

PROVEN 8-STEP BEST-PRACTICE APPROACH

# Disaster Recovery Planning & Business Continuity Management

Stop gambling on luck. Instead, implement a proven approach to safeguard your business

Presented by

**Rinske Geerlings**

CBCP (DRII) MBCI

Organisations today face dramatically higher risks - whether related to terror, financial turbulence, security, pandemic, or a host of IT and other risks. The need for proper Business Continuity Planning and Disaster Recovery management processes is more crucial than ever. Standards such as BS25999 and Australian Standard HB221 show that a broader whole-of-business approach is becoming mandatory and increasingly subject to audit by government authorities or by choice.

This training program addresses the need for a proper structured approach to Business Continuity Management. Drawing extensively on real-life situations and using a proven 8-step "best practice" method as a basis, the course will provide you with a thorough practical understanding of BCM.



[www.alc-group.com.au](http://www.alc-group.com.au)

*“ Best training course I have attended. Rinske was knowledgeable, patient, and provided thought-provoking exercises, and examples.*

*Many Thanks. ”*

Donna Brennan,  
Australian Research Council

Please refer to our website for dates

# Disaster Recovery Planning & Business Continuity Management

## Learn About the Real Disaster Recovery issues

Historically, IT has been the area of focus in terms of Disaster Recovery. However, in real-life situations IT systems may not be the main headache for organisations attempting to continue 'business as usual' during an outage or crisis. Instead, issues are much more likely to revolve around the Crisis Management team trying to make informed and timely decisions during the disruption. This is particularly so if some key line managers are not available, or if reporting is not in place as per normal operations, or when the team has not adequately rehearsed decision-making in a crisis situation.

Other problems tend to relate to reputation management, handling the media, relying on notification plans, accuracy of key staff contact details and general staff awareness of the Business Continuity Plan.

This training program, based on extensive real-world experience and case studies, will deepen your existing skills and knowledge and provide the latest best-practice information on Business Continuity Management. You will be able to develop a complete and effective Business Continuity Management plan and implement it within your organisation. This course will also assist you in preparing for the DRII (Disaster Recovery Institute International) exam which is a prerequisite to achieve CBCP, CFCP, ABCP or MBCP certification.

### Learning Objectives

At the end of this course you will be able to:

- Properly implement Business Continuity end-to-end
- Ask the right questions when choosing a Recovery Site
- Develop a completed, customised plan
- Integrate Pandemic preparedness into your overall BCP
- Tackle Crisis Communications and media relations in a practical way
- Identify, analyse and address your organisation's risks
- Achieve buy-in and commitment
- Organise people to enable continuous maintenance of the Business Continuity Plan
- Ensure confidence in the organisation's recovery capability following a crisis
- Establish your organisation's essential business processes, rate these in terms of criticality and identify the activities and necessary resources within each process
- Determine likely crisis scenarios and how these would impact operationally and financially on your organisation
- Determine whether to invest in an off-site recovery facility or rather accept certain work-arounds
- Ensure all agreed procedures for Crisis Management, emergency response, damage assessment, safety of staff, evacuation, trauma management, technical recovery and crisis communication are documented and updated
- Test the Disaster Recovery Plan to ensure it can be trusted
- Inform management and staff of the procedures and their role in the event of a disaster
- Ensure that the Business Continuity Plan and related documents are updated and accessible
- Prepare for upcoming APRA or other audits
- Ensure when changes in the business, services, risks or priorities occur that these are incorporated and plans are continually optimised

### In-House Training

This course is available for private presentation, either on your own premises or "off-site". There are many advantages to in-house training. Please contact ALC for a quotation or to discuss your requirements. Telephone 1300 767 592 or email [learn@alctraining.com.au](mailto:learn@alctraining.com.au).

### Who Should Attend

This course is designed for anyone involved in Business Continuity and Disaster Recovery planning, management and projects. It is relevant to all industries and sectors from SME to larger corporates. Typical attendees include:

- Disaster Recovery Managers
- Business Continuity Managers
- Compliance Managers
- Business Managers
- CIO, IT Managers and Senior IT Professionals
- IT Service Continuity Managers
- Information Security Professionals
- Crisis Managers
- Risk Managers
- Consultants and Business Advisors
- Security and Premises Managers
- HR and OH&S Managers
- Project Managers
- Business Analysts
- Internal and External Auditors
- Company Strategists and Planners
- Any staff with a current or future role in the continuity or recovery of their organisation's critical services.

### Learning Method

Unlike ad-hoc conferences or short one-day events, this course is structured over three days to give a full and proper understanding of Business Continuity Management. The focus throughout is on real-life situations, lessons learned and practical knowledge that can be applied immediately after the course. Class size is limited to allow maximum benefit from exercises based on actual situations.

### Prepare Yourself For Certification

This course has been designed in accordance with Australian Standard HB221/292, The Australian Prudential Regulation Authority (APRA), British Standard BS25999, the Disaster Recovery Institute International (DRII) and the new ISO 22399. It assists participants in preparing for the DRII qualifying exam which is a prerequisite to achieve CBCP, CFCP, ABCP and MBCP certification.

**“ Well presented, excellent course. It has given my aims and goals structure. I feel more confident tackling BCP.”**

Head of IT, Lions Eye Institute

## Course Contents

### Introduction

- Course Overview
- What is BCM
- The Business As Usual best-practice model for implementing Business Continuity and Disaster Recovery processes

### 1. Business Continuity Process Objectives

- Defining your recovery objectives and standards
- Choosing an appropriate standard such as BS25999, HB221/292 or ISO22399
- Updating and aligning recovery objectives with business strategy

### 2. Risk Management

- Identifying, analysing and addressing risk
- Implementing risk mitigations and controls
- Keeping risk mitigations and controls updated

### 3. Business Continuity Teams & Buy-in

- Determining who needs to be involved
- Achieving buy-in and commitment
- Maintaining commitment and enthusiasm

### 4. Key Business Process Identification

- Establishing and determining criticality ratings of essential business processes
- Defining dependencies between processes
- Identifying activities and resources that are required for critical functions
- Reviewing criticality ratings and essential resources

### 5. Operational & Financial Impacts

- Preparing for likely scenarios which may cause disruptions
- Assessing operational and financial impacts of possible scenarios
- Preparing documentation of acceptable outage time and data loss and making it available
- Reviewing mechanisms for business impact information

### 6. Implementing & Testing Continuity Provisions

- Determining and implementing continuity provisions
- Choosing work-arounds
- Reviewing continuity treatments
- Performing initial testing after installation

### 7. Business Continuity Plan Documentation

- Documenting suitable procedures for Crisis Management, Emergency Response, Damage Assessment, People Safety, Evacuation and First Aid
- Maintaining documented procedures
- Ensuring the plan achieves acceptable continuity levels that are in line with business expectations for recovery of key business processes
- Establishing people, team and technical recovery procedures and keeping them updated
- Maintaining crisis notification/communication plans - to inform internal and external parties

### 8. Exercises, Training & Awareness

- Conducting recovery tests - including external suppliers
- Creating post-exercise reports
- Tracking resolution of issues
- Achieving process awareness amongst key recovery team members
- Ensuring training programs are in place - and conducted!

**“ Very good overview of BCM. Great step by step process. Very pleased with course content and presentation.”**

Katrina Curtis, Dept of Finance and Deregulation

**“ The course was well-designed to cater for a person with a basic familiarity with BCM concepts and processes and the course presenter was very adept at keeping the content simple, yet not losing its sophistication ”**

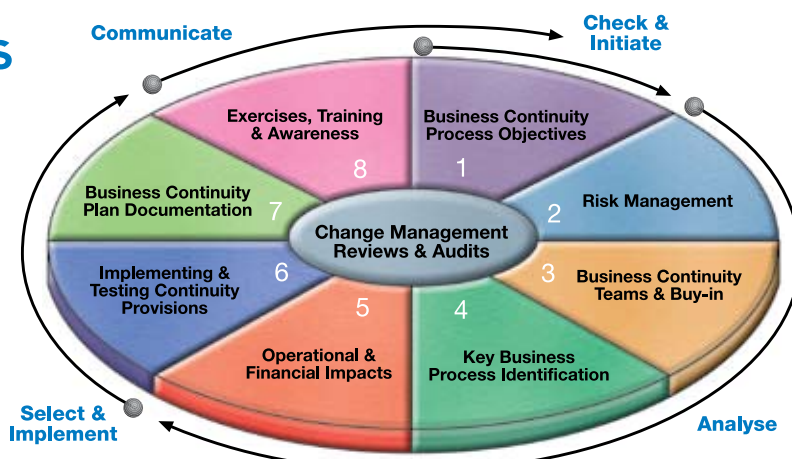
Maryanne McCubbin, Museum Victoria

**“ I now feel I have the tools to get my DR plan up and running. ”**

Brad Law, Gough Gough & Hamer

## Business As Usual Cycle

8-Step Wheel of Holistic Business Continuity Management





**Rinske Geerlings** is a leading specialist in Business Continuity, Disaster Recovery and Business Process Improvement. She draws on 15 years experience in BCP/DR and process improvement, having worked for many years as a BCP/DR Manager in the Finance sector as well as management consulting and training roles in Europe and Australia.

Rinske has a reputation for in-depth knowledge and understanding of process improvement gained from many years experience as a practitioner. She has personally set-up processes from scratch and dealt with all the associated issues, including organisational politics. She is able to readily draw on an extensive set of real-life examples on how to conduct DR exercises, how to create buy-in across the organisation, and how to integrate IT with overall BC plans.

Rinske is well known for her enthusiasm and for being able to make the sometimes dry and intimidating BCP/DR subject material engaging and a forum for the generation of ideas. Her courses provide real "take-home" value through the use of tools and templates and the focus on case study examples.

Rinske has presented subjects related to BCP, DR, and IT Management processes at a wide range of seminars and conferences. She is often sourced as a panel expert or speaker on topics such as "How to perform successful DR exercises", "Creating buy-in for BC across your organisation" and "Pandemic Planning". Rinske also regularly assists organisations with Business Continuity health-checks, Disaster Recovery rehearsals, Board preparation, desktop walk-throughs of Business Continuity plans, training and integration between BC/DR and IT. She has played an active role in the APRA Standard through her involvement in the AllFinance Forum, which includes Australian banks and insurance companies. She is also a regular speaker with Continuity Forum, itSMF and CPA Australia.

Rinske is CBCP (Certified Business Continuity Professional) by the DRII (Disaster Recovery Institute International), ITIL Master and MBCI accredited (Business Continuity Institute). Apart from having all the necessary formal certification and expertise in management consulting and training, Rinske is an experienced practitioner who constantly implements and manages BCP/DR on a day-to-day basis.

### HOW TO REGISTER

1.  Register Online  
**www.alc-group.com.au**
2.  Send your details by email  
**learn@alc-group.com.au**
3.  Fax the Enrolment Form below to:  
**Fax: (02) 9388 9100**
4.  Any queries please call Customer Service  
**Tel: 1300 767 592**
5.  Post the completed Enrolment Form to:  
**ALC Education & Consulting Pty Ltd**  
PO Box 2058, Bondi Junction NSW 1355

### COURSE DETAILS

<b>FEES:</b> (per delegate) Business Continuity Management	<b>FEE</b>	<b>GST</b>	<b>TOTAL</b>
	A\$		
	1950	195	2145

**VENUE:** The course will be held at a high quality centrally-located hotel. Full details will be on your confirmation letter and can also be found on our web site.


**COURSE INFORMATION:** The course is held from 9.00am to 5.00pm and registration is from 8.30am. Fees include lunch, refreshments and all course materials.

**TERMS and GUARANTEE:** To ensure your admission to the course, fees are payable in advance. To guarantee your satisfaction we offer a money-back or full credit policy. Details will be on your confirmation letter and our website. Cancellations with full refund will be accepted up to 10 working days before the course. After that time no refunds can be given, but substitutions may be sent at any time.

Team Discounts

10% discount for 2 or 3 delegates. Please call for larger groups.

## ENROLMENT FORM - Business Continuity Management

 ALC Education & Consulting Pty Ltd is an independent Australian company dedicated to the provision of top quality training and professional services for business and government. ALC has no affiliations with any vendor of hardware or software and is therefore able to provide totally unbiased education, advice and support.

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