



BUSINESS CONTINUITY MANAGEMENT - CONCEPT AND APPLICATION

PROGRAM OVERVIEW

Businesses are constantly 'concerned' about how to keep themselves 'going'. Business continuity management (BCM) strategies have evolved as business became more complex, more global, and more digital. As the importance of business continuity planning has become increasingly evident, it makes sense to explore how BCM works to protect the longevity of organisations.

Most of the early focus (1970s) in the art of business continuity was on protecting large data centres with large mainframe systems. These data centres were water-cooled and the purpose of BCM was to protect the pipes providing the chilled water supply.

Business continuity grew into an actual profession in the early 1980s. The West led the charge. The United States government introduced its first standards on BCM in the 1990s, originating the terms 'continuity of operations' (COOP) and 'continuity of government'.

The dawn of the 21st Century brought along the Year 2000 problem, a.k.a the Y2K problem, which affected businesses that were dependent on Information Technology, especially the banking sector. This highlighted the need to conduct a business impact analysis to proactively mitigate risks. One of the inflection points which reinforced the need for a robust business continuity was the terrorist attack on the World Trade Center which took several successful firms out of business. Over a period of time, new threats like pandemic attacks, and many extreme weather conditions started disrupting businesses across the globe, necessitating the need for stronger BCM practices and corresponding regulations.

Today, global regulations and standards - GDPR, NIST, HIPAA, ISO 22301, etc., specifically mention business continuity as a non - negotiable mandatory requirement. More than 125 such global regulations, standards and good practices across the globe highlight the need for business continuity. ISO 22301 is the international standard for business continuity management. Continued operations in the event of a business disruption, whether due to a major disaster or a minor incident, are a fundamental requirement for any organisation. Ensuring operational continuity has led to the development of Business Continuity Management (BCM) as a recognised business discipline, and the ISO standard is an internationally-recognised management framework ensuring consistency, credibility and viability to existing business continuity management programs.

CORPORATE PROFILE

Know Your Risk (KYR) Training & Learning Solutions is a boutique international specialist risk management training organization catering to the training requirements for corporate and institutional clients in the field of risk management.

All training programs are tailored and designed by sourcing information and knowledge from global best practices in risk management. Programs being delivered by KYR Training & Learning solutions include two, three, four and five day programs that are delivered either as onsite or via remote learning.

Programs on various risk management topics involved Operational Risk, Fraud Risk & Conduct Risk have been successfully delivered by KYR Training & Learning Solutions to international banking and financial services clients onsite in Dubai, Singapore, Australia and Muscat with further international trainings planned for delivery internationally across multiple locations.

LEARNING OBJECTIVES:

This Business Continuity Management training course explains the basic principles and benefits of the Business Continuity Management process. Through real-world examples and scenarios, employees learn about their roles and responsibilities during a business disruption or incident.

LEARNING OUTCOMES:

Delegates will learn how to:

- Explain the need for business continuity management (BCM) in all organisations.
- Define the business continuity lifecycle
- Regulatory guidelines on Business Continuity Management in light of ISO 22301
- Conducting business continuity program management
- Understanding your organisation sufficiently to identify mission critical impact areas
- Determine your organisation's business continuity strategy
- Establishing a business continuity response
- Exercising, maintaining and reviewing plans
- Embedding business continuity in an organisation
- Define terms and definitions appropriate to business continuity

By the end of the course, delegates will have a detailed understanding of all the key components of business continuity management and be able to return to their work, making a significant contribution to the business continuity management process.

WHO SHOULD ATTEND?

Business Continuity Management staff within an organisation or those who plan to take up a role within the BCM function

LEVEL OF THE COURSE

Intermediate to Advanced. Candidates should ideally have 1-2 years experience in business continuity management. An awareness of ISO 22301:2012 the business continuity Standard would be beneficial.



TRAINING METHODOLOGY

This is a 'Practitioner' course and leans heavily on a combination of both knowledge and practical exercises designed to reinforce the concepts to build the delegates' confidence in implementing business continuity management. The course is also designed to encourage debate, and the sharing of knowledge and experience between the course delegates.

PROGRAM OUTLINE

DAY 1

MORNING SESSION

1. What is Business Continuity Management?

- 1.1 Core Elements of BCM
- 1.2. Best Practice Characteristics of a BCM process
- 1.3 Relationship between Business Continuity and Enterprise Risk Management (ERM)
- 1.4. Role of Regulatory Framework and Reputation Risk in BCM

2. Critical elements of a Business Continuity Policy

- 2.1 Typical Structure of a Business Continuity Function in a large organisation
- 2.2 Concept of Business Impact Analysis (BIA)
- 2.3 Concept of Recovery Time Objective (RTO)
- 2.4 Concept of Recovery Point Objective (RPO)

- 2.5 Approaches to Risk Assessment in the Context of BCM
- 2.6 Role of Emergency Operations Center (EOC)
- 2.7 Concept of 'Hot' & 'Cold' Sites
- 2.8. Concept of a Call Tree

DAY 1 AFTERNOON SESSION

3. Storage of BCM Documentation

- 3.1 Maintenance of BCM documentation
- 3.2 Business Continuity Process Maturity Considerations
- 3.3 Auditing of BCM
- 3.4 Role of Social Media in BCM and Associated Risks

DAY 2 MORNING SESSION

1. Roles and Responsibilities of BCM: Governance of BCM

- 1.1 Role of BOD
- 1.2 Role of Senior Executive Team
- 1.3 Role of Other Corporate Functions and Business Lines
- 1.4 Role of Corporate Finance and Accounting

2. Developing Effective BCM Capabilities

- 2.1 Initial Assessment & Objective Setting
- 2.2 Critical Process Identification
- 2.3 Business Impact Analysis
- 2.4 Business Continuity Approaches: Preparation and Crisis Management
- 2.5. Role of Crisis Management Plan
- 2.6 Monitoring, testing and improving
- 2.7 Prioritisation Categorisation of Networks and Applications

DAY 2 AFTERNOON SESSION

3. BCM Group Discussion Exercise & Interactive Workshop Sessions

4. Conclusion & Wrap Up

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