

ECP-601: Effective Business Continuity Management



Every Business Needs a Business Continuity Plan

Plan now: before the unthinkable happens!

1. Business Impact Analysis
2. Operations Resumption Planning
3. Train, Test and Exercise
4. Maintain and Evaluate your Plan

ECP-601: EFFECTIVE BUSINESS CONTINUITY MANAGEMENT

2009 Course Schedule

September 15-18 Halifax Canada
September 22-25 Williamsburg VA
October 19-22 Doha Qatar
October 27-30 Orlando FL
November 16-19 Orlando FL
December 1-4 Las Vegas

Early Bird Incentives

Register and pay two months before the course start date to receive free airfare (within continental USA), free accommodations and free meals for the duration of the course.

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Some restrictions apply. All incentives subject to advance approval.

About this Course

This workshop is designed for individuals who need practical tools and techniques for Business Continuity Planning, and a comprehensive overview and understanding of BCP, its principles, and methodologies.

If you have been recently assigned the task of creating or updating a BCP, this course will provide you with the practical tools to get on with the job.

This course is perfect for individuals new to Business Continuity Planning, as well as experienced practitioners.

Course Director



MICHAEL E. BITTLE, MA., CCM brings over 30 years of broad international experience in business continuity, emergency management, IT systems, and financial administration.

He has been honored by a number of organizations for his contributions to the field.

He is a member of the US-based Association of Contingency Planners, the Canadian Disaster Recovery Information Exchange, the UK-based Business Continuity Institute, and The International Emergency Management Society.

Workshop Fee \$ 3,000



"How to do" plus "What to do"

We believe this course "ECP-601: Effective Business Continuity Management" is the very best business continuity training offered anywhere in the world.

In addition to "best principles", you also learn "best practices" - the practical "how to" develop and maintain effective continuity plans. We teach you "what" you need to know plus "how" to do it.

The course covers:

- tools and techniques for conducting risk assessments and business impact analysis
- practical methodologies to design and manage effective continuity plans
- case studies to examine real life situations and their solutions
- guided study and group exercises to apply the lessons learned
- methodologies for creating a plan to support your business in the face of any critical incident.

Participants leave the course with workbooks and a CD-ROM full of BCP software - hundreds of templates, files, spreadsheets, PowerPoint presentations etc. Participants also receive BIA templates and a complete and detailed business continuity plan with plan templates for their reference.

This course is endorsed by the Washington DC-based National Institute for Business Continuity Management.

Completion of this course qualifies participants to write the certification exam to obtain the professional designation of Certified Continuity Manager (CCM).

A typical course participant has less than two years of experience in business continuity planning—often less than 6 months! They have been 'volunteered' into this new role and need to know how to successfully carry out these new duties.

This course is suitable for—and has been used effectively by—every type of organization in the private sector and government. The techniques and tools we provide are applicable to banking, insurance, manufacturing, health care, pharmaceuticals, telecommunications, federal, state and local government organizations, in addition to international corporations and agencies.

Bonus—CCM Exam

Do you want to upgrade your professional BCP qualifications? Then this course is exactly what you need.

All ECP-601 courses now include the CCM—Certified Continuity Manager - exam at no additional charge.

Obtain your professional CCM certification and prepare yourself for the next level of your career—at no extra cost!

Online Registration at <http://www.ibct.com>

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Risk Assessment and Business Impact Analysis

What threatens your business?

- Understanding the need for a Business Continuity program
- Overview of the Business Continuity Management lifecycle
- Defining your organization's Business Continuity requirements
- Conducting a Business Continuity Risk Assessment
- Conducting a Business Impact Analysis

Successful Strategies for Business Continuity Planning

How do you plan the survival of your critical operations?

- Identifying and selecting Business Continuity strategies for:
- Mitigating risk
- Reducing impact
- Recovering computer systems
- Resuming business operations

Developing plans for computer system recovery

- Evaluating commercial recovery services
- High availability systems

Developing plans for business resumption

- Initial response and assessment
- Interim contingencies
- Resource provisioning
- Business resumption
- Return to normal

BCP Templates and Tools

Setting the Framework

Enabling your Business Continuity Program

- Overview of Business Continuity 'best practices'
- Setting corporate policies, objectives and budgets
- Assigning accountability for the Business Continuity program
- Establishing the Business Continuity teams
- Implementing a Crisis Management framework

Train, Test and Exercise

Exercise your People and Test, Test, Test Your Plan

- Training and awareness programs
- Testing and exercising Business Continuity Plans
- Conducting a disaster simulation exercise

Keeping the Plan Alive

Validating and Maintaining Business Continuity Programs

- Maintaining and administering Business Continuity plans
- Auditing and evaluating Business Continuity Plans
- Maintaining management support and commitment
- BCP Best Practices for your Organization



Topics covered include:

Business Continuity Management:

- The new realities of Business Continuity Planning
- Management's roles and responsibilities with respect to Business Continuity
- Establishing and managing a Business Continuity program
- How to evaluate, and maximize, the program's cost-effectiveness
- The difference between Business Continuity and System Availability
- Generally Accepted Business Continuity 'Best Practices'
- Future trends in Business Continuity Management

Risk Assessment:

- Identifying potential technological, environmental, and human threats
- Determining the business processes affected by these threats and assessing the severity of risk to each business process
- Identifying single-points-of-failure and other serious exposures
- Developing strategies for deterring threats and/or reducing risks and determining costs, and cost-justification, for these strategies
- Preparing and presenting a Risk Assessment report
- Implementing and maintaining threat deterrence and risk reduction measures

Business Impact Analysis:

- Identifying critical business processes
- 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
- Preparing and presenting an Impact Assessment report
- Interview techniques

Strategy Development:

- Establishing the 'worst case' scenario, and all 'less than worst case' scenarios, for which strategies need to be developed
- Identifying potential short term contingency strategies, and longer term recovery strategies, for critical business processes
- Determining order-of-magnitude costs and evaluating the relative merits for each strategy
- Selecting the preferred strategies and preparing cost justifications
- Implementing the approved strategies

Business Resumption Planning:

- Establishing Business Unit Recovery teams
- Identifying planning assumptions
- Documenting recovery strategies and resource requirements
- Developing activity and task lists for each phase of the recovery
- Documenting tasks and compiling supporting information
- Validating and maintaining the plans
- Training and exercising Business Unit team members

Plan Templates and Software Tools:

- Developing plan templates or selecting planning software
- Off-the-shelf vs specialized software
- Advantages and disadvantages of packaged software programs
- Evaluating business continuity software

Evaluating Commercial Recovery Services:

- Reviewing commercially available recovery services
- Planning the evaluation project
- Reviewing vendor capabilities
- Establishing evaluation criteria
- Requesting and evaluating vendor proposals
- Negotiating vendor contract and establishing a vendor relationship

The Five Phases of Business Continuity Planning:

- Phase 1—Initial Response and Assessment
- Phase 2—Interim Contingency Measures
- Phase 3—Resource Provisioning
- Phase 4—Business Resumption
- Phase 5—Return to Normal Operations

Developing a Crisis Management Plan:

- Creating an Incident 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 IMT with 'crisis project management'

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

Crisis Communications:

- Dealing with the media and managing corporate image
- Communicating proactively with customers, suppliers, and other stakeholders
- Addressing the needs and concerns of employees and their families
- Communications between the Crisis Management team and Business Continuity teams
- Guidelines for Effective Media Relations—broadcast interviews, print media, news conferences

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

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

Setting Test and Exercise Objectives:

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

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

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

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



At the conclusion of this course, participants should:

- have a solid understanding of the overall Business Continuity Management lifecycle
- have the tools and knowledge required to conduct Risk Assessments and Business Impact Analyses for their organization
- know how to identify and select cost-effective Business Continuity strategies for critical business processes and computer systems
- be able to guide their IT and business unit personnel through the development of practical and effective computer recovery and business resumption plans
- understand the advantages and disadvantages of plan development software packages and commercial recovery services
- have a solid understanding of Business Continuity “Best Practices”
- know how to establish the organizational framework required to enable their Business Continuity program
- be able to implement an effective Crisis Management structure within their organization
- 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

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How to Register



WEB

www.IBCT.com or



EMAIL

Registrar @ IBCT.com



FAX

1-866-835-2112



MAIL

Institute for Business Continuity Training
1623 Military Road, # 377
Niagara Falls, NY
14304-1745



Registration: Registrations and payment can be made online. Course fees are normally paid at the time of registration by credit card or check. Online Registration and payment is available at <http://www.IBCT.com>.

Early Bird Incentives: Incentives are available for a course if payment is received in full at least two months prior to course start date.

Multiple Course Discount: Discounts are available to individuals who take two or more IBCT courses in a calendar year or to companies who send more than one participant to any course.

Cancel with more than one month notice—if you cannot attend a seminar or workshop and cannot find someone to take your place, IBCT will refund your fees subject to a non-refundable 10% administrative fee. Or, you may request that we transfer your registration to another workshop at no additional charge. Simply email IBCT at Registrar@IBCT.com.

Cancel with less than one month notice—you may request a courtesy transfer to use at any upcoming IBCT of equal or lesser value. The courtesy transfer must be used within one year of your originally scheduled workshop. If you do not attend a training session for which you are confirmed, and do not cancel as described above, you will be charged the entire workshop fee.

Registration Form

Please print neatly using black or red ink.

Name _____

Position Title _____

Business Address _____

Business Phone _____ Business Fax _____

Home Address _____

Email Address _____

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Location _____

Dates _____

Fee Owning: _____

Method of Payment:

Check Enclosed

Bill Me

Bill My Company

Visa

MasterCard

American Express

Note: if paying by credit card, please email us and we will provide you with a secure link for online payment, or make alternate arrangements as best suits your requirements.

**The Institute for Business Continuity Training
is committed to training firms and their Business Units
to develop, test, and maintain their Business Continuity Plan.**

Online Registration at <http://www.ibct.com>