Business Continuity and IT Disaster Recovery Planning Training Course



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Amman

3800 € (Per Person)

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Course Introduction / Overview:

In today's volatile and interconnected business environment, the ability to withstand and recover from disruptions is no longer a competitive advantage but a fundamental necessity for survival. This comprehensive training course is meticulously designed to equip professionals with the critical skills needed to build and manage a robust operational resilience framework. We will explore the complete business continuity management (BCM) lifecycle, from initial policy creation to plan maintenance, ensuring your organization can navigate any crisis effectively. The curriculum delves deep into the symbiotic relationship between strategic business continuity and technical IT disaster recovery (DR), bridging the gap that often exists between business objectives and IT capabilities. As highlighted by experts like David Lindstedt and Mark Armour in their seminal work, "The Business Continuity Management Desk Reference," a successful program is built on a thorough understanding of business impact analysis (BIA) and risk assessment. BIG BEN Training Center provides a learning experience that translates these theoretical concepts into practical, actionable plans, empowering you to safeguard your organization's critical functions, reputation, and value against unforeseen events, including cyber-attacks, natural disasters, and supply chain disruptions. This course is your definitive guide to achieving enterprise-wide resilience.

Target Audience / This training course is suitable for:

- Business Continuity Managers and Planners.
- IT Managers and Directors.
- Disaster Recovery Specialists.
- Risk and Compliance Officers.
- Information Security Professionals.
- Internal and External Auditors.
- Operations Managers.
- Emergency Response Team Members.
- Chief Information Officers (CIOs) and Chief Information Security Officers (CISOs).
- Project Managers involved in BCM/DR initiatives.

Target Sectors and Industries:

- Banking and Financial Services.
- Healthcare and Pharmaceuticals.
- Information Technology and Telecommunications.
- Government and Public Sector Agencies.
- Manufacturing and Supply Chain.
- Energy and Utilities.
- Retail and E-commerce.
- Transportation and Logistics.
- Education Sector.

Target Organizations Departments:

- Information Technology (IT).
- Risk Management.
- Operations.
- Internal Audit.
- Compliance and Legal.
- Facilities and Corporate Real Estate.
- Human Resources.
- Corporate Communications.
- Security and Physical Safety.
- Procurement and Vendor Management.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop and implement a comprehensive Business Continuity Management System (BCMS) aligned with ISO 22301.
- Conduct a thorough Business Impact Analysis (BIA) to identify critical business processes and dependencies.
- Perform a detailed risk assessment to identify threats and vulnerabilities to the organization.
- Define and establish Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs) for critical systems.
- Evaluate and select appropriate business continuity and disaster recovery strategies.
- Develop, document, and implement robust Business Continuity Plans (BCPs) and IT Disaster Recovery Plans (DRPs).
- Establish an effective crisis management and incident response structure.
- Design and execute effective BCP and DRP testing and exercise programs.
- Manage the ongoing maintenance, review, and auditing of the BCM program to ensure its relevance and effectiveness.
- Foster a culture of resilience and awareness throughout the organization.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, engaging, and practical, ensuring that participants not only learn the theory but can also apply it directly to their organizational context. We move beyond traditional lectures by incorporating a dynamic blend of learning techniques. The course is built around real-world case studies that illustrate the consequences of both successful and failed business continuity and disaster recovery efforts. Participants will engage in hands-on workshops and group exercises, such as conducting a mock Business Impact Analysis or developing a crisis communication plan for a simulated scenario. These collaborative activities encourage peer-to-peer learning and the sharing of diverse industry experiences. Our expert instructors facilitate in-depth discussions, providing personalized feedback and guiding participants through complex decision-making processes. The program emphasizes the practical application of concepts like risk assessment and recovery strategy selection, ensuring that attendees leave with tangible skills and a clear roadmap for implementing or enhancing their BCM and IT DR programs. This immersive approach guarantees a comprehensive and lasting learning experience.

Course Agenda (Course Units):

Unit One: Foundations of Operational Resilience

- Introduction to Business Continuity Management (BCM) and Disaster Recovery (DR).
- The importance of BCM in the modern business landscape.
- Key terminology, concepts, and principles of resilience.
- Understanding the BCM lifecycle and its phases.
- Overview of international standards and frameworks, including ISO 22301.
- The relationship between BCM, DR, crisis management, and incident response.
- Establishing a BCM policy and governance structure.

Unit Two: Business Impact Analysis and Risk Assessment

- The role of Business Impact Analysis (BIA) in the BCM program.
- Techniques for identifying and prioritizing critical business functions and processes.
- Determining Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs).
- Identifying interdependencies between processes, applications, and infrastructure.
- Conducting a comprehensive risk assessment and threat analysis.
- Evaluating the impact of disruptions on operations, finance, and reputation.
- Documenting and presenting BIA and risk assessment findings to stakeholders.

Unit Three: Developing Continuity and Recovery Strategies

- Translating BIA results into effective strategies.
- Exploring a range of business continuity strategies for people, premises, and suppliers.
- Evaluating IT disaster recovery strategies: hot, warm, and cold sites.
- Understanding cloud-based disaster recovery (DRaaS) and virtualization.
- Data backup, replication, and high-availability solutions.
- Developing strategies for supply chain resilience.
- Cost-benefit analysis for selecting the most appropriate strategies.

Unit Four: Plan Development and Implementation

- Structuring the Business Continuity Plan (BCP) and IT Disaster Recovery Plan (DRP).
- Developing actionable incident response and crisis management plans.
- Defining roles, responsibilities, and team structures (e.g., Crisis Management Team).
- Creating clear and effective crisis communication plans for internal and external stakeholders.
- Documenting step-by-step recovery procedures and checklists.
- Integrating BCPs and DRPs with other organizational plans.
- Implementing the plans and embedding them within the organization's culture.

Unit Five: Testing, Maintenance, and Continual Improvement

- The critical importance of testing and exercising plans.
- Types of exercises: tabletop, walkthroughs, simulations, and full-interruption tests.
- Planning, conducting, and evaluating a BCM/DR exercise.
- Developing a long-term BCM training and awareness program.
- Establishing a schedule for plan review and maintenance.
- Auditing the BCM program for compliance and effectiveness.
- Leveraging lessons learned for continual improvement of the resilience program.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

In an era of increasingly sophisticated cyber-attacks and interconnected global supply chains, how can traditional BCM and DR frameworks evolve to address systemic risks rather than just isolated incidents?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by providing a holistic and integrated perspective on organizational resilience, moving beyond the siloed approaches that often separate business-level continuity from technical IT recovery. While many courses focus on one or the other, our curriculum is meticulously structured to bridge this critical gap, ensuring that IT disaster recovery strategies are directly aligned with and driven by the business's strategic objectives as identified through the Business Impact Analysis. We emphasize a top-down, business-driven methodology, ensuring that technical solutions serve the overarching goal of maintaining critical operations. Furthermore, the course places a strong emphasis on practical application and strategic thinking over mere tool-based training. Participants will not just learn how to write a plan; they will learn how to think like a resilience professional, capable of analyzing complex interdependencies, performing robust risk assessments, and developing creative, cost-effective strategies. The focus on interactive simulations and real-world case studies ensures that participants develop the critical thinking and decision-making skills necessary to lead a BCM program effectively, fostering a true culture of resilience that permeates every level of the organization.