



Pure Knowledge
Right Ideas
Fresh Thinking

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Ascore and BCM Academy Belgium launch

a multi-lingual BCM Help Desk Service

www.bcmhelpdesk.org

Business Continuity Management (BCM) as a practice and sector has evolved greatly over the last decade and has reached an unprecedented level of maturity and widespread attention. BCM, being a holistic management system, is touching many domains such as Emergency Management, Risk Management, Disaster Recovery and Crisis Management.

For various reasons we have seen many organizations picking up BCM and assigning staff (either full time or part time) to various BCM roles. Armed with BCM standards and good practices, tools, templates and basic training, these BCM practitioners take up the daunting challenge of setting up and embedding BCM in their respective organizations.

When confronted with operational reality, these BCM Practitioners soon come across BCM issues and questions for which they could use some ad hoc advice or tips. In the current economic circumstances however, it may not be possible/practical to go for either specialized training or specific consulting projects. Sometimes all it takes is a tip, a few supportive words or some guidance to overcome the current issue and get back on track.

Ascore and BCM Academy want to reach out a helping hand to the troubled BCM practitioner by launching their multi-lingual BCM Helpdesk Service (English, French and Dutch). Punctual requests will be free of charge and handled during normal office hours (GMT+1), based on the principle of first come, first served. For practical reasons, the BCM Helpdesk service will initially be reachable by mail (info@BCMHelpdesk.org) and via the website (www.bcmhelpdesk.org).

The joined Ascore and BCM Academy team of experienced BCM professionals, coaches and trainers (including a BCI Country Representative, two BCI Fellows, a dual CIR BCM Awards Nominee, a BS25999 Lead auditor, a BCI Assessor & Mentor and other BCM certified consultants) are eager and fully prepared to respond to your requests.

BCM Academy Customers

Since you are a BCM Academy customer, we have the pleasure to offer you over and above the free ad hoc support, up to two hours of extended, free of charge, BCM Help Desk support. It is your call on how to use this support, be it some additional support or guidance for yourself with the training course you attended or tips and guidance on how to put it all in practice in your environment or if you would prefer to do so this additional BCM Help Desk support can also be used by anyone else in your organization.

Ascore - BCM Customers

Since you are an Ascore customer, we have the pleasure to offer you (or anyone else from your organization) up to two hours of extended, free of charge, BCM Help Desk support. It is your call on how to use this support, be it some additional support or guidance for yourself with the BCM project you were involved in or if you would prefer to do so, this additional BCM Help Desk support can also be used by anyone else in your organization.

About Ascore

Ascore is a qualified and independent Operation Risk Management Services provider, specialized in consultancy and staffing. Operational risk management, information security, business continuity, compliance to laws and -regulations are major cornerstones of our services. Ascore assists its customers with the incorporation of operational risk management at all levels and in all areas of their organization, including day-to-day operational decisions. No decision should be taken in any organization without applying proper operational risk management. Ascore also gives special attention to education and awareness, as The Ascore Academy (www.ascureacademy.eu) and The BCM Academy (www.bcmacademy.be). More information about Ascore services may be found by visiting www.ascure.com.

About BCM Academy Belgium

BCM Academy Belgium is a knowledge management and education centre specialized in topics as Business Continuity, Disaster Recovery, Crisis Management, Crisis Communication and Pandemic Planning. BCM Academy offers open classes as well as customized training programs. Next to these education services we can also assist you in exercising your crisis (management) teams. More information can be found on www.bcmacademy.be. There are local BCM Academy Insight Centres in the Netherlands and Germany.

For more information

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