MGT-122 - Prevent & Recover - Business Continuity Management

Description
A 5-day training course on Business Continuity Management (BCM).

The goal of BCM is to make organizations more resilient against business disruptions. This course will equip managers in organizations of all sizes, sectors and geographic locations with a framework and a roadmap to prepare against any type of disturbance to their information and communications infrastructure.

Objectives

- Understand the main international BCM standards and their applied methodology
- Learn to identify the critical components of an organization's systems and services
- Grasp the key elements and considerations of a BCM program and how to integrate it into the culture of an organization
- Understand a structured approach to implementing and maintaining a BCM program
- Understand the key elements of a communications plan for before, during and after an incident
- Practice some key aspects of BCM and incident management

Topics
*Note: the course structure may be subject to change as trainings are updated on a regular basis.

Module 1: Introduction to BCM

- What is a business continuity plan?
- The BS 25999 standard
- The ISO 22301 standard
- The Business Continuity Institute (BCI)

Module 2: Why implement a BCM program

- Justification for a BCM program

- Hardware and systems covered by BCM
- Evaluation of threats through risk assessment

Module 3: How to successfully implement a BCM program

- Obtaining senior management buy-in
- Respecting the nature and culture of the organization
- Assigning responsibility: the BCM team
- BCM program lifecycle – creation, scenarios, implementation, validation, documentation and maintenance
- Internal vs. external BCM activities

Module 4: Key elements of a BCM program

- Business Impact Analysis (BIA)
- Continuity Requirements Analysis (CRA)
- Maximum Tolerable Period of Disruption (MTPD)
- Maximum Tolerable Data Loss (MTDL)
- Equipment room(s)
- System redundancy levels
- Multiple-site environments
- Unified communications (UC)
- BCM for cloud-based solutions

Module 5: Important aspects to consider in BCM

- Inventory of systems and services for voice and data
- The lifecycle of systems & services
- Proactive equipment management and planning
- Suppliers
    - Suppliers of systems and services for voice and data
    - Supply chain considerations

Module 6: A structured methodology for BCM program implementation

- Step-by-step guide to BCM program implementation

Module 7: Communications plan

- Communications
    - Between BCM program team members
    - With employees and their families
    - With medias and authorities
    - With shareholders, customers and suppliers
- Meeting rooms for BCM program team members in case of incidents
- Liaison with emergency services
- Use of social media (Twitter, Skype, Facebook, etc.)
- Periodic communication plan review

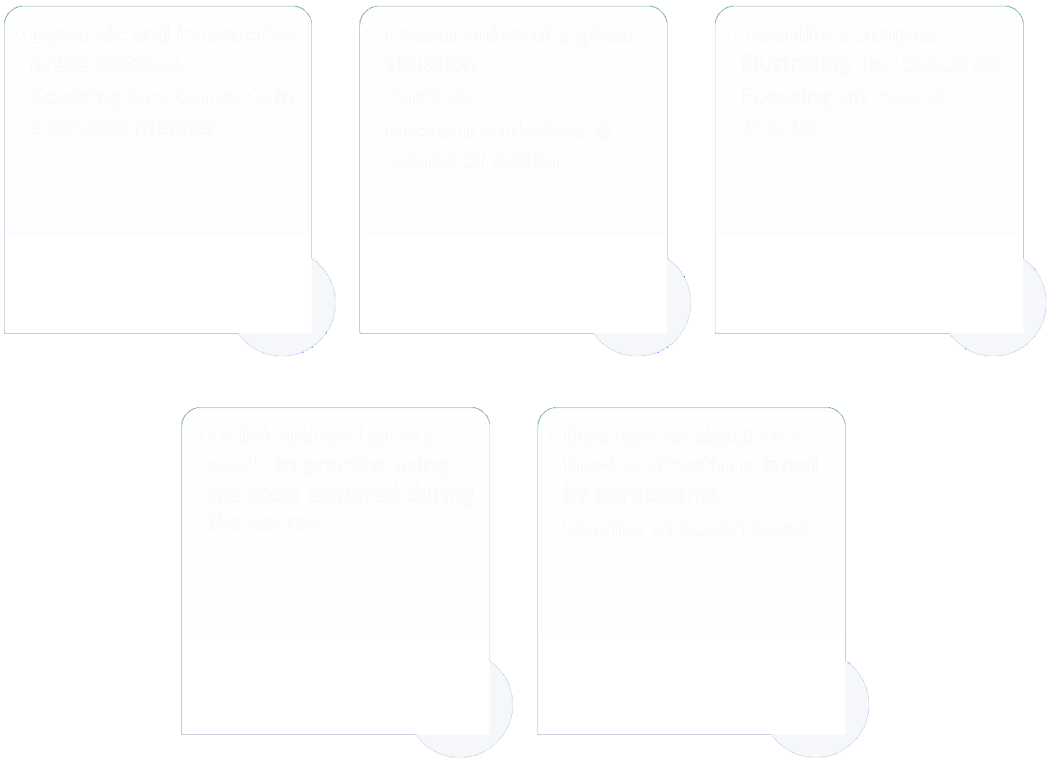
Module 8: Practical case: managing an incident

Target Audience

- Managers seeking to implement a BCM program in their organization
- Professionals looking to increase their knowledge in Business Continuity Management

Methodology

A combination of engaging activities and dynamic presentations to stimulate and maximize participants' learning.



Location

A selection of Neotelis' training courses is held in various cities around the world. Please contact us at training@neotelis.com for the complete Yearly Training Calendar.



Neotelis can also deliver in-house sessions of this course specifically for your organization. Please contact us at training@neotelis.com for more information and a Proposal.

About Neotelis

Neotelis provides training, consulting, conferences and publications to the telecommunications industry worldwide. Its team of senior experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 120 countries around the world.



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