Telecom Network Resilience and Continuity Planning Training Course



23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #TEL4172_146408

Course Introduction / Overview:

In today's hyper-connected world, the resilience of telecommunication networks is not just a technical necessity but a cornerstone of economic stability and public safety. This intensive training course provides a comprehensive framework for developing, implementing, and managing robust disaster recovery and business continuity plans specifically tailored for the unique challenges of the telecom industry. We will move beyond generic IT principles to address the complexities of network infrastructure, service continuity, and regulatory compliance. Drawing upon foundational concepts from experts like James W. Cortada and principles outlined in texts such as "The Essential Guide to Telecommunications," participants will gain a deep understanding of risk assessment, mitigation strategies, and incident response. This program offered by BIG BEN Training Center is designed to empower professionals to build and maintain resilient networks capable of withstanding a wide range of disruptions, from natural disasters to sophisticated cyber-attacks. The curriculum ensures a holistic view, integrating technical recovery procedures with strategic business continuity planning to safeguard critical communication services and maintain customer trust in any crisis scenario.

Target Audience / This training course is suitable for:

- Telecommunications Engineers and Technicians.
- Network Operations Center (NOC) Managers and Staff.
- IT and Network Security Professionals.
- Business Continuity and Disaster Recovery Planners.
- Risk and Compliance Managers.
- Project Managers in the Telecom Sector.
- Infrastructure and Operations Directors.
- Emergency Planners and Crisis Management Team Members.
- Regulatory and Policy Advisors for Telecommunications.

Target Sectors and Industries:

- Telecommunications Service Providers (Mobile, Fixed-line, and Internet).
- Information Technology and Data Center Services.
- Banking, Financial Services, and Insurance (BFSI).
- Government and Public Safety Agencies.
- Healthcare and Emergency Services.
- Energy and Utilities.
- Transportation and Logistics.
- Media and Broadcasting.

Target Organizations Departments:

- Network Operations and Engineering.
- Information Technology (IT) and Information Security (InfoSec).
- Risk Management and Corporate Governance.
- Compliance and Legal Departments.
- Corporate Security and Physical Security.
- Operations and Service Delivery.
- Strategic Planning and Development.
- Customer Support and Service Management.

Course Offerings:

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

- Develop a comprehensive Business Impact Analysis (BIA) for telecom services.
- Conduct thorough risk assessments to identify threats to network infrastructure.
- Design robust disaster recovery strategies for critical network components.
- Formulate and document a complete Business Continuity Plan (BCP).
- Establish effective incident response and crisis management protocols.
- Implement network redundancy and failover mechanisms to ensure service continuity.
- Plan and execute BCP/DR testing and exercise drills.
- Ensure plans comply with relevant industry standards and regulations.
- Manage supply chain risks impacting network resilience.
- Lead post-incident reviews to drive continuous improvement.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, practical, and engaging, ensuring participants can apply their learning directly to their professional roles. We move beyond traditional lectures to foster a dynamic learning environment built on real-world application. The course heavily utilizes case studies of major telecom outages and successful recovery efforts, allowing participants to analyze complex scenarios and understand the practical consequences of planning failures and successes. A significant portion of the training is dedicated to hands-on workshops and group exercises, where attendees will collaborate to conduct a mock Business Impact Analysis, develop recovery strategies for a given scenario, and draft key sections of a continuity plan. Interactive sessions, facilitated discussions, and peer-to-peer knowledge sharing are central to our approach. Our expert instructors provide continuous feedback and guide participants through complex topics, ensuring a deep and lasting understanding of telecom network resilience and business continuity planning.

Course Agenda (Course Units):

Unit One: Foundations of Telecom Resilience and Continuity

- Introduction to Business Continuity (BC) and Disaster Recovery (DR).
- The unique importance of resilience in the telecommunications sector.
- Key terminology. RTO, RPO, BIA, and RA.
- The global regulatory landscape for telecom continuity.
- Understanding the lifecycle of business continuity management.
- Aligning BCP/DR with organizational strategy and objectives.
- The role of standards like ISO 22301 in telecommunications.

Unit Two: Risk Assessment and Business Impact Analysis

- Identifying critical telecom services and network functions.
- Conducting a Business Impact Analysis (BIA) for network operations.
- Threat and vulnerability assessment methodologies.
- Analyzing risks. natural disasters, technical failures, and cyber threats.
- Mapping dependencies between network components and business processes.
- Quantitative and qualitative risk analysis techniques.
- Developing a risk register and mitigation strategies.

Unit Three: Developing Continuity and Recovery Strategies

- Designing resilient network architectures.
- Strategies for data backup and replication for telecom systems.
- Network redundancy, diversity, and failover solutions.
- Alternate site strategies (hot, warm, cold sites) for network operations centers.
- Cloud-based disaster recovery options for telecom services.
- Supply chain resilience and vendor dependency management.
- Emergency communications and public warning systems strategy.

Unit Four: Plan Development and Incident Response

- Structuring the Business Continuity and Disaster Recovery plans.
- Defining roles and responsibilities for response teams.
- Developing clear activation criteria and escalation procedures.
- Crisis management and communication protocols.
- Coordinating with external agencies, partners, and emergency services.
- Technical procedures for network restoration and service recovery.
- Documenting and managing the BCP/DR plans effectively.

Unit Five: Testing, Maintaining, and Evolving the Plan

- Types of BCP/DR tests. tabletop, simulation, and full interruption.
- Planning and executing effective testing exercises.
- Evaluating test results and identifying gaps.
- The plan maintenance cycle. review, update, and approval.
- Training and awareness programs for all relevant staff.
- Conducting post-incident reviews for continuous improvement.
- Future trends in telecom resilience. 5G, IoT, and cyber-physical threats.

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:

How can telecom operators balance the high cost of full network redundancy with the increasing societal expectation of 100% uptime?

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

This course distinguishes itself by moving beyond generic business continuity theory to focus exclusively on the high-stakes environment of telecommunications. Unlike generalist BCP/DR programs, our curriculum is meticulously crafted to address the specific vulnerabilities and complexities of network infrastructure, from core data centers to last-mile connectivity. We delve into telecom-specific challenges such as managing vast, geographically dispersed physical assets, ensuring regulatory compliance with public safety mandates, and maintaining service level agreements under duress. The course emphasizes a practical, hands-on approach, using case studies of real-world telecom outages to provide actionable insights. Participants will not just learn the "what" but the "how," by engaging in exercises that simulate risk assessments for network functions and developing recovery strategies for services like voice, data, and 5G. This specialized focus ensures that professionals gain not just knowledge, but the specific expertise required to build truly resilient telecommunication networks that can withstand the unique disruptions of the modern era.