

Course Description

Business Continuity Management AMS293

Overview

This 2.0 day workshop builds on the general principles of Business Continuity Management and goes to an in-depth look at the subject. This is a case study based course and participants are required to work as a team to come up with an executive management business continuity management presentation and the outlines of a Business Continuity Management plan that can be adapted to their work environment. It provides practical guidance on the design, implementation and integration of an ITIL and ISO®-based Business Continuity Management process, within the context of your organization's overall business services management and service delivery frameworks. The last module of the course would be spent with the team presenting its findings for ratification.



Learning Objectives

- An overview of ITIL
- How to manage the current and future business continuity requirements of the business
- Making Business Continuity Management the focal point for all functions of the organization
- Aligning the Business Capacity Management process to the business requirements
- Production of the Business Continuity Management Plan
- Costs, benefits and problems
- Planning and Implementation
- The responsibilities of the Business Continuity Management process
- Participants and stakeholders
- Invocation and communications process
- Reviewing the process
- Critical success factors and key performance indicators (KPIs)
- Interfaces with other Service Management processes
- People, Process and Technology
- Efficiency, Effectiveness and Economy

Format

The format of the course is highly interactive and how-to oriented. Discussion of concepts and principles are followed by exercises. Actual case studies and project scenarios will be utilized to apply the course's tools, concepts and practices.

Delivery Options

Duration

2 days

Who Should Attend

Those that have one year of relevant IT experience and are seeking to learn more about ITIL and Business Continuity Management.