

## Professional Development Series

# Business Continuity Management: Benchmarking and Reaching Best Practice

*Four key BCM modules which can be taken  
individually or in any combination*

### Overview

The purpose of these modules is to provide you with the latest information on how to achieve best practice in Business Continuity Management (BCM) and Business Continuity Plans (BCP) and how to benchmark your organisation against that best practice.

Attendance at all four modules will provide participants with an integrated and holistic overview of BCM; however the modular structure allows you to attend just one or any combination of modules.

BCM aims to ensure the continued achievement of the organisation's critical objectives. It focuses on the organisation's resilience to survive, protect its people and to maintain its critical services in virtually all circumstances. BCM is an essential element of sound corporate governance and forms an integral part of enterprise risk management.

Below is the structure of the course:

	Day 1	Day 2
<b>Morning</b>	<b>Module 1</b> Defining current best practice in BCM and benchmarking your organisation's BCM/BCP	<b>Module 3</b> Developing a Crisis Management Team Plan for your organisation
<b>Afternoon</b>	<b>Module 2</b> Conducting a Business Impact Analysis (BIA) in your organisation	<b>Module 4</b> How to implement and roll-out a BCP for your organisation

### Who Should Attend

- Senior Managers with direct or oversight responsibility for business continuity management
- Business Continuity and Resilience Managers
- Crisis / Emergency Control Managers
- Risk Managers

# *Professional Development Series*

## **Module 1: Defining current best practice in Business Continuity Management & benchmarking your organisation's BCM/BCP**

The objective of this module is to provide participants with an outline of relevant best practice in Business Continuity Management (BCM) and how to benchmark BCM in their organisation against that best practice.

This half day module will address:

- what BCM involves
- relevant business continuity standards and guidelines
- content and structure of a Business Continuity Plan (BCP)
- common best practice themes and challenges
- organisational resilience
- benchmarking your BCM against best practice – a survey questionnaire
- establishing best practice BCM in your organisation

## **Module 2: Conducting a Business Impact Analysis in your organisation**

A Business Impact Analysis (BIA) is fundamental to an understanding of the organisation and provides the foundation for BCM. The objective of this module is to provide participants with an outline of how to conduct a BIA in their organisation.

This module will address:

- how to design and conduct a BIA
- how to present and use the resulting critical service priorities and required input tables as the basis for the BCP and Crisis Management Team Plan
- content of the BIA report – identifying and addressing gaps, issues and false expectations
- how to overcome common issues and challenges in performing a BIA
- participants will conduct a simulated BIA exercise in a realistic case study

## **Module 3: Developing a Crisis Management Team Plan for your organisation**

A Crisis Management Team Plan (CMTP) is a slender reference guide for the organisation's Crisis Management Team (CMT). It outlines the essential information required to manage a crisis and maintain or recover the organisation's critical services. The objective of this course module is to provide participants with an outline of how to develop a CMTP for their organisation.

This module will address:

- the CMTP – structure and content
- crisis management organisation, roles and responsibilities
- objectives, approach and priorities
- crisis management process, phases and procedures
- CMT crisis response strategies and sub-strategies
- crisis sub-plans in key support areas

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## Module 4: How to implement and roll-out a Business Continuity Plan for your organisation

The objective of this module is for participants to learn how to implement BCM in practice. This involves implementing the BCP as well as developing and “rolling out”:

- a training and awareness plan ensuring that management and staff have appropriate knowledge to prepare for, and respond to, a crisis.
- a maintenance plan to ensure that BCM plans and associated arrangements remain current
- an exercising and testing plan to ensure that any weaknesses become exposed and rectified
- practical BCM measures to facilitate business continuity and recovery.
- transition of BCP from a project to business as usual

### Course Facilitator

Bob Hayes is Principal of Hayes Risk Management Pty Ltd, a specialist consulting and training service in BCM, pandemic planning, risk management, physical security and emergency control.

During 2007/08, Bob redeveloped the Australian Prudential Regulation Authority's (APRA's) own Business Continuity Plan, Pandemic Plan and crisis management arrangements (based on an organisation-wide Business Impact Analysis) and implemented APRA's practical pandemic preparations. APRA is the regulator which sets the BCM standards for the financial sector.

Previously, Bob was responsible for development, coordination and implementation of the Reserve Bank of Australia's contingency planning and crisis management arrangements. Bob also lectured in security risk management and business continuity management at the University of Western Sydney.

### Your investment

Standard registration fee:

- \$390 for one module.
- \$740 for two modules
- \$1090 for three modules
- \$1440 for four modules

This registration fee includes the course handbook, morning/afternoon tea and lunch.

### Bookings & information

**Online bookings** [www.homelandsecurity.org.au/events](http://www.homelandsecurity.org.au/events)

**Fax bookings:** download the booking form from [www.homelandsecurity.org.au/events](http://www.homelandsecurity.org.au/events) and fax to 02 6161 5144

**Information:** Australian Homeland Security Research Centre, 02 6161 5143. [admin@homelandsecurity.org.au](mailto:admin@homelandsecurity.org.au).

# Registration Form & Tax Invoice



Fax this registration form to 02 6161 5144 or register on line at [www.homelandsecurity.org.au/events](http://www.homelandsecurity.org.au/events)

## Business Continuity Management: Benchmarking and Reaching Best Practice

### Instructions

Please register me for the module(s) ticked below.

- Module 1
- Module 2
- Module 3
- Module 4

### Price

#### Standard registration fee:

- \$390 for one module
- \$740 for 2 modules
- \$1090 for 3 modules
- \$1440 for 4 modules

Price is inclusive of GST and includes:

- course materials
- morning/afternoon tea and lunch
- workbook

### Upon receipt of registration form

1. A tax invoice will be emailed to you.
2. Attendance details will be emailed to you containing parking.

### Conditions of registration, and substitution and cancellation policy

By completing this form, you are agreeing to the conditions listed at

<http://www.homelandsecurity.org.au/event-conditions.htm>

On completion, this form becomes a Tax Invoice. ABN 37 098 930 119

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### Your details

Mr/Ms/Mrs/Dr \_\_\_\_\_

First name \_\_\_\_\_

Surname \_\_\_\_\_

Position \_\_\_\_\_

Organisation \_\_\_\_\_

Address \_\_\_\_\_

State \_\_\_\_\_ Postcode \_\_\_\_\_

Tel \_\_\_\_\_ Fax \_\_\_\_\_

Email \_\_\_\_\_

Billing email \_\_\_\_\_

Dietary requirements \_\_\_\_\_

### Method of payment

- 1 Please invoice me \$ \_\_\_\_\_ and I will pay by cheque or EFT.
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Expiry date \_\_\_\_/\_\_\_\_

Cardholder Name \_\_\_\_\_

Signature \_\_\_\_\_

### Summary of the substitution and cancellation policy

If you are no longer able to attend this event, a substitute delegate may take your place. However, if you wish to cancel your registration a full refund, minus a \$165 service fee, will be given provided you have notified us in writing, by letter or fax at least 10 days before the start of the event. No refund is available for cancellations under 10 days.

### Conditions of acceptance

It may be necessary for reasons beyond the control of the organisers to alter the content of the program.

### Complete and

**Fax to: 02 6161 5144**