



"A disaster can always happen, the challenge is to recover from a disaster."

Disaster Recovery Essentials

Risks that threaten your business, come in a variety of appearance. Traditional disasters, such as acts of God, fire and theft made place for other dimensions of threat: criminality, physical and cyber terrorism, product recalls, sabotage and ICT disturbances. Regardless the cause of the disturbance or crisis is, the consequences can be disastrous for the own organisation, the environment or even the community. This could mean an enormous loss of money and property.

The terms Business Continuity Management, Disaster Recovery Management and IT (Service) Continuity Management are often used interchangeably or confused with each other. This course will provide clarity and true understanding of utilized terms based on accepted definitions.

Disaster Recovery Management (DRM), or for those organizations working in an ITIL framework IT Services Continuity Management (ITSCM), is a subset of BCM which addresses the IT resilience, continuity and recovery requirements of an organization.

This course will be based on international accepted standards like:

- BS25777 IT Continuity Management (successor of PAS77:2005);
- ISO/IEC FDIS 24762:2008 Information technology - Security techniques - Guidelines for information and communications technology disaster recovery services.

This theoretical knowledge will be complemented with other good practice guidelines (e.g. BCI Good practice guidelines:2008) and illustrated with hands-on, personal experience of the

the teacher, who is a full time practitioner. Exercises and samples will ensure that the training leads to practical and useable leads which can be implemented in your own environment.

BCM will seek to understand what the potential impact of a major operational disruption on an organization could be. In analogy, DRM tries to understand what the impact on the organization will be, in case a major operational disruption affects IT and/or the IT Service Delivery capability. It is also important to recognize that BCM and DRM are not insurance policies, which pay out financial compensations for loss incurred. BCM and DRM will aim to reduce the impact by limiting the outage period to predefined acceptable levels. To realize this, BCM and DRM will cover the phases of prevention, response and recovery to finally return to a state

Number of participants

All educations of BCM Academy take place in small groups. The group size is adjusted to the goal and content.

Duration

3 consecutive days.

Rate

Princes are including education material and catering.
 €1.695 excl btw
 (excl. Dinner & hotel)

Dates 2010

To be announced and upon request.

Location

BCM Academy offers the training in the BCM Academy Insight Center, Bijenstraat 16-17 in Gent (Sint-Denijs-Westrem). The Insight Center is an inspiring and authentic environment, based on the Academy Model.

Reference

DRM-E/A0

Contact

For further and additional information, advice, specific In-Company variants or Purpose-Built Solutions please BCM Academy 0032 (0)9 220 20 96 info@bcmacademy.be.

On all BCM Academy educations our general terms of delivery apply

DRM and BCM are iterative, management processes which require staffing and budget. Ideally they will follow a Deming cycle approach (Plan-Do-Check-Act). So issues like maintenance, test, review and assessment are vital elements to ensure that the response and recovery competence and capability continues to meet the business requirements. By means of training and awareness campaigns BCM and DRM should get integrated in the normal way of doing business.

The Academy Model

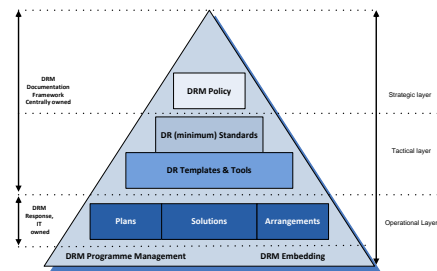
'Inspiration comes standard'

BCM Academy courses take place in an inspiring and active environment. You will not experience an abundance of information, but an accurate balance between relevant theory and practical completion. Through the use of case studies, the contribution of content matter experts and constant interaction, all matters will be clarified from different angles. The academy model secures optimal adoption of knowledge and information through the balanced relation of theory, practice and didactics. Direct applicability in the own environment is guaranteed. All educators and trainers from BCM Academy are BCI certified and are selected on basis of thought leadership and best in class.

Topics that will be addressed

- Role and importance;
- Key resources which need DRM attention
- Creating a DRM Policy;

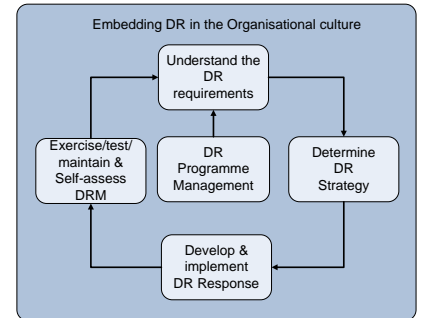
- Defining clear guidelines and instructions for DR Plan creation, maintenance, review, test;
- Defining clear guidelines and specifications for DR Solutions;
- Defining clear guidelines for DR arrangements/agreements;
- Aligning BCM Policy and DRM Policy;
- Aligning BC Plan and DR Plan;
- Setting up an overarching documentation framework.



Attention will equally be given to ITIL, and more in particular the process called IT Service Continuity Management (or 'ITSCM') that addresses contingency planning for the IT-specific portions of your Business Continuity Management (BCM) function. To put a little more clarity into what the ITSCM process is, we will first discuss what it is not, then cover what it is, and discuss how it relates to other ITSM processes, and finally conclude with some recommendations for action. According to ITIL best practices, ITSCM is the vital, 'technical' subcomponent of BCM; its goal is to support BCM by ensuring that the required IT technical and services facilities be recovered within required, and agreed, business timescales.

Programme

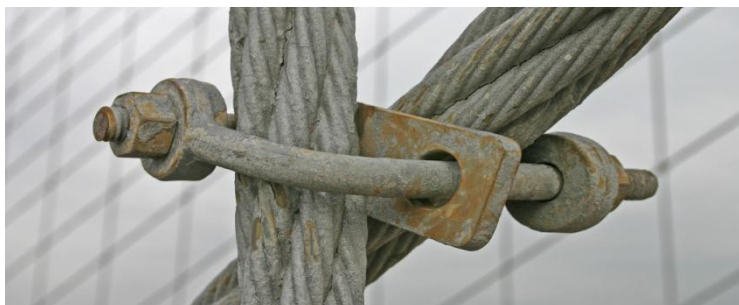
The 3-day program of the Introduction Course is intensive and inspiring. In three consecutive days content matter experts present the complete lifecycle which is supported through case studies, practical assignments and multimedia presentations.



After the course you will receive a CD-ROM with the highlights of the programme, the results of the 'live cases', practical assignments and a lasting frame of reference for further personal development within the field.

Your profile

Participants of the Introduction Course 'Disaster Recovery Essentials' work as security specialist, I(C)T specialist, IT crisis manager (or team member) or for example as facility staff member and are involved or interested in disaster recover problems. Or also people who are newly assigned to the job of disaster recovery manager, disaster recovery agent, IT Service Continuity Manager, IT Continuity Manager or Business Continuity Managers.



"Risk comes from not knowing what you're doing"

**Warren Buffett 1930 -,
American entrepreneur and investor**