

Business Continuity Masterclass

Three Day Masterclass

The three-day masterclass will address the gaps between the ISO 22301 training and the practicality of implementing a BCM Programme. This “How-To” guide will leave the incumbent with a full toolkit of practiced templates which will enable the practitioner to implement and monitor a well-planned BCM system as per the ISO 22301 standard. The rationale is to equip a suitably qualified risk and BC practitioner with the templates that will assist in building a Business Continuity platform for an organisation that will lead to a culture of continuous improvement and resilience for a medium to large organisation. It includes a Practitioner’s Handbook.

Why Attend the Masterclass for Business Continuity

Risk or BCM practitioner who are tasked with the implementation of a Business Continuity System according to the ISO 22301 standard are often not trained, misled, or have received BCM training on the ISO 22301 standard but lack the experience of implementing a BCM System. The Masterclass is especially designed to allow a practitioner to master the implementation of BCM by understanding the relevant documentation that is required for each stage. This is a practical workshop designed to allow already trained practitioners to use MS Excel and MS Word templates to master their programme from cradle to grave. It goes without saying that if the ISO 22301 theories cannot be properly implemented without the relevant documentation and tools. The product of this Masterclass is an implementable system with relevant templates and documentation that can be modified slightly to be used in any large or small organisation, Company, Government Department or Municipality. This Masterclass does not replace the PECB Lead Implementor or BCI – CBCI training or certification, it is designed as a hands-on mentorship programme which implements the theory and practices taught in the aforementioned.

Who Should Attend:

Risk Management Committee Members
Business Continuity Practitioners
Business Continuity Committee Members
Business Strategists
Risk Practitioners
Monitoring and Evaluation Practitioners
IT Practitioners
OHS Practitioners

Project Managers
Business Unit Managers
Process Analyst
Quality Managers
Customer Service Practitioners
Call Centre Managers
Data Centre Managers
Information Security Practitioners

Masterclass Outcomes

1. Introduction to the objectives of ISO 22301 – Business Continuity

A full explanation and breakdown and applicability of the ISO 22301 BCM standard for practical implementation – The introduction will outline specific steps in the implementation process and will be linked to a logical BCM lifecycle.

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2. Writing a BCM policy

Implementing a BCM system in an organisation requires an approved BCM Policy. This time will be dedicated to the explanation of policy fundamentals, the format, headings, what should and what should not be in a policy. The model will allow for a policy that would be accepted by the Executive Committee for approval with or without minor changes.

3. Formulating a BCM programme

A BCM Programme involves a full cycle of events for between two to three years. This plan needs to be in line with logical timelines for a cradle to grave approach. This will include the entire implementation process from the introduction of the BCM Programme to Executive Management, the formation of the BCM Committee, Formation of Sub-committees, Business impact and risk Analysis, Strategic design, Events and Scenarios together with the Monitoring and Audit Function.

4. Formulating and articulating a BCM Awareness Programme

The Awareness Plan and awareness content is discussed with examples. The awareness journey should include the visitor, the employee and even executive management. The facilitator will focus on special awareness placards, days, events and even screensavers.

5. Understanding the Business Continuity Committee Function and ISO 22301

A full breakdown on the reason for establishing a Business Continuity Committee, the roles and responsibilities, and the incorporation into the governance structure. The outline of its subcommittees and their purpose is brought to the fore.

6. Constructing the Terms of Reference for:

a. Business Continuity Committee

The construct of the Business Continuity Committee's Terms of Reference and the different headings and components. The model will allow for a policy that would be accepted by the Executive Committee for approval with or without minor changes.

b. SHEQ/ OHS Committee

The construct of the SHEQ or OHS Committee's Terms of Reference and the different headings and components. The model will allow for a policy that would be accepted by the Executive Committee for approval with or without minor changes.

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c. Business Recovery Committee

The construct of the Process or Business Committee's Terms of Reference and the different headings and components. The model will allow for a policy that would be accepted by the Executive Committee for approval with or without minor changes.

d. ICT systems Recovery Committee

The construct of the IT or Systems Recovery Committee's Terms of Reference and the different headings and components. The model will allow for a policy that would be accepted by the Executive Committee for approval with or without minor changes.

7. Conducting a Business Impact Analysis

A Bottom-up approach to the BIA is discussed and the rationale well explained as an introduction to the template. The BIA workbook is discussed in line with the following:

- a) Business Unit Purpose
- b) Headcount and emergency contact details
- c) Core Emergency Management
- d) Seating requirements
- e) Critical Resource Analysis including Maximum Tolerable Period of Disruption (MTPD) Recovery Time Objectives (RTO), Recovery Point Objectives (RPO) and Actual Recovery Time (ART).
- f) Threat and Risk Analysis

8. Conducting a BC Risk Analysis

Positive and negative risk assessment and the exploitation of risk opportunities. The importance of mitigating negative risk and what can be taken into the strategic design of the BC plan. Using Risk management to enhance and cause Business Resilience.

9. Designing BC Strategies

The design and layout of the BC strategy will be discussed with examples linked to the BIA and the risk and Threat Assessment. The strategy will speak to the implementation of the entire set of BC Plans, including but not limited to Communication, Awareness, Mitigating and Recovery Strategies for Pandemics, Natural Disasters, Outages and the like. This includes an implementation scorecard.

10. Constructing and implementing a BC Plan

The full end-to-end Business Continuity Plan methodology is discussed allowing for multiple plans and agendas as and when required. A concise BCP is developed off the strategic design and is edited in an open MS Word Document so that all the necessary steps from mitigation, incident, event, emergency, crisis management and damage assessment are all included. A guide to invocation and the recovery or pandemic

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plan together with the agendas for the different meetings. This also ensures that a return to normal plan is in place. The session is closed with the essentials of a close out meeting and report.

11. Preparing a Practice Scenario

The different types of BC tests are discussed and explained together with the rationale of each. The importance of testing and the intervals are explained. The incumbent will be taken through the development of a scenario. This will be further contextualized by explaining the facilitation process of a test scenario with the actors and the Disaster and Recovery Coordinator.

Workshop Requirements:

1. Own Laptop
2. MS Office 365 or at least Office 2016
3. Ability to receive email

What the incumbent takes home:

1. BCM Implementation knowledge
2. Certificate of Attendance and Assessment
3. Templates for Implementation
4. Course Material

The Copyright of the programme will remain the property of the Academy of Resilience and Continuity. There will be a practical assessment throughout the 3- and 5-day workshop, giving the incumbent a % competence at the end of the assessment period. This the masterclass is assignment based on the work done in the class.