

PREPARE YOURSELF WITH THE LATEST BEST-PRACTICE TECHNIQUES

Disaster Recovery Planning & Business Continuity Management

What would your organisation do in the event of a disaster?
How would you survive an extended outage or disruption?

Presented by
Rinske Geerlings CBCP (DRII)

Since the events of Y2K and September 11 there has been a dramatic shift in the perception of risk - whether related to terror, pandemic, power outage, reputation, security, IT or other risks. The need for organisations to have proper Business Continuity Planning and Disaster Recovery management processes in place is more crucial than ever in order to maintain customer service levels, staff safety, job security and ongoing viability. A broader whole-of-business approach is becoming mandatory and increasingly subject to audit by government authorities.

This training program, unlike many others, addresses the need for a proper structured approach to Business Continuity Management. Drawing extensively on real-life situations and using the Business-As-Usual 8-step "best practice" continuity cycle as a basis, the program will provide you with a thorough practical understanding of BCM and how to properly implement it end-to-end.



PDA is a member of the ALC Group

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Singapore

Refer to website
for current dates

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Learn About the Real Disaster Recovery issues

Historically, IT has been the area of focus in terms of Disaster Recovery. However, in real-life situations IT systems may not be the main headache for organisations attempting to continue 'business as usual' during an outage or crisis. Instead, issues are much more likely to revolve around the Crisis Management team trying to make informed and timely decisions during the disruption. This is particularly so if some key line managers are not available, or if reporting is not in place as per normal operations, or when the team has not adequately rehearsed decision-making in a crisis situation.

Other problems tend to relate to reputation management, handling the media, relying on notification plans, accuracy of key staff contact details and general staff awareness of the Business Continuity Plan.

This training program, based on extensive real-world experience and case studies, will deepen your existing skills and knowledge and provide the latest best-practice information on Business Continuity Management. You will be able to develop a complete and effective Business Continuity Management plan and implement it within your organisation.

Learning Objectives

This training course follows the Business As Usual cycle, which is a best-practice model for implementing Business Continuity and Disaster Recovery processes in your organisation.

At the end of this course you will be able to:

- Identify, analyse and address your organisation's risks
- Achieve buy-in and commitment
- Organise people to enable continuous maintenance of the Business Continuity Plan
- Ensure confidence in the organisation's recovery capability following a crisis
- Establish your organisation's essential business processes, rate these in terms of criticality and identify the activities and necessary resources within each process
- Determine likely crisis scenarios and how these would impact operationally and financially on your organisation
- Determine whether to invest in an off-site recovery facility or rather accept certain work-arounds
- Ensure all agreed procedures for Crisis Management, emergency response, damage assessment, safety of staff, evacuation, trauma management, technical recovery and crisis communication are documented and updated
- Test the Disaster Recovery Plan to ensure it can be trusted
- Inform management and staff of the procedures and their role in the event of a disaster
- Ensure that the Business Continuity Plan and related documents are updated and accessible
- Prepare for upcoming APRA or other audits
- Ensure when changes in the business, services, risks or priorities occur that these are incorporated and plans are continually optimised

In-House Training

This course is available for private presentation, either on your own premises or "off-site". There are many advantages to in-house training. Please contact PDA for a quotation or to discuss your requirements. Telephone 6227 2883 or email learn@pdatraining.com.sg.

Who Should Attend

This course is designed for anyone involved in Business Continuity and Disaster Recovery planning, management and projects. It is relevant to all industries and sectors from SME to larger corporates. Typical attendees include:

- Disaster Recovery Managers
- Business Continuity Managers
- Compliance Managers
- Business Managers
- CIO, IT Managers and Senior IT Professionals
- IT Service Continuity Managers
- Information Security Professionals
- Crisis Managers
- Risk Managers
- Consultants and Business Advisors
- Security and Premises Managers
- HR and OH&S Managers
- Project Managers
- Business Analysts
- Internal and External Auditors
- Company Strategists and Planners
- Any staff with a current or future role in the continuity or recovery of their organisation's critical services.

Learning Method

Unlike ad-hoc conferences or short one-day events, this course is structured over three days to give a full and proper understanding of Business Continuity Management. The focus throughout is on real-life situations, lessons learned and practical knowledge that can be applied immediately after the course. Class size is limited to allow maximum benefit from exercises based on actual situations.

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Course Contents

Introduction

- Course Overview
- What is BCM
- The Business As Usual best-practice model for implementing Business Continuity and Disaster Recovery processes

1. Business Continuity Process Objectives

- Defining recovery objectives and standards
- Updating and aligning recovery objectives with business strategy

2. Risk Management

- Identifying, analysing and addressing risk
- Implementing risk mitigations and controls
- Keeping risk mitigations and controls updated

3. Business Continuity Teams & Buy-in

- Determining who needs to be involved
- Achieving buy-in and commitment
- Maintaining commitment and enthusiasm

4. Key Business Process Identification

- Establishing and determining criticality ratings of essential business processes
- Defining dependencies between processes
- Identifying activities and resources that are required for critical functions
- Reviewing criticality ratings and essential resources

5. Operational & Financial Impacts

- Preparing for likely scenarios which may cause disruptions

- Assessing operational and financial impacts of possible scenarios
- Preparing documentation of acceptable outage time and data loss and making it available
- Reviewing mechanisms for business impact information

6. Implementing & Testing Continuity Provisions

- Determining and implementing continuity provisions
- Choosing work-arounds
- Reviewing continuity treatments
- Performing initial testing after installation

7. Business Continuity Plan Documentation

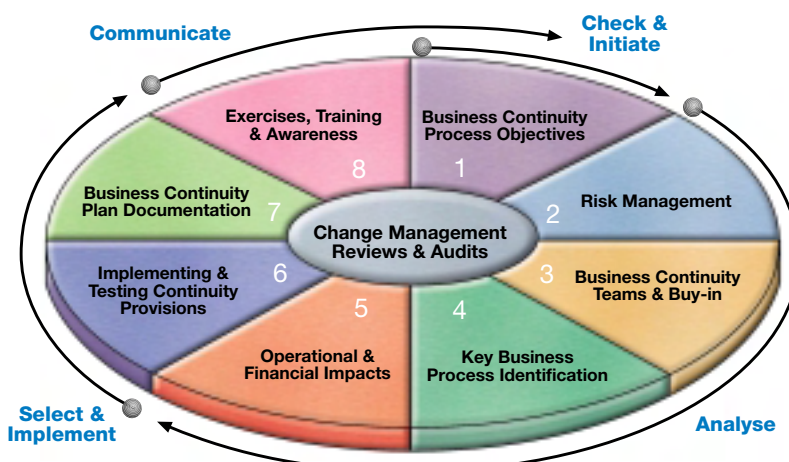
- Documenting suitable procedures for Crisis Management, Emergency Response, Damage Assessment, People Safety, Evacuation and First Aid
- Maintaining documented procedures
- Ensuring the plan achieves acceptable continuity levels that are in line with business expectations for recovery of key business processes
- Establishing people, team and technical recovery procedures and keeping them updated
- Maintaining crisis notification/communication plans - to inform internal and external parties

8. Exercises, Training & Awareness

- Conducting recovery tests - including external suppliers
- Creating post-exercise reports
- Tracking resolution of issues
- Achieving process awareness amongst key recovery team members
- Ensuring training programs are in place - and conducted!

Business As Usual Cycle

8-Step Wheel of Holistic Business Continuity Management



Rinske Geerlings is a leading specialist in Business Continuity, Disaster Recovery and Business Process Improvement with more than 10 years experience in BCP/DR and process improvement and having worked for many years as a BCP/DR Manager in the Finance sector as well as management consulting and training roles in Europe and Australia.

Rinske has a reputation for in-depth knowledge and understanding of process improvement gained from many years experience as a practitioner personally setting-up processes from scratch and dealing with all the associated issues, including organisational politics. She is able to readily draw on an extensive set of real-life examples on how to conduct DR exercises, how to create buy-in across the organisation, and how to integrate IT with overall BC plans.

Rinske is well known for enthusiasm and for being able to make the sometimes dry and intimidating BCP/DR subject material engaging and a forum for the generation of ideas. Courses provide real "take-home" value through the use of tools and templates and the focus on case study examples.

Rinske has presented subjects related to BCP, DR, and IT Management processes at a wide range of seminars and conferences and is often sourced as a panel expert or speaker on topics such as "How to perform successful DR exercises", "Creating buy-in for BC across your organisation" and "Pandemic Planning". She also regularly assists organisations with Business Continuity health-checks, Disaster Recovery rehearsals, Board preparation, desktop walk-throughs of Business Continuity plans, training and integration between BC/DR and IT. Rinske has played an active role in the development of the current Australian Prudential Regulation Authority (APRA) standard for BCP through involvement in the AllFinance Forum, which includes major banks and insurance companies and is also a regular speaker with Continuity Forum, itSMF and CPA.

Rinske is a certified CBCP (Certified Business Continuity Professional) - an accreditation from the Disaster Recovery Institute International (DRII) achieved by relatively few professionals - and also holds the formidable ITIL Masters Certificate. Apart from having all the necessary formal certification and expertise in management consulting and training, Rinske is an experienced practitioner who constantly implements and manages BCP/DR on a day-to-day basis.

HOW TO REGISTER

1.  Register Online
www.pdatrain.com.sg
2.  Send your details by email
learn@pdatrain.com.sg
3.  Fax the Enrolment Form below to:
Fax: 6227 2885
From any other country 65 6227 2885
4.  Any queries please call Customer Service
Tel: 6227 2883
From any other country 65 6227 2883
5.  Post the completed Enrolment Form to:
PDA Professional Development Associates Pte Ltd
Penthouse Level, Suntec Tower Three,
8 Temasek Boulevard, Singapore 038988

COURSE DETAILS

FEES: (per delegate)
Business Continuity Management **S\$ 1950 +GST**

10% Discount
for 3 or more delegates.
Please call for larger groups.

VENUE: The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our website.

COURSE INFORMATION: The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our website.

TERMS: The course is of limited class size. To ensure admission, fees must be paid in advance or else an official Purchase Order Number must be supplied. Fees include tuition, lunch, coffee breaks and all course materials. An invoice will be forwarded to you upon receipt of enrolment.

CANCELLATIONS: Cancellations will be accepted up to 5 working days before the course. After that time no refunds can be given but substitutions can be sent at any time.

ENROLMENT FORM - Business Continuity Management



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