



TM439: Business Continuity Management System (BCMS)

Based on ISO 22301:2019 Best Practices

Training Description:

Business Continuity Management System (BCMS) is a structured approach that enables organizations to prepare for, respond to, and recover from disruptive incidents while ensuring the continuity of critical business operations. This intensive four-day program provides participants with practical knowledge of ISO 22301 requirements, Business Impact Analysis (BIA), Risk Assessment, Business Continuity Planning, Crisis Management, Disaster Recovery and continual improvement of the BCMS.

Participants will gain hands-on experience through workshops, case studies, tabletop exercises and the development of key BCMS documentation.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the principles and framework of ISO 22301:2019
- ✓ Design and implement an effective Business Continuity Management System
- ✓ Conduct Business Impact Analysis (BIA)
- ✓ Perform Business Continuity Risk Assessments
- ✓ Identify critical business functions and dependencies
- ✓ Develop Business Continuity Plans (BCPs)
- ✓ Establish Crisis Management Teams and Emergency Response Procedures
- ✓ Design Disaster Recovery strategies
- ✓ Conduct BCMS testing and exercises
- ✓ Measure BCMS effectiveness using KPIs
- ✓ Prepare organizations for ISO 22301 certification and audits

Training Designed for:

This training course is intended for Business Continuity Managers, Risk Managers, HSE Professionals, Emergency Response Teams, Security Managers, Operations Managers, Project Managers, IT Managers, Disaster Recovery Specialists, Internal Auditors, Compliance Officers, Quality Managers, Government Officials, Corporate Planning Professionals, Facility Managers and Senior Management involved in Business Resilience.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FUNDAMENTALS OF BUSINESS CONTINUITY MANAGEMENT SYSTEM (BCMS)

- ❖ Module 1: Introduction to Business Continuity Management

- Understanding Business Continuity
- Organizational Resilience
- BCM vs Disaster Recovery
- BCM vs Emergency Response
- BCM vs Crisis Management
- Importance of Business Continuity
- Business Resilience Framework
- ❖ **Module 2: ISO 22301:2019 Overview**
 - Structure of ISO 22301
 - Annex SL Framework
 - PDCA Cycle
 - High-Level Structure
 - BCMS Principles
 - Leadership Commitment
 - Continual Improvement
- ❖ **Module 3: BCMS Requirements**
- ❖ **Clause 4**
 - Context of Organization
 - Interested Parties
 - Scope of BCMS
- ❖ **Clause 5**
 - Leadership
 - Policy
 - Roles and Responsibilities
- ❖ **Clause 6**
 - Risk and Opportunities
 - Business Continuity Objectives
- ❖ **Module 4: Governance and Organizational Structure**
 - Governance Model
 - BCM Steering Committee
 - Crisis Management Team
 - Business Continuity Roles
 - Department Responsibilities
 - BCM Documentation
- ❖ **Exercises:**
- Organizational BCM Assessment**
- Participants identify:**
 - Critical services
 - Key stakeholders
 - Internal dependencies
 - External dependencies
 - Existing BCM maturity
- ❖ **Case Study**
- Business disruption caused by:**
 - Fire

- Flood
- Cyberattack
- Pandemic
- Utility failure

DAY TWO:

BUSINESS IMPACT ANALYSIS (BIA) AND RISK ASSESSMENT

❖ **Module 5: Business Impact Analysis (BIA)**

- Purpose of BIA
- Critical Activities
- Critical Resources
- Maximum Acceptable Outage (MAO)
- Maximum Tolerable Period of Disruption (MTPD)
- Recovery Time Objective (RTO)
- Recovery Point Objective (RPO)
- Minimum Business Continuity Objective (MBCO)

❖ **Module 6: Conducting Business Impact Analysis**

- Data Collection
- Interviews
- Questionnaires
- Departmental Assessment
- Dependency Analysis
- Financial Impact
- Legal Impact
- Reputational Impact

❖ **Practical Workshop**

Participants develop:

- BIA Questionnaire
- Critical Process Inventory
- Process Prioritization Matrix
- Dependency Mapping

❖ **Module 7: Business Continuity Risk Assessment**

- Risk Identification
- Threat Analysis
- Vulnerability Assessment
- Likelihood Assessment
- Impact Assessment
- Risk Evaluation
- Risk Register

❖ **Module 8: Risk Treatment**

- Preventive Controls
- Mitigation Plans
- Risk Acceptance
- Risk Reduction
- Risk Transfer
- Risk Monitoring

❖ **Workshop**

- Risk Register
- Heat Map
- Risk Matrix
- Mitigation Plan

❖ **Group Exercise**

Perform a complete BIA and Risk Assessment for:

- Manufacturing Company
- Government Agency
- Hospital
- Oil & Gas Facility

DAY THREE:

BUSINESS CONTINUITY PLANNING AND CRISIS MANAGEMENT

❖ **Module 9: Business Continuity Strategies**

- Alternate Facilities
- Alternate Suppliers
- Workforce Continuity
- Technology Continuity
- Supply Chain Continuity
- Financial Continuity
- Outsourcing Strategies

❖ **Module 10: Business Continuity Plan (BCP)**

❖ **BCP Structure**

- Purpose
- Scope
- Activation Criteria
- Incident Classification
- Roles
- Communication Procedures
- Recovery Procedures
- Restoration Procedures
- Recovery Checklists
- Contact Lists

❖ **Module 11: Crisis Management**

- Crisis Leadership
- Incident Command Structure
- Crisis Communication
- Media Management
- Stakeholder Communication
- Escalation Process
- Decision Making During Crisis

❖ **Module 12: Disaster Recovery (DR)**

- IT Disaster Recovery
- Data Backup
- Recovery Sites

- Cloud Recovery
- Cyber Recovery
- System Restoration
- Recovery Priorities
- ❖ **Practical Workshop**
Participants prepare:
 - Business Continuity Plan
 - Crisis Communication Plan
 - Incident Escalation Matrix
 - Emergency Contact Directory
- ❖ **Tabletop Exercise**
- ❖ **Scenario:**
- ❖ **Major cyberattack causing:**
 - System shutdown
 - Data loss
 - Customer complaints
 - Regulatory reporting
 - Media attention
- ❖ **Participants execute:**
 - Crisis response
 - Recovery
 - Communication
 - Decision making

DAY FOUR:

BCMS IMPLEMENTATION, TESTING, AUDITING AND CONTINUOUS IMPROVEMENT

- ❖ **Module 13: Implementing BCMS**
 - BCMS Roadmap
 - Resource Planning
 - Awareness Programs
 - Competency Development
 - Documentation Control
 - Change Management
- ❖ **Module 14: Exercising and Testing**
- ❖ **Testing Methods**
 - Walkthrough
 - Checklist Review
 - Simulation
 - Tabletop Exercise
 - Functional Exercise
 - Full-scale Exercise
- ❖ **Exercises**
- ❖ **Develop:**
 - Annual Exercise Program
 - Exercise Evaluation Report
 - Lessons Learned Register

- ❖ **Module 15: BCMS Performance Evaluation**
 - KPIs
 - Internal Audit
 - Management Review
 - Corrective Actions
 - Continual Improvement
- ❖ **Module 16: ISO 22301 Certification**
 - Certification Process
 - Stage 1 Audit
 - Stage 2 Audit
 - Audit Findings
 - Nonconformities
 - Corrective Actions
 - Maintaining Certification
- ❖ **Practical Workshop**
- ❖ **Participants prepare:**
 - Internal Audit Checklist
 - Audit Schedule
 - Nonconformity Report
 - Corrective Action Plan
- ❖ **Capstone Exercise**
- ❖ **Complete BCMS Development**
- ❖ **Participants work in teams to develop:**
 - BCMS Scope
 - BCM Policy
 - Business Impact Analysis
 - Risk Assessment
 - Business Continuity Strategy
 - Business Continuity Plan
 - Crisis Management Structure
 - Disaster Recovery Strategy
 - Communication Plan
 - Testing Program
 - Internal Audit Plan
 - Continual Improvement Roadmap
- ❖ **Teams present their BCMS to the class for review and feedback.**
- ❖ **Course Conclusion**
- ❖ **POST-ASSESSMENT and EVALUATION**

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical

- Exercises, Gamification, Software & General Discussions
 - Workshops
 - ISO 22301 Practical Exercises
 - Business Impact Analysis Workshop
 - Risk Assessment Workshop
 - Crisis Management Simulation
 - Tabletop Exercises
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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