

# Disaster Recovery and Business Continuity Training

## Module 1: 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

## Module 2: 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



## Module 3: 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

## Module 4: 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



## **Module 5: 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

## **Module 6: 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

## Module 7: 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

