QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2008

Business Continuity Management for Insurance Companies Training Course

INSURANCE BUSINESS CONTINUITY & RESILIENCE
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Business Continuity Management for Insurance Companies Training Course provides a specialized framework for designing, implementing, and maintaining effective business continuity capabilities within insurance organizations. The programme addresses the operational, financial, regulatory, technological, and customer-related disruptions that can affect insurers and provides practical approaches for maintaining critical services during adverse events.

Participants will examine the insurance business continuity lifecycle, including governance, business impact analysis, risk assessment, critical process identification, recovery priorities, continuity strategies, and response planning. The course emphasizes the interconnected nature of underwriting, claims, policy administration, customer service, finance, investments, distribution, technology, and third-party services.

A strong focus is placed on developing practical Business Continuity Plans, Disaster Recovery arrangements, crisis response procedures, communication protocols, recovery objectives, and testing programmes. Participants will also explore scenarios such as cyber incidents, technology failures, operational disruptions, major claims events, third-party failures, workforce shortages, facility loss, supply chain disruption, and other emerging threats.

Through insurance-specific case studies, scenario exercises, simulations, and an integrated final workshop, participants will develop the capabilities required to strengthen organizational resilience, protect policyholders, maintain critical insurance operations, meet regulatory expectations, and support effective recovery following disruptive events.

Objectives

- By the end of this training course, participants will be able to:
- Explain the principles and lifecycle of Business Continuity Management within insurance organizations.
- Identify critical insurance processes, services, dependencies, and recovery priorities.
- Conduct effective Business Impact Analysis for insurance operations.
- Assess business continuity risks across operational, financial, technological, regulatory, and third-party areas.

- Establish appropriate recovery priorities and recovery requirements for critical insurance functions.
- Develop practical continuity strategies for underwriting, claims, policy administration, distribution, finance, and customer services.
- Define Recovery Time Objectives and Recovery Point Objectives for critical systems and processes.
- Develop effective Business Continuity Plans and response procedures.
- Integrate business continuity with disaster recovery, crisis management, risk management, and operational resilience.
- Establish effective crisis communication and stakeholder notification arrangements.
- Assess third-party and outsourcing risks affecting insurance continuity.
- Develop business continuity strategies for cyber incidents, technology failures, and major operational disruptions.
- Design effective testing, exercising, validation, and plan-maintenance programmes.
- Establish business continuity governance, roles, responsibilities, and escalation mechanisms.
- Evaluate continuity performance through appropriate metrics, indicators, and management reporting.
- Develop an integrated business continuity and resilience framework tailored to an insurance organization.

Who Should Attend

This course is designed for business continuity managers, operational resilience professionals, risk managers, enterprise risk specialists, insurance operations managers, claims managers, underwriting managers, policy administration professionals, and crisis management professionals.

It is also highly relevant to IT and cybersecurity professionals, disaster recovery specialists, compliance and regulatory professionals, internal auditors, business process owners, third-party risk professionals, finance managers, customer service leaders, facilities managers, and senior executives responsible for organizational resilience.

The programme is particularly suitable for professionals working in insurance companies, reinsurance organizations, insurance brokers, financial institutions, government insurance entities, and organizations with significant insurance operations or regulated financial services activities.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Establish a structured Business Continuity Management framework for an insurance organization.
- Identify critical insurance services and processes requiring continuity protection.
- Conduct Business Impact Analysis and determine the consequences of operational disruption.
- Map dependencies between people, technology, facilities, suppliers, data, and business processes.
- Assess and prioritize continuity risks using structured methodologies.
- Establish appropriate recovery objectives and minimum service requirements.
- Develop continuity strategies for critical insurance operations.
- Prepare practical Business Continuity Plans and recovery procedures.
- Coordinate business continuity with IT disaster recovery and crisis management.
- Establish effective escalation and crisis communication arrangements.
- Assess the resilience of critical suppliers, outsourcing partners, and technology providers.
- Develop response strategies for cyberattacks, system failures, workforce disruption, and major insurance events.
- Design and conduct realistic continuity exercises and simulation scenarios.
- Evaluate test results and implement corrective actions to strengthen resilience.
- Monitor business continuity performance through indicators, reporting, and management reviews.
- Develop a sustainable insurance business continuity and operational resilience programme.

Course Outline

DAY 01

Business Continuity Management in the Insurance Industry

- Principles and objectives of Business Continuity Management
- Business continuity lifecycle and organizational resilience
- Insurance-specific continuity challenges
- Critical insurance services and business processes

DAY 01 — CONTINUED

- Dependencies across underwriting, claims, policy administration, distribution, finance, and customer service
- Business continuity governance and accountability
- Roles of business process owners and continuity teams
- Regulatory and organizational considerations

PRACTICAL EXERCISE

Mapping critical insurance services and dependencies

DAY 02

Business Impact Analysis and Continuity Risk Assessment

- Principles of Business Impact Analysis
- Identifying critical processes and activities
- Assessing operational, financial, customer, and regulatory impacts
- Process dependencies and single points of failure
- Recovery priorities and minimum service levels
- Recovery Time Objectives and Recovery Point Objectives
- Continuity risk identification and assessment
- Scenario-based risk analysis

PRACTICAL EXERCISE

Conducting a Business Impact Analysis for an insurance operation

DAY 03

Business Continuity Strategies and Plan Development

- Developing insurance business continuity strategies
- Continuity solutions for underwriting and policy administration
- Claims operations and continuity arrangements
- Customer service and distribution continuity

DAY 03 — CONTINUED

- Workforce continuity and alternative working arrangements
- Technology, data, and systems continuity
- Third-party and outsourcing continuity
- Business Continuity Plan structure and documentation
- Recovery procedures and resource requirements

PRACTICAL EXERCISE

Developing a Business Continuity Plan for a critical insurance process

DAY 04

Crisis Management, Disaster Recovery and Operational Resilience

- Crisis management principles and response structures
- Crisis roles, responsibilities, escalation, and decision-making
- Crisis communication and stakeholder management
- Coordination between business continuity and disaster recovery
- Cyber incidents and technology disruption scenarios
- Major claims events and operational disruption scenarios
- Facility loss, workforce disruption, and third-party failure
- Emerging risks and operational resilience

PRACTICAL EXERCISE

Simulating a major disruption affecting critical insurance operations

DAY 05

Testing, Governance and Continuous Improvement

- Business continuity testing and exercising programmes
- Tabletop exercises and scenario simulations
- Evaluating recovery performance and plan effectiveness

DAY 05 — CONTINUED

- Identifying gaps, lessons learned, and corrective actions
- Business continuity metrics and resilience indicators
- Management reporting and governance reviews
- Plan maintenance, validation, and continuous improvement
- Integrating business continuity into enterprise risk management
- Strengthening organizational resilience and recovery capabilities
- Final Integrated Workshop: Developing a comprehensive Business Continuity Management Framework for an Insurance Company

Register or Request More Information

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