

Business continuity planning and management

Overview

Are you completely confident in your organisation's ability to continue operating despite a major interruption? Loss of IT is the most common interruption suffered by organisations, 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
- Any other threat particularly relevant to your organisation?

All too often, when the unexpected happens (eg, extended periods of snow, flooding, a key employee being ill, a long power-cut), a lack of planning has made it difficult for organisations to continue their activities. Some businesses actually go out of business as a result.

This very practical course helps you analyse all the issues that might affect your organization: not just the obvious major risks which hardly ever happen (eg, fire or terrorist attack) but the smaller risks which are actually the most common cause of problems for most organizations (eg, loss of IT, power or key personnel). You will leave the day with a new focus on the continuity issues faced by your organisation as well as the information and tools to cope with minor setbacks as well as major disasters. Remember – volcanoes can affect us all!

Training objectives

By the time you leave this course you will have a firm grasp of:

- '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

Audience

This course is designed primarily for Board members, senior managers and department heads. It emphasises the need for awareness training for all employees and can be tailored for such a 'roll-out'.

Format

Participants in this highly practical one-day workshop are encouraged to take a pro-active approach, in small team discussions, case studies and practical exercises. The dynamic nature of this course requires that the number of participants be limited to no more than 12 if maximum benefit is to be had from the day.

Special features

Your organisation's existing policies and procedures can be reflected in this workshop, which can also be tailored to suit your particular organisation and the types of risk of most concern to you. The activities may vary according to level of participants and type of organisation.

The expert trainer

Alison is an independent consultant and trainer in operational risk and compliance. Her training takes a very practical and common sense approach to the roles and responsibilities undertaken by all levels of course participants back in the workplace. With more than 25 years' experience in corporate banking, internal audit and latterly operational risk and compliance functions, she is energetically enthusiastic about raising awareness of risk issues amongst all employees, at all levels.

Course outline

Activity – Car park

1 What is business continuity?

- *Activity – dingbats*
- Why plan for business continuity?

2 'Disaster recovery' or 'business continuity'?

- . . . that is the question!
- Some statistics to get you thinking
- Putting risks in perspective

3 When do 'risk events / incidents' happen?

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

Activity – Accountability and responsibility personal questionnaire

4 The board / executive (essential knowledge for all employee levels)

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

5 Register of risks and events

- Details to be included
- Benefits / rewards / cost savings for your organisation

Activity – Dingbats 2

Activity – Car park (update)

6 Business impact analysis

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

7 Departmental implications

- HR
- IT
- Insurance

- Others

Activity – How do you and your organisation communicate? – and with whom?

8 Communication

- The importance of . . .
- Call tree(s) and examples
- Contractors and suppliers

Activity – Protect your organisation

9 The business continuity plan

- How it all fits together
- How to take it forward – review / update / training
- *Activity – ‘Day to day’*
- Emergency pack
- Further information, useful websites, etc

Activity – Car park (exit)

Note: Activities may vary according to level of participants and type of organisation.

© The In-House Training Company / the trainer

THE IN-HOUSE TRAINING COMPANY