

**COURSES**

Dates from April 2008 – December 2008

# Business Continuity Management (BCM)



**A Practical Guide to Implementing BS 25999**



**Understanding PAS 77 – IT Service Continuity**



**Business Continuity Basics**



**Business Impact Assessment (BIA)**



**Writing the Business Continuity Plan**



**Developing & Managing Business Continuity Exercises**



**Crisis and Incident Management**



**The Business Continuity Foundation Course**

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1-DAY

## A Practical Guide to Implementing BS 25999

### Summary

The publication of BS 25999 in November 2006 gave us for the first time a Standard for Business Continuity Management. This course introduces delegates (already familiar with Business Continuity Management concepts) to the layout of the Standard, its key points and its future direction.



### The course is suitable for:

- Business Continuity professionals
- Compliance managers
- Auditors

### This course will enable you:

- To appreciate how the Standard has evolved and fits in with other guidance
- To understand how to apply BS 25999 in your organization
- To be aware of future directions and how they may affect you

### The course covers:

- Understanding the origins of the Standard
- Layout of the Standard
- Setting the scope of the BCM programme
- Understanding your organization
- Determining your BCM options
- Developing the appropriate BCM response
- Exercising, maintenance and review
- Embedding BCM in your culture
- Assessing the Standard
- BCI's Good Practice Guide 2007 – an implementation guide
- Certification, future developments and other standards

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### COURSE INFORMATION

Venues	Dates
Cotswold Conference Centre	<ul style="list-style-type: none"> <li>• 5 June 08</li> <li>• 13 November 08</li> </ul>
London	<ul style="list-style-type: none"> <li>• 24 April 08</li> <li>• 18 September 08</li> </ul>

**Price**

- £525.00 + VAT
- Member price £472.50 + VAT

(Includes a FREE copy of BS 25999-1)

1-DAY

## Understanding PAS 77 – IT Service Continuity

### Summary

This one-day course enables those responsible for IT Service Continuity to ensure that it is managed in accordance with PAS 77. With this Specification achieving support from the public and private sectors, it could be costly and time-consuming to set off in a different direction. This course will discuss the BCI's Good Practice Guidelines, BS 25999 and how they integrate with PAS 77. Rather than replacing BS 15000 and ITIL, PAS 77 complements these already existing Standards.



### The course is suitable for:

- All those involved in strategic or operational IT Service Continuity
- Business Continuity professionals

### By the end of the course, delegates will:

- Have gained a broad understanding of the requirements of PAS 77
- Be in a position to manage IT Service Continuity in accordance with PAS 77
- Have the potential to save their organization money by fulfilling the requirement at an early stage, rather than having to make costly changes later



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### COURSE INFORMATION

Venue	Dates
Cotswold Conference Centre	<ul style="list-style-type: none"> <li>• 24 April 08</li> <li>• 2 June 08</li> <li>• 18 September 08</li> <li>• 10 November 08</li> </ul>

**Price**

- £525.00 + VAT
- Member price £472.50 + VAT

(Includes a FREE copy of PAS 77)

1-DAY

## Business Continuity Basics

### Summary

This one-day course gives an overview of the principles and practice of Business Continuity Management, based on the Business Continuity Institute's Best Practice Guidelines and 10 disciplines and BS 25999.



### The course is suitable for:

Those needing to get up to speed quickly with the terminology and practice of Business Continuity Management. It will give the beginner an immediate broad-brush understanding of the principles and practice of BCM according to BS 25999 and The BCI's Good Practice Guidelines. It is especially useful for:

- The complete beginner
- Those who do not have full-time responsibility for BCM, but need a knowledge of BCM to relate to those who do
- Those who manage Business Continuity staff and wish to understand the subject while not being operationally involved
- Those who need basic information about Business Continuity in order to make decisions on future requirements
- Those responsible for compliance who need an understanding of Business Continuity prior to getting to grips with BS 25999
- Senior management

### By the end of the course, delegates will:

- Appreciate the need for continuity planning
- Understand the language of Business Continuity
- Learn how to define continuity requirements and choose appropriate recovery strategies
- Understand the key elements of a continuity plan
- Be able to make a business case in order to gain buy-in from the executive
- Gain the tools to understand and to start to build the key elements of a continuity plan in their organization

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### COURSE INFORMATION

Venues	Dates
Cotswold Conference Centre	<ul style="list-style-type: none"> <li>• 2 June 08</li> <li>• 10 November 08</li> </ul>
London	<ul style="list-style-type: none"> <li>• 21 April 08</li> <li>• 15 September 08</li> </ul>

**Price**

- £525.00 + VAT
- Member price £472.50 + VAT



1-DAY

1-DAY

2-DAY

## Business Impact Assessment (BIA)

### Summary

This course provides a method for conducting a Business Impact Assessment (BIA) within an organization. The tutor dispels the myth that BIA is cloaked in mystique. In the seminar, the theory is expanded with practical examples. The result is that the participants leave ready to undertake a BIA within their own organization.



### The course is suitable for:

All Business Continuity professionals with a working knowledge of the BCI's ten standards.

### The course covers:

- What the BIA needs to achieve
- Defining project objectives and scope
- Identifying functions
- Estimating and resources
- Data collection methods: questionnaires & interviews
- Identifying interdependencies
- BIA methodology
- Presenting the findings and report preparation



## Writing the Business Continuity Plan

### Summary

This one-day course will give you the skills to help you to write your Business Continuity or Resumption Plan. It is very much a practical course, following the timeline of an incident affecting a company with no formal plans. As each new problem arises, solutions and alternative strategies will be discussed leading to an outline plan that has developed from a user perspective. The course shows how to use the data you have gathered in the Business Impact Assessment (BIA) to inform the BC plan.



### The course is suitable for:

Those tasked with writing Business Continuity Plans or collaborating in the writing of plans. Attendees need a reasonable knowledge of BIA in advance, in order to gain maximum benefit from this course. Those who have attended and understood the BIA course should be adequately prepared to attend this course.

### Aims

The survival of an organization following an interruption depends on senior management's ability to minimize the scale and duration of disruption to business functions. A Business Resumption plan is a comprehensive statement of actions to be taken before, during and after a disaster and forms the major reactive component of the Business Continuity Management programme. The format of Business Resumption plans usually reflects the discipline of the formal development process rather than providing a manual suitable for managing the response to a major incident. By following an incident timeline delegates should:

- Understand the actions required to recover from a major incident
- Appreciate the extent to which the recovery depends on pre-planned resources and pre-defined actions
- Know the options available for recovery and how to select those most appropriate
- Be able to develop a workable and 'disaster friendly' resumption plan

### The course covers:

- Emergency response
- Asset restoration
- Situation assessment
- Managing the recovery
- Resource issues and solutions
- Testing the new plan
- Crisis-Management
- Communication



## Developing & Managing Business Continuity Exercises

### Summary

This two-day course is aimed primarily at those on the BC Team tasked with developing and running exercises or participating in them. You will learn how to develop, manage and run an exercise and exercise programmes. The course includes practice sessions, audio visuals, and an actual simulation of an exercise and debriefing.



### The course is suitable for:

Those on the BC Team tasked with developing and running exercises or participating in them.

### The course covers:

- Planning the exercise programme
- Technical testing
- The BC exercises
- Developing an exercise
- Participant materials
- Developing an exercise (practical)
- Use of technology
- Exercise management skills
- Control and timing
- De-briefing (practical)
- Feedback and reporting
- Incremental testing
- Desktop exercises
- The Crisis Management exercise
- Planning timetable
- Timetable and structure
- Scenario
- Technology and resources
- Sources of resources
- Involvement, logistics and layout
- Running an exercise (practical)
- Evaluation
- Developing an exercising policy



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### COURSE INFORMATION

Venues	Dates
Cotswold Conference Centre	• 3 June 08 • 11 November 08
London	• 22 April 08 • 16 September 08

### Price

- £525.00 + VAT
- Member price £472.50 + VAT

### COURSE INFORMATION

Venues	Dates
Cotswold Conference Centre	• 4 June 08 • 12 November 08
London	• 3 April 08 • 17 September 08

### Price

- £525.00 + VAT
- Member price £472.50 + VAT

### COURSE INFORMATION

Venue	Dates
Cotswold Conference Centre	• 15-16 May 08 • 10-11 July 08 • 16-17 October 08
	• 18-19 September 08 • 11-12 December 08

### Price

- £1,195.00 + VAT
- Member price £1,075.50 + VAT (Includes one nights accommodation)

2-DAY

## Crisis and Incident Management

### Summary

This two-day course is aimed primarily at those who are tasked with managing an incident, whether at a strategic or tactical level or those who have to train or exercise others in these roles. It gives practical experience and theoretical guidance for dealing with a variety of incidents.



### The course is suitable for:

All Business Continuity professionals and members of Incident Management teams and those required to exercise or train others in those roles.

### The course covers:

- What is an incident - how does it affect an organization?
- How is an incident escalated and by what structures?
- Who makes up the incident management team?
- What resources does the team require?
- What does an incident management plan contain?
- How are crisis communications managed?
- How do you train and exercise the team?

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3-DAY

## The Business Continuity Foundation Course

### Summary

This three-day residential course offers a comprehensive grounding in Business Continuity, based on the Business Continuity Institute's Good Practice Guidelines and 10 disciplines, and is in line with BS 25999.



### The course is suitable for:

- Newcomers to Business Continuity at management and operational level
- Those with experience who have need of formal training

### By the end of the course, delegates will:

- Appreciate the need for continuity planning
- Learn how to define continuity requirements and choose appropriate recovery strategies
- Understand the key elements of a continuity plan
- Be able to make a business case in order to gain buy-in from the executive
- Gain the tools to understand and to start to build the key elements of a continuity plan in their organization

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Course Authors and Presenters

**Ian Charters FBCI**, Course Author, has been a member of the Business Continuity Institute since 1997, and was elected a Fellow in 2004. He is an internationally respected Business Continuity practitioner, and a member of the board of the BCI as well as being Chair of its Education Committee. He was also on the working party which developed the new British Standard for Business Continuity BS 25999.

**Ian Francis MBCI, DRII** is an experienced Business Continuity professional with extensive experience in the telecommunications field. Having served in the UK forces, Ian went on to become Head of Business Continuity and Disaster Recovery at Orange, and was there until 2005. In his role, he was liaison with France Telecom for BS 7799 (ISO 17799). He was also Group Crisis Commander and Crisis Management leader. Ian now runs his own consultancy and training company, Absolute BC.

**Helen Sweet MBCI** was Industry Newcomer of the Year in 2004 at the Business Continuity Awards for her work with Wanadoo and is a member of the BCI's Communications panel. She has since worked as a Business Continuity Consultant for Siemens and is now an independent Consultant and Trainer.

**Chris Tulloch MBCI, DRII**, Course Author, is the managing partner of Surefire Communications. He is an experienced Business Continuity consultant, specializing in telecommunications and call-centre continuity and technical Disaster Recovery (DR). Before founding Surefire, he spent much of the 1980s building literally bomb-proof networks.

## About Continuity Shop

Continuity Shop, a leading provider of BCI-Approved training, is partnering BSI in the provision of these courses on BS 25999 and other Business Continuity topics. The eight courses, marketed jointly by BSI British Standards and Continuity Shop are approved by the Business Continuity Institute.

*"Working with BSI on the provision of BCI-Approved courses helps us further our aim of bringing the highest quality of training to the widest audience possible,"* **Geoff Howard, CEO, Continuity Shop.**

Continuity Shop is an agency expert in finding the right Business Continuity resources. All the trainers and consultants are well-known experts, with at least five years' experience. They are selected by Continuity Shop's directors, based on personal knowledge of their work – basing their reputation on providing only the best.

## About the Cotswold Conference Centre

The award-winning **Cotswold Conference Centre** is near Moreton-in-Marsh - 90 minutes on a direct train line from London Paddington. The nearest airports are Birmingham International and Coventry. There are free transfers from Moreton-in-Marsh railway station and Birmingham International Airport/Railway Station available if booked in advance.

## Course Packages

If you wish to attend two or more courses which run on consecutive days at the Cotswold Conference Centre, then you will not pay for accommodation for the nights between courses. (Not available in conjunction with other offers.)

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### COURSE INFORMATION

#### Venue

Cotswold Conference Centre

#### Dates

- 24-25 April 08
- 18-19 September 08
- 5-6 July 08
- 13-14 November 08

#### Price

- £1,195 + VAT
- Member price £1,075.50 + VAT (Includes one nights accommodation)

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### COURSE INFORMATION

#### Venue

Cotswold Conference Centre

#### Dates

- 12-14 May 08
- 15-17 September 08
- 7-9 July 08
- 13-15 October 08
- 8-10 December 08

#### Price

- £1,595 + VAT
- Member price £1,435.50 + VAT (Includes two nights accommodation)

## About BSI Conferences & Training

Part of BSI British Standards, BSI Business Information offers a range of Conferences, Courses and In-House Training on a wide range of subjects – from topical issues such as the future of the security industry to the practical implementation of a new or revised standard. Relevant, up-to-date and accessible, the events are presented by leading experts – enabling you to leave our events better equipped to face your professional challenges and responsibilities.

### BS 25999-1 Code of Practice for Business Continuity Management

BS 25999-1:2006 is a code of practice that takes the form of guidance and recommendations. It establishes the process, principles and terminology of business continuity management (BCM), providing a basis for understanding, developing and implementing business continuity within an organization and to provide confidence in business-to-business and business-to-customer dealings.

In addition to the above, it provides a comprehensive set of controls based on BCM best practice and covers the whole BCM lifecycle.

BS 25999-1:2006 has been developed by practitioners throughout the global community, drawing upon their considerable academic, technical and practical experiences of BCM.

It has been produced to provide a system based on good practice for BCM.

It is intended to serve as a single reference point for identifying the range of controls needed for most situations where BCM is practiced in industry and commerce, and to be used by large, medium and small organizations in industrial, commercial, public and voluntary sectors.

#### BS 25999 WILL BE PUBLISHED IN TWO PARTS:

**BS 25999-1:2006** *Code of practice for business continuity management*

**BS 25999-2:2007** *Specification for business continuity management.*

BS 25999-2:2007 will specify the process for achieving certification that business continuity capability is appropriate to the size and complexity of an organization.

BS 25999-1:2006 replaces PAS 56:2003, which has now been withdrawn.

BSI pre-order ref BS25999-1:2006

Price £90\*

Public Sector Price £60\*

Member Price £45\*

### BS 25999-2

Specification for Business Continuity Management – now available

### PAS 77 IT Service Continuity Management

#### A GENERIC FRAMEWORK AND GUIDELINE FOR AN IT SERVICE CONTINUITY PROGRAMME

An effective IT service continuity management (ITSCM) system safeguards the performance of IT services both before and after an incident. By investigating, developing and implementing preventative and recovery options beforehand, in the event of an interruption to service that threatens the continuity of the business – the organization with an ITSCM in place is well prepared and equipped to minimize and manage the threat.

In recognition of the need for a framework which addresses the business continuity of IT services the British Standards Institution (BSI) has produced a Publicly Available Specification (PAS) which explains the principles and some recommended techniques for IT Service Continuity Management (ITSCM).

#### NEW PAS 77: 2006 IT SERVICE CONTINUITY MANAGEMENT

PAS 77:2006 has been developed in partnership with Adam Continuity, Dell Corporation, Unisys and SunGard and is designed for organizations of all sizes whether in the private or public sector. The new code of practice is intended for use by anyone responsible for implementing, delivering and managing IT Service Continuity within an organization.

PAS 77:2006 provides guidance on the aspects of ITSCM which organizations should consider when investing in this area. It complements other existing and internationally renowned standards such as PAS 56, BS ISO/IEC 20000, BS ISO/IEC 17799 and ISO 9001 and does not replace or supersede them.

#### Contents:

- Scope
- Terms and definitions
- Abbreviations
- IT service continuity management
- IT service continuity strategy
- Understanding risks and impacts within your organization
- Conducting business critically and risk assessments
- IT service continuity plan
- Rehearsing an IT service continuity plan
- Solutions architecture and design consideration
- Buying continuity services

ISBN 0 580 49047 5

BSI order ref PAS 77

Price £49\*

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