

## Organizational Resilience: The BCM Component (BCM4000)

### COURSE DESCRIPTION

Learn how to deliberately design resilience into your management of people, places, infrastructure and work processes necessary to meet the challenges of a 21st century world.

A resilient organization is one that is able to achieve its core objectives in the face of adversity. Business Continuity Management is a holistic management process that identifies potential impacts that threaten an organization and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value creating activities.

The purpose of this course is to provide attendees with the knowledge necessary to develop and then manage a successful BCM program. Included throughout the course are audit points and guidelines for the evaluation and measurement of BCM program essentials.

### PROGRAMME OUTLINE

#### Day 1: Understanding Your Organization

BCM must be owned and fully integrated into the organization as an embedded management process. Day 1 takes a close look at the major elements or the cornerstone of developing a business continuity program and the role of senior management to provide the support necessary to develop a successful program.

Day 1 provides an overview of the business continuity management program development process with a focus on the role of BCM policy development and a review of the regulations that drive much of BCM program development.

In addition, Day 1 covers the Business Impact Analysis (BIA) process from start to finish.

#### Day 2: The Risk Assessment & BCM Strategy Development

Your organization's ability to survive a disaster depends on proper risk management and choosing the right strategies to mitigate risks and continue operations in the face of a crisis or disaster.

Day 2 begins with instruction on how to complete a risk assessment and is followed by a review of potential strategies to mitigate those risks. Developing business continuity strategies is based upon the sound business rationale of ensuring continuity of the organization's mission, vision, and values.

#### Day 3: Plan Development, Maintenance & Audit Points

Determining and implementing a BCM response is key to the success or failure of a BCM program. The focus of Day 3 is to provide management with an understanding of the different types of plans each organization should have in place in order to be resilient.

Day 3 covers the basics of plan development and maintenance and the essential elements of the Business Continuity Plan including the major audit points for a BCM program.

#### Day 4: Elements of the Business Continuity Plan

Day 4 digs deeper into plan development and reviews the various types of plan an organization needs to have in place to be resilient. Beginning with the Incident / Emergency Response Plan, and moving to the Crisis Management & Communication Plan, and the ICT / IT Disaster Recovery Plan, Day 4 focuses on all of the essential elements of a complete plan.

#### Day 5: Awareness, Training, Testing & Exercising, the Plan

To be successful BCM has to be taken for granted as part of normal business management, regardless of size or sector. At all points in the BCM process, opportunities exist to introduce and enhance an organization's BCM culture. This is done through awareness & training by evaluating the current level of awareness and commitment to BCM against the desired level.

A business continuity management program is not complete without its having been tested and exercised by its people to ensure that the plans are executable. Day 5 explores testing & exercising the plan to ensure a business continuity capability.

## TARGET AUDIENCE

Organizational Resilience: The BCM Component is a five-day course designed for those new to business continuity looking for an introduction to BCM, those responsible for developing and managing a BCM program, or for senior management responsible for providing support for the BCM program in their organization.

Senior management is responsible for the long-term interests of the owners, stakeholders, employees, customers and all those who depend on the organization in some way. They need to have a clear understanding of the role of Business Continuity Management within their organization as it relates to developing a more resilient organization.

## CERTIFICATION AND ACCREDITATION

The course is organized around BS 25999 parts 1 and 2 and the Professional Practices for Business Continuity Planners.

For those interested in certification, Organizational Resilience: The BCM Component will conclude with certification exam at the conclusion of day five.

The exam is comprised of 8 essay questions requiring a 250-400 word response for each question.

Those passing the exam with a minimum score of 75% on each questions, qualify for the certification for the Certified Organizational Resilience Specialist in Business Continuity Management (CORS).