

# Business Continuity

2 DAYS 14



Understand the core drivers and needs of business continuity management systems within the data center environment. Learn the role of standards, risk assessment and traps - and how to avoid them. Separate facts from fiction through real life examples. Develop best practice through strategy and solutions beyond the plan. Come away with the key skills to ensure organizational resilience within a live, mission critical environment.

## Learning Outcomes

- Explain the need for business continuity management; understand the myths and reality through real life examples and its data centre origins
- Develop good practice for supporting organizational resilience within a live, mission critical environment
- Explain terminology and the role of standards
- Identify traps and how to avoid them
- Discuss risk assessment and what it is in a business continuity context and how this relates particularly to data centre location, design and operation
- Understanding Business Impact Analysis and its role in business continuity
- Define strategy in the context of business continuity and how solutions are more than just plans!
- Explain dealing with incidents – what really happens the role of human behaviour and importance of leadership
- Distinguish what a business continuity plan can and can't do. Good plans v the plans that auditors want to see.
- The key role of exercising and testing in ensuring effective response
- Gaining assurance – how do you know that your business continuity arrangements will work as anticipated and when required?



## 5 reasons to choose our courses:

- 1** Courses aligned to international standards
- 2** Expert instructors with over 10 years experience
- 3** Interactive learning experience
- 4** Blended learning solutions (classroom and online)
- 5** Specialist career progression tracks for advanced learning

## Who should attend?

Any individual directly or indirectly involved in the management or operation of an existing data center; or in the exploration, design or build phase of a new project, including:

- IT Manager
- M&E Consultant
- HVAC Engineer
- Property Developer
- Facility Manager
- Project Manager
- Data Center Owner/Operator
- Building Contractor

Price - £950 | €1,250 | \$1,500

Professional Development Hrs	14
Exam	1 hour, open book
Pre-requisites	None (although completion of our foundation level 'Data Center Design Awareness' course is recommended)
Suggested Progression	Data Center Cooling Professional + Data Center Power Professional OR Energy & Cost Management + Critical Operations Professional

# Course Content

## The need for business continuity management

- Historical context
- Experience from Incidents
  - Real life examples and understanding the myths and reality

## Introducing Business Continuity

- Development of good practice
- Role of standards
- Terminology

## Approach to business continuity

- Introducing the business continuity management system (BCMS)
- The business continuity lifecycle

## Understanding the organization

- Business impact analysis
  - What it is and why it matters
  - Elephant traps and how to avoid them
- Risk Assessment
  - What it is in a business continuity context
  - More Elephant traps

## Strategy and Solutions

- What is a business continuity strategy and what is included
- Business continuity solutions - it's not just about plans!

## Dealing with incidents

- What really happens
- The role of human behaviour
- Planning to deal with challenging situations

## The role of plans

- What they can and cannot do
- What is needed and how to go about it
- Good examples

## Exercising – the key to success

- Exercising and testing - knowing the difference and understanding what is needed
- The key role of exercising - knowing that the arrangements made will work as anticipated and when required
- How to eat an Elephant - designing exercising to provide real assurance
- Practicalities and good examples
- Yet more Elephant traps and how to avoid them

## The BCMS in operation

- Establishing, managing and maintaining business continuity
- The importance of leadership
- Competence and staff awareness
- Management review and improvement

Future directions - business continuity and the development

