QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2011

Disaster Recovery & Business Continuity Planning for Insurance Companies Training Course

INSURANCE BUSINESS CONTINUITY & RESILIENCE
INSURANCE & RISK MANAGEMENT

DURATION	DELIVERY
5 Days	**Classroom**

Course Overview

The Disaster Recovery & Business Continuity Planning for Insurance Companies Training Course provides a specialized and practical framework for protecting critical insurance operations and restoring essential services following disruptive events. The programme integrates disaster recovery and business continuity planning to help insurance organizations maintain critical services, protect customer and policyholder interests, safeguard data and technology, and recover operations in a structured and timely manner.

Participants will examine the relationship between business continuity, disaster recovery, crisis management, and operational resilience, with particular attention to the technology and operational dependencies of insurance organizations. The course covers critical process identification, business impact analysis, recovery priorities, recovery objectives, continuity strategies, disaster recovery architecture, data protection, system recovery, and restoration procedures.

The programme addresses insurance-specific disruption scenarios, including cyberattacks, ransomware, system failures, data loss or corruption, major claims events, third-party outages, facility disruption, workforce unavailability, telecommunications failures, and other operational disasters. Participants will learn how to design recovery strategies that support underwriting, claims, policy administration, customer service, distribution, finance, and other critical functions.

Through practical case studies, recovery planning exercises, tabletop simulations, technical and operational scenarios, and an integrated final workshop, participants will develop the skills required to create effective Business Continuity Plans and Disaster Recovery Plans, test their effectiveness, identify gaps, and establish sustainable recovery capabilities for insurance organizations.

Objectives

- By the end of this training course, participants will be able to:
- Explain the principles and relationship between business continuity and disaster recovery in insurance organizations.
- Identify critical insurance services, processes, systems, and operational dependencies.
- Conduct Business Impact Analysis for critical insurance functions.
- Assess the operational, financial, customer, regulatory, and reputational consequences of

disruption.
- Establish recovery priorities and appropriate recovery objectives.
- Develop business continuity strategies for critical insurance operations.
- Design disaster recovery strategies for critical technology systems and data.
- Establish appropriate Recovery Time Objectives and Recovery Point Objectives.
- Develop practical Business Continuity Plans and Disaster Recovery Plans.
- Establish backup, data protection, system recovery, and alternative operating arrangements.
- Develop recovery procedures for cyber incidents, technology failures, and data disruption.
- Integrate business continuity, disaster recovery, crisis management, and operational resilience.
- Assess third-party, cloud, outsourcing, and technology provider recovery capabilities.
- Design effective testing, exercising, and plan validation programmes.
- Evaluate recovery performance and implement corrective actions.
- Develop a sustainable disaster recovery and business continuity framework for an insurance company.

Who Should Attend

This course is designed for business continuity managers, disaster recovery professionals, operational resilience specialists, insurance operations managers, IT managers, technology risk professionals, cybersecurity specialists, and crisis management professionals.

It is also highly relevant to claims and underwriting managers, policy administration professionals, enterprise and operational risk specialists, third-party risk managers, compliance professionals, internal auditors, business process owners, data and technology specialists, infrastructure professionals, and senior executives responsible for business continuity and recovery.

The programme is particularly suitable for professionals working in insurance companies, reinsurance organizations, insurance brokers, financial institutions, regulated insurance entities, and organizations with critical insurance operations and complex technology dependencies.

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Establish an integrated Business Continuity and Disaster Recovery framework for an insurance organization.
- Identify critical insurance services, processes, applications, systems, and dependencies.
- Conduct structured Business Impact Analysis and determine recovery priorities.
- Assess the consequences of disruption across operational, financial, customer, regulatory, and reputational dimensions.
- Define appropriate recovery objectives for critical insurance services and supporting systems.
- Develop continuity strategies for underwriting, claims, policy administration, distribution, and customer service.
- Design effective disaster recovery strategies for applications, infrastructure, systems, and data.
- Establish suitable Recovery Time Objectives and Recovery Point Objectives.
- Develop practical and actionable Business Continuity and Disaster Recovery Plans.
- Establish effective backup, restoration, alternative processing, and emergency operating arrangements.
- Develop recovery procedures for cyberattacks, ransomware, system outages, and data loss.
- Assess recovery capabilities across critical suppliers, cloud providers, and outsourced service providers.
- Coordinate technical recovery with business recovery and crisis management activities.
- Design realistic recovery tests, simulations, and tabletop exercises.
- Identify weaknesses and prioritize remediation following recovery exercises.
- Develop a continuous improvement roadmap for insurance disaster recovery and business continuity capabilities.

Course Outline

DAY 01

Foundations of Business Continuity and Disaster Recovery in Insurance

- Principles of business continuity and disaster recovery
- Relationship between business continuity, disaster recovery, crisis management, and operational resilience
- Insurance-specific continuity and recovery challenges
- Critical insurance services and operational processes
- Technology, data, people, facilities, and third-party dependencies
- Business continuity and disaster recovery governance
- Roles, responsibilities, ownership, and escalation
- Recovery lifecycle and planning principles

PRACTICAL EXERCISE

Identifying critical insurance services and recovery dependencies

DAY 02

Business Impact Analysis and Recovery Requirements

- Principles and methodology of Business Impact Analysis
- Identifying critical processes and supporting resources
- Assessing financial, operational, customer, regulatory, and reputational impacts
- Process and technology dependency analysis
- Identifying single points of failure
- Recovery priorities and minimum service requirements
- Recovery Time Objectives and Recovery Point Objectives
- Defining recovery requirements and resource needs

PRACTICAL EXERCISE

Conducting a Business Impact Analysis for critical insurance operations

DAY 03

Business Continuity and Disaster Recovery Strategy Development

- Developing business continuity strategies
- Continuity strategies for underwriting and policy administration
- Claims processing and major claims event recovery
- Customer service and distribution continuity
- Workforce and facility recovery arrangements
- Technology infrastructure and application recovery
- Data backup, protection, replication, and restoration
- Alternative processing and recovery locations
- Third-party, cloud, and outsourced service recovery

> **PRACTICAL EXERCISE**
>
> Developing an integrated continuity and recovery strategy

DAY 04

Disaster Recovery Planning, Crisis Response and Recovery Execution

- Disaster Recovery Plan structure and development
- Business Continuity Plan structure and implementation
- Recovery procedures and activation criteria
- Crisis escalation and emergency decision-making
- Cyberattack, ransomware, and data-loss recovery scenarios
- Technology outage and infrastructure failure scenarios
- Third-party and telecommunications disruption
- Coordination between business and technical recovery teams
- Service restoration and return-to-normal operations

DAY 04 — CONTINUED

PRACTICAL EXERCISE

Conducting a disaster recovery and business continuity simulation

DAY 05

Testing, Governance and Continuous Improvement

- Business continuity and disaster recovery testing principles
- Tabletop exercises and recovery simulations
- Technical recovery testing and application restoration
- Evaluating recovery performance and plan effectiveness
- Identifying gaps, lessons learned, and corrective actions
- Recovery metrics and management reporting
- Plan maintenance, validation, and periodic review
- Governance, assurance, and management oversight
- Integrating recovery planning with operational resilience and enterprise risk management
- Final Integrated Workshop: Developing a comprehensive Disaster Recovery & Business Continuity Planning Framework for an Insurance Company

Register or Request More Information

Course page: https://quest-training.com/courses/disaster-recovery-business-continuity-planning-for-insurance-companies-training-course
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