



Business Continuity Management

There are numerous risks that can threaten the continuity of your business. Besides environmental factors, or an unstable marketplace, have you considered computer viruses or crashes, an employee or vendor strike, earthquakes, power outages or even biological or chemical attacks?

This 3-day course will help to ensure that your business operations continue to function in the event of a disaster or emergency. We will use leading-edge methodologies to refocus and enhance your business continuity management efforts.

If you are in the process of preparing continuity plans, or are unsure if your current plan would work in an emergency, this program has been designed for you.

LEARNING OBJECTIVES

Participants will gain practical skills to:

- Define business critical services, processes and assets.
- Conduct business impact analysis.
- Assess risks to business critical services, processes and assets.
- Determine and implement recovery and risk reduction strategies.
- Develop continuity and recovery plans .
- Apply suitable test strategies to each continuity or recovery plan.
- Prepare procedures for maintaining, testing and invoking continuity and recovery plans.
- Communicate continuity and recovery plans and procedures.
- Maintain continuity and recovery plans.

WHO SHOULD ATTEND

The Business Continuity Management course is appropriate for individuals who are:

- Business Managers involved in the establishment of business continuity and disaster recovery plans.
- Internal and External Auditors, and Business Process Consultants and Managers.
- IT Operations, Service Support, and Service Delivery Managers.

PREREQUISITE

There is no prerequisite for this course. It functions as a stand-alone course.

MATERIALS

You will receive a course binder containing copies of presentation slides, case studies, exercises, and suggested solutions.

WHAT YOU WILL LEARN

Introduction – the need for business continuity and disaster recovery plans

Business critical services, processes and assets

Business impact analysis

Risk assessment

Business continuity strategies – definition and implementation

Business continuity and recovery plans

Testing strategies and testing

Procedures for maintaining, testing and invoking business continuity and recovery plans

Communication of continuity and recovery plans and procedures

Annual maintenance of continuity and recovery plans

RELATED COURSES OF INTEREST

- IT Service Management Foundation
- ITIL for IT Management

FOR MORE INFORMATION

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