisors, General Services Foremen, General Services Personnel, Building Managers, Property Owners, LEED Designers, MEP Contractors and Consultants, Logistics Consultants, Logistics and Financial Managers, Accounting and Operations Managers, Third-Party Logistics Providers, Supply Chain and Logistics Managers and Professionals, Operations Managers, Security Professionals, Physical Asset Managers, Estate Managers, Fire Protection Buyers, Architects, Health and Safety Officers, Manufacturing Site, Facilities Managers, Plant Managers, Maintenance Managers, Planning Supervisors, Designers, Contractors, FM Managers and Staff, Procurement Managers and Staff, Contract Managers and Staff, Professionals who are

responsible for the management, operation and maintenance of facilities (buildings, production facilities, utilities, power and water distributions networks landscaping, etc., Professionals aiming to update themselves on the elements, best practices and implementation aspects of facilities management, non-maintenance directors accountable for maintenance, maintenance support people and people who are in training for these positions

Course Objectives:

By the end of this course delegates will be able to:

- Business continuity versus disaster recovery
- How to identify the risks which affect continuity of business and how to mitigate them
- The range of disasters which can seriously affect business
- The importance of all employees playing a part
- The need for awareness training for all employees
- How to prepare and review a plan
- The importance of communication and call trees

Course Outline:

What is Business Continuity?

- Why plan for business continuity?

Disaster Recovery or Business Continuity?

- Some statistics to get you thinking
- Putting risks in perspective

When Do Risk Events and Incidents Happen?

- Rare or unusual events
- Common events
- Weather, theft and vandalism
- Some things we might forget
- Current issues affecting us all

The Board / Executive (Essential Knowledge for All Employee Levels)

- Responsibility and accountability
- Adherence to legislative and regulatory requirements
- Policies
- Delegation and supervision
- Insurance

Register of Risks and Events

- Details to be included
- Benefits, rewards and cost savings for your organization

Business Impact Analysis

- A common sense approach
- How to collect data
- Critical scoring example (red, green, amber)
- Examples of BIA spreadsheet

Departmental Implications

- HR
- IT
- Insurance
- Others

Communication

- Call trees and examples
- Contractors and suppliers

The Business Continuity Plan

- How it all fits together
- How to take it forward (review, update, training)
- Emergency pack
- Further information, useful websites, etc.