Institute for Business Continuity Training
2430 Military Road, # 377 Niagara Falls, NY 14304

BCM - 801: Business Continuity & Resiliency Management

This course provides an intensive, hands-on workshop covering all major aspects for the design of an effective Business Continuity Management System. This workshop provides practical tools and techniques for creating and maintaining a Business Continuity Plan, and a comprehensive overview and understanding of BCP, its principles and best practices, with a special focus on ISO 22301, the International Standard for BCM. **In addition, this course will prepare and enable participants to successfully sit the certification exam for the Business Continuity Management Planner (BCMP) designation.**

Audience

This course is designed for new and experienced BCM practitioners, executives, managers, business continuity planners and business unit staff who are involved in or manage business continuity planning functions. It is also highly useful for internal and external auditors, records managers, information technology managers, administrative heads, and others responsible for the effective administration of any size of organization.

Objectives

At the conclusion of this course, participants should:

- have a solid understanding of the overall Business Continuity Management lifecycle as it applies to the International BCM Standard ISO 22301
- have the tools and knowledge required to conduct a Business Impact Analysis and Risk Assessment for their organization
- know how to identify and select cost-effective Business Continuity strategies for key business activities and supply chain management
- know how to establish the organizational framework required to enable their Business Continuity program
- be able to implement an effective Incident Management structure within their organization, including Emergency Response and Crisis Management
- know how to keep their plans current and viable
- have the tools and knowledge required to plan and coordinate effective tests and exercises
- know how to maintain support and commitment for the Business Continuity program

Topics covered include:

1. **Business Continuity and Organizational Resiliency Management:**
   - Management's roles and responsibilities with respect to Business Continuity
   - Establishing and managing a Business Continuity program
   - Generally Accepted Business Continuity 'Best Practices'
   - Evolution of BC Planning and Standards
   - Overview of ISO 22301

2. **Establish business continuity policy, objectives, targets, controls, and procedures**
   - Setting the Framework
   - Setting corporate policies, objectives and budgets
   - Assigning accountability for the Business Continuity program
   - Establishing the Business Continuity teams

3. **Crisis Communications**
   - Dealing with social media and managing corporate image
   - Communicating proactively with customers, suppliers, and other stakeholders
   - Addressing the needs and concerns of employees and their families
   - Guidelines for Effective Media Relations—broadcast interviews, print media, news conferences, social media

4. **Awareness and Training**
   - Defining your Awareness and Training Requirements
   - Designing your A&T Program
   - Implementing the Program
   - Measuring Program Effectiveness
   - Managing the Ongoing Program

5. **Business Impact Analysis and Risk Assessment - What threatens your organization?**
   - Understanding the need for a Business Continuity program
   - Defining your organization's Business Continuity requirements
     - Conducting a Business Impact Analysis
     - Conducting a Business Unit Risk Assessment

6. **Identifying and selecting Business Continuity strategies for:**
   - Mitigating risk
   - Reducing impact
   - Recovering technologies
   - Resuming business operations

7. **Developing plans for Business Resiliency**
   - Initial response and assessment
   - Interim contingencies
   - Resource provisioning
   - Business recovery
   - Return to normal

8. **Developing a Crisis Management Plan:**
   - Creating a Crisis Management Team
   - Establishing on-site and off-site Command Centers
   - Escalating emergencies and activating Business Continuity teams and plans
   - Crisis management checklists to help the CMT with 'crisis project management'

9. **Key Components in a Crisis Management Plan:**
   - Decision-making authority
   - Coordination with public authorities
   - Human resources issues
   - Financial control issues
   - Legal, contractual and regulatory issues

10. **Test your plan, exercise your people - Review of Techniques for Training and Exercising Business Continuity Teams:**
    - Table Top Exercises
    - Simulation Exercises
    - Drills
    - Operational Exercises
    - Mock Disasters

11. Setting Test and Exercise Objectives:

- Planning and Preparation
- Measuring Success and Performance
- Critical Success Factors

12. What should you test, when should you test, how should you test? Review of Techniques for Validating and Maintaining Business Continuity Plans:

- Desk Checks; Peer Reviews
- Structured Walkthroughs
- Standalone Tests; Integrated Tests
- Operational Tests
- Call Tree Tests

13. Plan Maintenance:

- Establishing a repository for all plan documentation and procedures
- Implementing a Change Control system
- Administering the maintenance process
- Developing and ensuring compliance with corporate policies and standards

14. Plan Evaluation:

- Reviewing periodic Risk Assessment and Business Impact Analysis
- Identifying significant changes to business units and critical operating processes
- Reviewing current strategies for reducing risk, reducing impact, recovering computer systems, resuming business operations

15. Plan Administration:

- Administering the plan maintenance process
- Centralized versus decentralized administration
- Managing access and dissemination of plan contents
- Reviewing and updating Business Continuity requirements
- Auditing the Business Continuity program

Typical Agenda:

Day 1

Introduction to Business Continuity Planning

- Evolution of BC Planning
- Evolution of BC Standards
- Overview of ISO 22301 and ISO 22316

PLAN - Establish business continuity policy, objectives, targets, controls, processes and procedures

- Context of the Organization
- Leadership
  - BCMS Steering Committee
  - Establishing the Business Continuity teams
- Planning
  - Implementing an Incident Response Structure
  - Implementing a Crisis Management Framework
- Support
  - Developing an Awareness and Training Program
  - Communicating in a Crisis

Day 2

DO - Implement and operate the business continuity policy, controls, processes and procedures

- Business Impact Analysis
  - Conducting a Business Impact Analysis
  - Review of Impact Analysis tools
  - Sample Impact Analysis results
- Risk Assessment
  - Conducting a Risk Assessment
  - Review of Risk Assessment tools
  - Sample Risk Assessment results
- Identifying Strategies to Reduce Risk and Impact
  - Collecting and Compiling the Data
  - Analyzing the Data and Determining Options
  - Identifying Strategies to Reduce Risk and Impact
  - Selecting Business Continuity Strategies
  - Business Recovery Procedures

Day 3

DO (cont'd)

- Testing and Validating BC plans
- Exercising the BCMS Teams

CHECK

- Review performance against business continuity policy and objectives, report the results to management for review, and authorize actions for remediation and improvement
- Auditing and Evaluating BC plans
- Management Review
- Performing a GAP Analysis

ACT

- Maintain and improve the BCMS by taking corrective action, based on the results of management review
- Maintaining and Administering BC Plans
- Continual Improvement
- How to prepare your organization for ISO 22301 certification

- BCMP Exam Prep
- BCMP Exam

Course Handouts:

- Print and Electronic Versions of all Presentation Materials
- Excel Spreadsheet tools for Risk Assessments, Business Impact Analysis, and Strategy Evaluations, BC Plan Word document templates plus print and electronic versions of a comprehensive Business Recovery Plan from an actual organization
- Over 7,000 additional software tools covering all aspects of Business Continuity Planning
- Course participants receive our Certificate in Business Continuity and Resiliency Management and qualify to sit the certification exam for the BCMP professional designation