

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?

Ever since September 11 there has been a dramatic shift in the perception of risk - whether related to terror, pandemic, power outage, financial, reputation, security, IT or other risks. The need for proper Business Continuity Planning and Disaster Recovery management processes is more crucial than ever in order to maintain service levels, staff safety, job security and ongoing viability. Otherwise you are gambling on luck. Standards such as BS25999 show that a broader whole-of-business approach is becoming mandatory and increasingly subject to audit.

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.

*“ Well presented,
excellent course.
It has given my aims
and goals structure.
I feel more confident
tackling BCP. ”*

Head of IT,
Lions Eye Institute



PDA is a member of the ALC Group

www.pdatrain.com.sg

Please refer to
our website for
current dates

Disaster Recovery Planning & Business Continuity Management

“ It was an excellent course and the presentation was pitched well to those looking to lead implementations, or to validate against current processes. ”

IT Manager, NZ Ambulance Service

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. This course will also assist you in preparing for the DRII (Disaster Recovery Institute International) exam which is a prerequisite to achieve CBCP, CFCP, ABCP or MBCP certification.

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.

www.pdatrain.com.sg

“ I have no hesitation in recommending this course to my peers.”
 Manager, Dept of Defence

Disaster Recovery Planning & Business Continuity Management

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

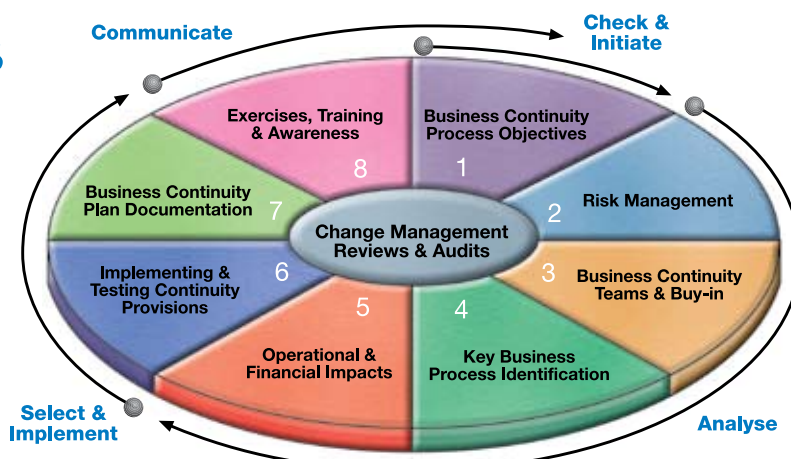
- Documenting suitable procedures for Crisis Management, Emergency Response, Damage Assessment, People Safety, Evacuation and First Aid
- Maintaining documented procedures
- Ensuring the plan achieves acceptable continuity levels that are in line with business expectations for recovery of key business 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



Other Training Courses from PDA

PRINCE2 FOUNDATION/PRACTITIONER (5 days)

PRINCE2 is the world's leading project management method. This course provides best coverage of both theory and practical. Comprises 3-day Foundation followed by 2-day Practitioner modules. Can be taken together or separately. Ideal program for current or aspiring project management professionals who need to fully master this leading PM method and at the same time obtain a globally-recognised certification.

MSP MANAGING SUCCESSFUL PROGRAMMES (5 days)

Projects and programmes are very different and need a quite different management approach. Developed by the OGC, MSP is the internationally-recognised best-practice method to ensure that programmes of business change achieve outcomes and realise benefits of strategic importance to the business. Available at both Foundation (3 days) and Practitioner (5 days) levels according to your needs. Designed for Program Managers, Program Directors, Project Directors, Program Support staff, Senior Managers, Business Change Managers, PMO staff, anyone who requires a comprehensive understanding of this leading programme management methodology.

P30 PORTFOLIO, PROJECT & PROGRAMME OFFICES (5 days)

Developed by the OGC, P30 is the logical culmination of the PRINCE2 (Project Management) and MSP (Programme Management) methods. A P30 model provides the structure, governance, functions and services required for defining a balanced portfolio of change and ensuring consistent delivery of programmes and projects across the organisation or department. Available at Foundation and Practitioner levels. Designed for Program Managers, Program Directors, Project Directors, Program / Project Office Managers, Business Managers, Consultants.

Business Benefits Realisation (2 days)

There is an accepted norm in the PM industry that the explicit role of a project manager is to deliver the project to ensure the scope, time and cost components are satisfied. That is entirely true, if you are happy to be that "normal" PM. However there is a new breed of PM in the making, the one that is acutely aware of the business aspect of projects and truly understands the reasoning behind their organisation's investment strategy. This PM provides true value. This powerful workshop covers the total benefits life cycle and the essential processes required to successfully manage the benefits from inception to harvesting.

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

Please refer to our website for current dates

S\$
1950 +GST

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.

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

ENROLMENT FORM - Business Continuity Management



A Member of
The ALC Group

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| | NAME | COURSE DATE | |
|---|----------------|-------------|--------|
| 1 | Mr/Mrs/Miss/Ms | | |
| | Position | | Mobile |
| | Email | | |
| 2 | Mr/Mrs/Miss/Ms | | |
| | Position | | Mobile |
| | Email | | |

TRACK CODE: A B C D R

Organisation: _____

Address: _____

Postcode: _____ Phone: () _____ Fax: () _____

1. Cheque payable to *PDA Professional Development Associates Pte Ltd* 2. Purchase Order No.: _____

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| Person Making Booking: | Mr/Mrs/Miss/Ms | Send Invoice To: | Mr/Mrs/Miss/Ms | | |
| | Position | | Phone | Position | Phone |
| | Email | | | Email | |