

ECP-601: *Effective Business Continuity Management* “The Only BCP Course You Need”



Register early and save \$ 300.
Course fee includes the optional CCM exam,
and Breakfast and Lunch daily.
In the USA, the course fee also includes 3 nights hotel..

**Every Business Needs an
Effective Business Continuity Program
Plan now: before the unthinkable happens!**

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

Bonus — Course fee includes CCM Exam

Are you planning to work in Business Continuity?
It is a fact that

Certification = Higher Pay.

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

2012 Schedule

Feb 28-Mar 1, LAS VEGAS
Mar 12-14, COPENHAGEN*
Apr 18-20, ORLANDO
May 15-17, LAS VEGAS
June 20-22, TORONTO*
Sept 25-27, BERLIN*
Oct 16-18, ORLANDO
Nov 13-15, LAS VEGAS
Dec 4-6, ORLANDO

*Courses outside USA — course fee does NOT include hotel accommodation.

Early Bird Discount

Register and pay at least one month before the course start date and pay only \$ 2,495.

Registration

Register online at www.IBCT.com.

Class sizes are kept small to maximize learning opportunities.

About this Course

This workshop provides practical tools and techniques for Business Continuity Planning, and a comprehensive overview and understanding of BCP, its principles, and methodologies, and best practices.

If you are responsible for creating or updating a BCP, this course will enable you to do your job. This course is perfect for individuals new to Business Continuity Planning, as well as experienced practitioners.

Every Business Needs an *Effective* Business Continuity Program



“How to do” plus “What to do”

Drawing from both the **BS 25999 British Standard**, and the **NFPA 1600 US Standard**, we believe this course “ECP-601: Effective Business Continuity Management” is the **very best** business continuity training offered anywhere in the world.

Learn how to initiate and manage a comprehensive BCP project—from start to finish! 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 fully accredited by the National Institute for Business Continuity Management to satisfy the experiential requirements of the CCM designation.

Completion of this course qualifies participants to sit the certification exam to become a Certified Continuity Manager (CCM). **IBCT has enjoyed virtually 100% success preparing course participants for this exam.**

A typical course participant has less than two years of experience in business continuity planning! They have been ‘volun-told’ 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.

In addition, participants leave this course with our Diploma in Business Continuity Management, a CEU certificate for 24 contact hours, a CD full of BCP tools and, on successful completion of the CCM exam, the Certified Continuity Manager designation.

ECP-601: EFFECTIVE BUSINESS CONTINUITY MANAGEMENT

DAILY AGENDA

Day 1

Evolution of Business Continuity Planning

Six Elements of the BCM Life Cycle

Element One: Understanding the Organization

Risk Assessment and Business Impact Analysis
Collecting and Compiling the Data
Analyzing the Data and Determining Options

Case Study/Exercise

Day 2

Element Two: Determining BCM strategy

Identifying Strategies to Reduce Risk and Impact
Overview of Computer Recovery Planning
What Do I Do Next?
Fast Tracking the Process

Case Study/Exercise

Element Three: Developing and implementing a BCM response

Implementing a Crisis Management Framework
Establishing the BCP teams
Business Resumption Planning

Case Study/Exercise

Element 4: Exercising, Maintenance and Review

Testing and Validating BCP plans
Exercising BCP teams
Enabling the BCP program
Maintaining and Administering BCP plans
Auditing and Evaluating BCP plans

Case Study/Exercise

Day 3

Element 5: Embedding BCM in the Organization's Culture

Developing a BCM Awareness & Training program

Case Study/Exercise

Element 6: BCM Program Management

Maintaining Management Commitment
Business Continuity Best Practices

CCM Exam

This 3-day course provides an intensive, hands-on workshop covering all major aspects of Business Continuity Planning for private sector, public sector, and not-for-profit organizations.

Audience

This course is designed for new or experienced business continuity planners, executives, managers, auditors, business unit staff and information technology specialists who are involved with business continuity planning functions.

Objectives

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
- be able to guide their IT and business unit personnel through the development of practical and effective business resumption plans
- understand the advantages and disadvantages of plan development software packages and commercial recovery services
- know how to establish the organizational framework required to keep their Business Continuity plans current and viable
- have the tools and knowledge required to plan and coordinate effective BCP tests and exercises
- know how to maintain support and commitment for the Business Continuity program
- have a solid understanding of BCP "Best Practices"
- successfully sit the certification exam for the CCM ("Certified Continuity Manager") designation



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

ECP-601: EFFECTIVE BUSINESS CONTINUITY MANAGEMENT

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.

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.

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

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

ECP-601: EFFECTIVE BUSINESS CONTINUITY MANAGEMENT

Location
Dates
Fee Owing:
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