



Advanced Business Continuity Management & Scenario Planning

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INTRODUCTION

BTS is pleased to present their inaugural Business Continuity Management and Scenario Planning programme. This dynamic 5-day intensive event will cover all major aspects of effective Business Continuity Management for corporations and government organizations regardless of size or sector.

Importantly the seminar will also incorporate the new ISO Business Continuity Standard 22301/2012 which will now replace BS25999-2.

BCM is now regarded as a holistic 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 when an incident or a crisis occurs. The key to a successful recovery is time. The organization which recovers in the shortest possible time will mitigate its losses to the optimum. Scenario Planning has recently gained much adherence in industry and military for developing effective Strategic and BCM capabilities. Above all, it is a tool for collective learning, reframing perceptions and managing uncertainty. This programme will ensure your decision makers choose the correct outcomes, not by looking at the multitude of possible scenarios but based on the loss or unavailability of key resources, regardless of the circumstances.

TRAINING METHODOLOGY

The seminar covers all 10 stages of the BCM Life Cycle, and the 8 steps of Scenario Planning using instructor-led discussion, case studies, relevant DVD material, and group exercises. It is a practical, 'lessons learned' programme which trains participants in "best practice" as well as "best principles" for Business Continuity Management and Scenario Planning. Participants leave

with the knowledge and tools needed to develop an effective business continuity programme for their organization.

Course Objectives:

This seminar is designed for professionals at all levels 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 the effective administration and preparedness of any size of organization. It is particularly suitable for individuals new to business continuity planning or for business continuity planners who wish to improve their knowledge and skills.

Course Outline:

DAY 1 -

Business continuity planning is fundamental to the well-being - and potentially even survival of an organization. Clearly, it is intended to ensure continuity in the face of unforeseen or difficult circumstances

- Introduction to Business Continuity Management
- ISO 22301 "specifies requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve a documented management system to prepare for, respond to and recover from disruptive events when they arise"
- What are the potential risks, those known and potentially unknown
- Identifying critical business processes
- Business Impact Analysis (BIA) with example questionnaires:

- Determining impacts of business interruption
- Assessing the time-sensitivity of impacts
- Developing impact mitigation strategies
- Establishing the 'maximum tolerable downtime' of critical processes
- Determining minimum resource requirements for business resumption
- Practical exercise; BIA and Risk Assessment

DAY 2 -

- Identify potential future risks and their impact on the business unit/industry utilizing Scenario Planning & techniques learned from Day One
- Introduction to Scenario Planning and why choose this strategy
- Possible objectives of your Scenario Planning strategy
- Successful factors of Scenario Planning followed by:
- The 8 steps of Scenario Planning
- Agree scenarios and identify recovery strategies and key resources
- Developing BCM plans and who should be involved
- Establishing the BCM and identified Recovery team members
- Recovery Time Objectives (RTO's)
- Resource provisioning
- Identifying contingency and longer term recovery strategies for critical business processes
- Case Study and exercise - Producing a Business Continuity Plan

DAY 3 -

- Parts of the plan essentially include procedures to enable an effective and efficient response and the process for recovery management
- Crisis Management overview providing an effective, fit for purpose documented framework for the organization to respond to and manage an range of events, foreseen and unforeseen
- Initial response and assessment
- Implementing an Incident Command Framework
- Emergency Centre Management
- Stakeholder/Media Management
- BCM - Project coordinators & Functional organizational chart
- Case study - Returning to normal

DAY 4 -

- The Recovery Phase, by definition, this is also likely to involve external agencies including government and potentially even the media
- Criteria for determining whether a potential crisis situation exists
- First task - Is there an actual or potential threat to human safety
- Do you adopt an Evacuation or a Shelter policy
- Handling the Incident/Emergency Situation
- Mobilizing the Disaster Recovery Teams
- Notification and Reporting During Disaster Recovery Phase
- Human resilience strategies in the Recovery Phase
- Involvement of external agencies, what is it they want to know
- Reputation Management

DAY 5 -

- Keeping the Plan Alive - Validating and Maintaining your Business Continuity Programme. It is best to discover gaps and weaknesses of your business continuity plan during a testing exercise rather than during a real crisis situation. How to validate strategies, assumptions, procedures, and guidelines specified within your business continuity plan.
- Testing and exercising Business Continuity plans
- Maintaining and administering Business Continuity plans
- Business Continuity training and awareness programmes
- Auditing and evaluating Business Continuity plans
- Benefits of testing
- Types of validating methods
- Importance of a test programme
- Test - content
- Test - preparation and development
- Test - implementation
- Test - evaluation
- Test - report and follow up
- Case Study and exercise