QUEST
Professional Center

PROFESSIONAL TRAINING COURSE

Course No. 2009

Operational Resilience in the Insurance Industry Training Course

INSURANCE BUSINESS CONTINUITY & RESILIENCE
INSURANCE & RISK MANAGEMENT

DURATION
5 Days

DELIVERY
Classroom

Course Overview

The Operational Resilience in the Insurance Industry Training Course provides a specialized and practical framework for strengthening an insurance organization’s ability to continue delivering critical services during disruptions, recover effectively, and adapt to changing operational conditions. The programme moves beyond traditional business continuity by focusing on the organization’s ability to withstand disruption while maintaining important outcomes for policyholders, customers, regulators, and other stakeholders.

Participants will examine the foundations of operational resilience across the insurance value chain, including underwriting, claims, policy administration, distribution, customer service, finance, investments, technology, and third-party services. The course addresses critical business services, important business functions, dependencies, vulnerabilities, impact tolerances, and operational resilience requirements.

The programme explores major sources of operational disruption, including technology failures, cyber incidents, third-party and outsourcing failures, workforce disruption, data and systems issues, facility loss, process failures, extreme events, and emerging risks. Participants will learn how to identify vulnerabilities, assess resilience capabilities, establish tolerances, develop response strategies, and strengthen recovery arrangements.

Through insurance-specific case studies, scenario analysis, resilience assessments, simulation exercises, and an integrated final workshop, participants will develop practical capabilities to build stronger operational resilience, protect critical insurance services, improve disruption response, strengthen governance, and support sustainable organizational performance.

Objectives

- By the end of this training course, participants will be able to:
- Explain the principles, objectives, and components of operational resilience in the insurance industry.
- Distinguish operational resilience from traditional business continuity and disaster recovery approaches.
- Identify critical insurance services and the outcomes they are expected to deliver.

- Map processes, resources, systems, people, facilities, data, and third parties supporting critical services.
- Identify vulnerabilities and single points of failure across insurance operations.
- Assess operational disruption scenarios and their potential impact on critical services.
- Establish appropriate impact tolerances for important insurance services.
- Develop resilience strategies for underwriting, claims, policy administration, distribution, and customer service.
- Assess technology, cybersecurity, data, workforce, and third-party resilience risks.
- Develop effective response and recovery strategies for major operational disruptions.
- Strengthen resilience through scenario analysis, stress testing, and simulation exercises.
- Establish operational resilience metrics, indicators, and monitoring mechanisms.
- Integrate operational resilience with enterprise risk management, business continuity, and crisis management.
- Strengthen governance, accountability, escalation, and management oversight.
- Evaluate resilience gaps and develop practical remediation and improvement plans.
- Develop an integrated operational resilience framework tailored to an insurance organization.

Who Should Attend

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

It is also highly relevant to IT and cybersecurity professionals, technology risk specialists, third-party risk professionals, compliance and regulatory specialists, internal auditors, business process owners, data governance professionals, disaster recovery specialists, and senior managers responsible for critical insurance services.

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

Learning Outcomes

- Upon completion of the course, participants will be able to:
- Establish an operational resilience framework aligned with the structure and risk profile of an insurance organization.
- Identify important business services and define the outcomes that must be protected during disruption.
- Map end-to-end dependencies supporting critical insurance services.
- Identify vulnerabilities, concentration risks, and single points of failure.
- Conduct structured operational resilience assessments and scenario analysis.
- Establish appropriate impact tolerances for critical insurance services.
- Assess resilience across people, processes, technology, data, facilities, and third parties.
- Develop practical resilience strategies for critical insurance operations.
- Evaluate the ability of systems and processes to withstand severe but plausible disruption scenarios.
- Develop effective response, recovery, and restoration arrangements.
- Design resilience testing and simulation programmes.
- Establish meaningful operational resilience indicators and management dashboards.
- Integrate resilience information into risk reporting and executive decision-making.
- Identify resilience gaps and prioritize remediation activities.
- Strengthen governance and accountability for operational resilience.
- Develop a practical operational resilience improvement roadmap for an insurance organization.

Course Outline

DAY 01

Foundations of Operational Resilience in Insurance

- Principles and objectives of operational resilience
- Operational resilience versus business continuity and disaster recovery
- The insurance value chain and critical service delivery
- Important business services and customer outcomes
- Policyholder, customer, and regulatory expectations

DAY 01 — CONTINUED

- Operational resilience governance and accountability
- Resilience principles across underwriting, claims, policy administration, and distribution
- Identifying critical services and operational dependencies

> **PRACTICAL EXERCISE**
> Mapping important insurance services and expected outcomes

DAY 02

Business Service Mapping, Dependencies and Vulnerability Assessment

- End-to-end mapping of critical insurance services
- Processes, people, technology, data, facilities, and third-party dependencies
- Identifying single points of failure
- Dependency mapping and concentration risks
- Vulnerability identification and assessment
- Critical technology and data dependencies
- Workforce and facility resilience
- Third-party and outsourcing dependencies

> **PRACTICAL EXERCISE**
> Developing an end-to-end service map and vulnerability assessment

DAY 03

Impact Tolerances, Scenario Analysis and Resilience Strategies

- Understanding impact tolerances
- Establishing tolerances for important insurance services
- Severe but plausible disruption scenarios
- Cybersecurity and technology disruption

DAY 03 — CONTINUED

- Major claims events and operational failures
- Workforce disruption and facility loss
- Third-party and outsourcing disruption
- Developing resilience and response strategies

> **PRACTICAL EXERCISE**
> Establishing impact tolerances and assessing disruption scenarios

DAY 04

Testing, Response and Recovery

- Principles of operational resilience testing
- Scenario-based testing and simulation
- Stress testing critical insurance services
- Response and escalation mechanisms
- Crisis management and decision-making
- Business continuity and disaster recovery integration
- Recovery and restoration of critical services
- Evaluating response effectiveness and identifying resilience gaps

> **PRACTICAL EXERCISE**
> Simulating a major disruption across critical insurance operations

DAY 05

Governance, Monitoring and Continuous Resilience Improvement

- Operational resilience governance frameworks
- Roles, responsibilities, ownership, and accountability
- Resilience metrics and key indicators
- Management dashboards and resilience reporting

DAY 05 — CONTINUED

- Regulatory and executive oversight
- Remediation planning and prioritization
- Lessons learned and continuous improvement
- Integrating operational resilience with enterprise risk management
- Building a sustainable resilience culture
- Final Integrated Workshop: Developing an Operational Resilience Framework and Improvement Roadmap for an Insurance Organization

Register or Request More Information

Course page: https://quest-training.com/courses/operational-resilience-in-the-insurance-industry-training-course
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