



Developing Business Continuity and Crisis Management

17 to 21 October 2010 / Dubai

COURSE OBJECTIVES

Key Learning Outcomes

- Understand the key elements of a business continuity management process
- Identify key risks and impacts to the value creating activities and resources in an organisation
- Create business continuity strategies and plans for day-to-day business operations
- Develop a 'corporate' response to a crisis including:
 - > Incident assessment
 - > Incident escalation
 - > Crisis management
 - > Pragmatic decision-making in a crisis
 - > Crisis communications
- Implement a business continuity management training rehearsal and maintenance regime

WHO SHOULD ATTEND

This course is designed for anyone involved in risk and business continuity management. Whether one is just starting out in these disciplines, or seeking assurance that existing risk and business continuity management processes are following generally accepted 'best practice' principles, this course will provide the skills needed to develop sound business continuity management.

COURSE PROGRAM

Overview of Business Continuity Management

- The key elements of a business continuity Management process
- Examination of current standards and guidelines
- Introduction to a 'good practice' business continuity Management methodology

Identifying Key Risks and Impacts

- Key risks to the value creating activities and resources in your organisation
- Mitigating against key risks
- Linking 'risk' with 'recovery'

Activity: Risk brainstorming

- Business Continuity Planning for Day-to-Day Operations
- Project planning for business continuity
- Management endorsement and support
- Identifying 'business as usual functions'
- Identifying key business processes
- Business impact assessment
- Developing practical / pragmatic recovery strategies
- Implementing the resources needed to support business recovery
- IT disaster recovery and how it fits with business continuity

Activity: Identifying recovery priorities

Examining the Organisation's Response to a Crisis

- Staff welfare and safety
- Occupational health and safety
- Incident assessment
- Incident escalation
- Crisis management
- Effective decision-making in a crisis
- Crisis communications
- Longer-term recovery

Business Continuity Management Training Rehearsal and Maintenance

- Effective response training methodologies
- Instilling staff confidence and competence in business continuity plans
- Testing the recovery infrastructure
- Keeping the business continuity process up-to-date

Workshop Breakouts and Scenario Exercises

- The effects of trauma and post event trauma management
- Terrorism threats and atrocities
- Pandemics and epidemics – understanding, preparation, control and response

Note: To confirm your registration kindly complete the form below and send to us by fax or email.



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