

Disaster Recovery and Business Continuity Training Course Outline

Introduction and Overview –

Defining Business Continuity Management

- Business continuity vs. disaster recovery
- Clarifying the terminology
- The importance of a BCMS
- Overview of ISO 22301

Running BCMS development as a project

- Obtaining the funding commitments
- Agreeing on critical success factors
- Testing deliverables

Analysing The Organisational Context –

Setting goals for the BCMS

- Determining organisational risk appetite
- Defining the operational environment

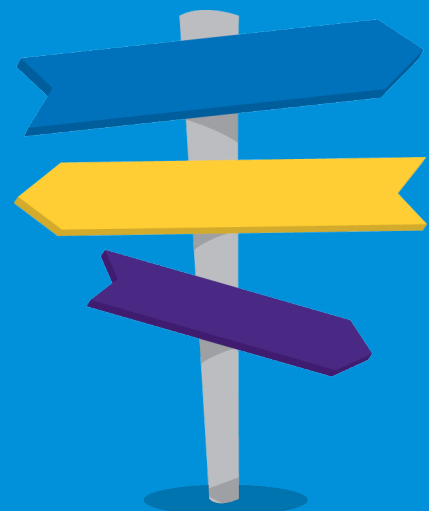
Determining the needs of interested parties

- Identifying stakeholders
- Analysing stakeholder needs
- Mapping stakeholder relationships

Documenting Business Continuity Requirements –

Identifying mission-critical continuity needs

- Evaluating which functions are critical
- Setting priorities based on time horizons
- Prioritising processes and applications



Performing Business Impact Analysis (BIA)

- Identifying threats
- Assessing risks to the enterprise
- Identifying business-critical activities
- Prioritising infrastructure requirements

Managing Risks to the Organisation –

Characterising risks

- Defining and identifying the sources of risk
- Choosing a risk assessment method
- Communicating risks across the organisation

Developing appropriate responses

- Matching the response to the risk
- Taking preventive action
- Ensuring appropriate contingencies are in place

Responding to Incidents –

Creating the incident response plan

- Capturing the planning output
- Creating incident response team charters
- Defining roles and responsibilities
- Responding to incident scenarios
- Information directories and equipment inventories

Directing the incident response team

- Setting up the command centre
- Planning and conducting communications
- Connecting with emergency services
- Team actions following an incident



Designing Contingency Arrangements –

Establishing a standby site

- Site choices: configuration and acquisition
- Choosing suppliers: in-house vs. third-party
- Specifying equipment

Selecting backup and restore strategies

- Matching strategy to operational constraints
- Meeting the organisation's storage requirements for vital records

Restoring communications and recovering users

- Determining vital users with the BIA
- Rerouting voice, mail, goods delivery
- Eliminating single points of failure
- Connecting end users
- Meeting varied user-recovery needs

Testing, Rehearsing and Improving Business Continuity Provisions –

Rehearsing business continuity arrangements

- Testing plans with a step-by-step process
- Developing test scenarios and using test results effectively
- Considering the impact of testing on the organisation

Maintaining and improving the BCMS

- Applying change control: why and how
- Ensuring normal developments are accounted for
- Leveraging test results to improve organisational practises
- Managing organisational change