QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 1332

Business Continuity Management Training Course

CRISIS, RESILIENCE & BUSINESS CONTINUITY MANAGEMENT
BUSINESS, MANAGEMENT & LEADERSHIP

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Business Continuity Management Training Course provides a comprehensive professional framework for strengthening an organization's ability to prepare for disruption, respond effectively to unexpected events, maintain critical operations and services, and recover in a structured and controlled manner. The course presents Business Continuity Management as an integrated management discipline connected to governance, enterprise risk management, crisis management, disaster recovery, and organizational resilience.

Organizations may face a wide range of events that can interrupt business operations, including technology failures, cybersecurity incidents, infrastructure disruption, supply chain interruptions, workforce shortages, operational incidents, natural disasters, utility failures, and other unexpected events. Effective Business Continuity Management therefore requires more than emergency plans. It requires an organized approach to identifying critical activities, understanding dependencies, assessing disruption impacts, establishing recovery priorities, developing appropriate continuity strategies, and continuously improving organizational readiness.

The course focuses on practical Business Continuity Management methodologies, including Business Impact Analysis, continuity risk assessment, identification of critical processes and services, recovery prioritization, continuity strategy development, business continuity planning, recovery procedures, testing, exercising, and continuous improvement. Participants will learn how to assess people, technology, facilities, information, suppliers, and other resources that support essential business activities and determine how their disruption could affect organizational performance.

Through case studies, practical exercises, scenario analysis, Business Impact Analysis workshops, continuity planning activities, and disruption simulations, participants will develop practical capabilities for establishing or improving a Business Continuity Management program within their organizations. The course also strengthens the integration between business continuity, crisis management, enterprise risk management, disaster recovery, and operational resilience, supporting stronger organizational preparedness and sustainable performance.

Objectives

- Analyze the fundamental principles of Business Continuity Management and its relationship with enterprise risk management, crisis management, and organizational resilience during the course.
- Develop a structured Business Continuity Management framework aligned with the organization's critical operations, services, resources, and objectives.
- Evaluate business disruption risks and assess their operational, financial, technological, regulatory, legal, customer, and reputational consequences.
- Apply Business Impact Analysis methodologies to identify critical activities, services, resources, dependencies, and recovery priorities.
- Assess continuity requirements and determine the resources and capabilities required to maintain essential operations during disruption.
- Design practical business continuity strategies covering people, technology, facilities, information, suppliers, and critical processes.
- Develop business continuity plans and recovery procedures covering response, escalation, communication, recovery, and assigned responsibilities.
- Improve coordination between Business Continuity Management, enterprise risk management, crisis management, disaster recovery, and operational resilience.
- Apply appropriate testing, exercising, and simulation methods to validate business continuity plans and organizational readiness.
- Evaluate exercise results, incidents, disruptions, and lessons learned and translate findings into corrective and improvement actions.
- Develop governance, performance measurement, reporting, and monitoring mechanisms for Business Continuity Management programs.
- Prepare an actionable roadmap for strengthening business continuity, organizational preparedness, and resilience within the workplace.

Who Should Attend

The Business Continuity Management Training Course is designed for executives, senior managers, department heads, and professionals responsible for Business Continuity Management, enterprise risk management, crisis management, organizational resilience, disaster recovery, emergency preparedness, and operational readiness. It is particularly relevant for Business Continuity Managers, Business Continuity Officers, Risk Managers, Operational Risk Specialists, Crisis Managers, Disaster Recovery Managers, Emergency Preparedness Professionals, Governance

Specialists, Compliance Professionals, and Internal Control Specialists.

The course is also suitable for Operations Managers, Information Technology Managers, Cybersecurity Professionals, Facilities Managers, Supply Chain and Procurement Managers, Human Resources Managers, Finance Managers, Project Managers, Quality Professionals, Corporate Communications Specialists, and Legal and Regulatory Professionals. It is valuable for members of crisis management, business continuity, emergency response, incident management, and recovery teams, as well as decision makers responsible for protecting critical operations and services.

The program is particularly relevant to government entities, ministries, public sector organizations, banks and financial institutions, oil and gas companies, energy organizations, utilities, industrial organizations, technology and telecommunications companies, and large corporations where maintaining critical services, protecting organizational resources, and sustaining operations during disruption are strategic priorities.

Learning Outcomes

- Explain the principles, components, and lifecycle of Business Continuity Management.
- Identify critical products, services, processes, activities, resources, and dependencies requiring continuity arrangements.
- Conduct a structured Business Impact Analysis to determine disruption impacts and recovery priorities.
- Assess business continuity risks and identify vulnerabilities, dependencies, and potential points of failure.
- Determine the people, technology, facilities, information, supplier, and operational resources required for continuity.
- Develop appropriate business continuity strategies based on impact assessments, risk exposure, and recovery requirements.
- Prepare practical business continuity plans and recovery procedures for critical functions and services.
- Integrate Business Continuity Management with crisis management, enterprise risk management, disaster recovery, and operational resilience.
- Design and conduct appropriate business continuity tests, exercises, simulations, and validation

activities.

- Evaluate testing and incident results and identify corrective, preventive, and improvement actions.
- Develop governance arrangements, performance indicators, reporting mechanisms, and monitoring processes for business continuity.
- Prepare a practical Business Continuity Management improvement plan and implementation roadmap for the organization.

Course Outline

DAY 01

Foundations of Business Continuity Management & Governance

- Understanding Business Continuity Management, its purpose, and organizational value
- The role of Business Continuity Management in protecting critical operations and services
- Relationship between business continuity, enterprise risk management, crisis management, and organizational resilience
- The Business Continuity Management lifecycle
- Sources of business disruption and operational interruption
- Identifying critical products, services, processes, activities, and resources
- Business Continuity Management governance and executive responsibilities
- Business continuity policies, standards, procedures, roles, and accountability
- Identifying internal and external stakeholders and critical dependencies
- Building a business continuity culture and organizational readiness

PRACTICAL APPLICATION

Conduct an initial Business Continuity Management assessment and identify critical services and processes

DAY 02

Business Impact Analysis & Business Continuity Risk Assessment

- Understanding Business Impact Analysis and its objectives
- Identifying critical activities, processes, services, and operational functions
- Determining resource and capability requirements for critical activities
- Assessing operational, financial, technological, regulatory, legal, customer, and reputational impacts
- Evaluating the consequences of business interruption
- Establishing recovery priorities and continuity requirements
- Determining recovery time requirements and restoration priorities
- Business continuity risk assessment and disruption scenario analysis
- Identifying vulnerabilities, dependencies, and potential single points of failure
- Assessing supplier, third-party, and supply chain continuity risks

> **PRACTICAL APPLICATION**
> Conduct a Business Impact Analysis and establish recovery priorities for a critical business process

DAY 03

Business Continuity Strategies & Business Continuity Plans

- Developing business continuity strategies based on impact and risk assessments
- Workforce continuity and human resource arrangements
- Facilities and workplace continuity
- Technology, systems, information, and data continuity
- Alternative working arrangements and alternate operating locations
- Information availability, backup, and recovery considerations
- Supplier, third-party, and supply chain continuity
- Alternative operating models and recovery options
- Developing Business Continuity Plans and recovery procedures
- Defining roles, responsibilities, escalation, communication, and recovery actions

DAY 03 — CONTINUED

> **PRACTICAL APPLICATION**
> Develop a Business Continuity Plan for a critical service or operational process

DAY 04

Business Continuity Testing, Crisis Response & Exercising

- Activating Business Continuity Plans during disruption
- The relationship between business continuity, crisis management, and incident management
- Principles of crisis and disruption response
- Executive leadership and decision-making during business interruption
- Internal and external communication during disruption
- Designing Business Continuity tests and exercises
- Walkthroughs, tabletop exercises, simulations, technical tests, and integrated exercises
- Evaluating employee, process, technology, facility, and supplier readiness
- Identifying capability gaps and weaknesses through testing
- Analyzing exercise results, incidents, and lessons learned

> **PRACTICAL APPLICATION**
> Conduct a business disruption simulation and evaluate organizational response and recovery capability

DAY 05

Business Continuity Performance, Improvement & Organizational Resilience

- Business Continuity Management governance and program ownership
- Roles of senior management, process owners, continuity teams, and support functions
- Measuring business continuity performance and organizational readiness
- Developing business continuity performance indicators and resilience indicators
- Management reporting, escalation, and continuity performance reviews

DAY 05 — CONTINUED

- Integrating Business Continuity Management with enterprise risk management, governance, and compliance
- Strengthening operational resilience and supply chain continuity
- Reviewing and updating business continuity plans and strategies
- Lessons learned and continuous improvement
- Assessing Business Continuity Management maturity
- Integrating business continuity into strategic planning and management decision-making

FINAL WORKSHOP

Develop a comprehensive Business Continuity Management improvement plan and implementation roadmap for organizational preparedness and resilience

Register or Request More Information

Course page: https://quest-training.com/courses/business-continuity-management-training-course
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