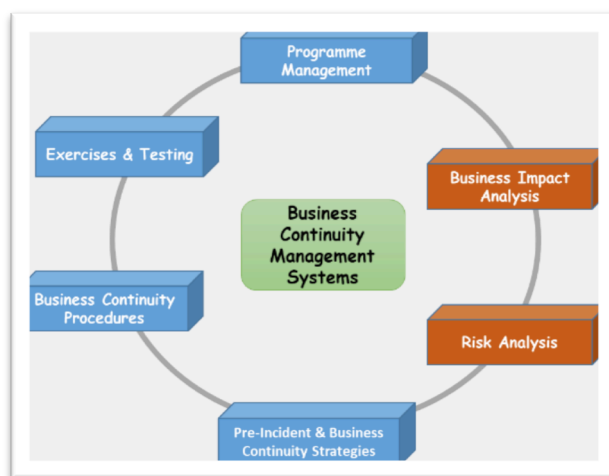


Effective Business Impact & Risk Analysis Competency Workshop

1-day Course

**Dates:**

5th Apr 21

8th Jun 21

Time:

9.00am – 5.00pm

Venue:

To be advised

Course Overview

Business Impact Analysis and Risk Analysis are 2 important phases during the implementation of Business Continuity Management Plan, where it identifies the various important components for the subsequent pre-incident strategies, mitigation plans and business continuity strategies. BIA identifies the list of Critical Services, Recovery Time Objective, Recovery Point Objective, Minimum Resource Requirements, and Qualitative & Quantitative Losses while Risk Analysis assess the list of possible risks which may disrupt the list of critical services.

This workshop will guide you with simplified, step-by-step and effective BIA and RA process to identify and gather the important data required to plan for the business continuity strategies.

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What will you benefit from the course?

As businesses grow rapidly, their critical services tend to lean more heavily on technology - like complex IT systems and telecommunication networks, which automate and support their daily operations. It is no surprise that IT has become today's key enabler for local and regional businesses, allowing for a convenient and efficient link between them and their (global) customer base.

These critical IT servers, telecommunication network equipment and data are hosted and maintained in data centres, which need to be resilient against all forms of potential hazards so as to ensure the continuity of these critical services.

The course has identified three (3) important components which practitioners often manage independently - where it is highly likely that their focus is aligned more heavily towards a single component without complementing or addressing the concerns of the other two. This course encompasses these 3 components for professionals. The 3 components are Business Continuity Management (BCM), IT Disaster Recovery (ITDR) and Data Centre Management (DCIM).

With the increasingly volatile nature of external threats such as terrorism and floods, system outages have unfortunately become a common occurrence – and at risk are crucial elements of Data centres that host new technologies like high power density servers as well as high power and cooling loads. It has certainly become essential for us to have a more comprehensive and holistic business continuity plan that encompasses the integration of ITDR, DCM and BCM as a single competency.

This course will equip professionals with skills and competencies, not just in IT or BCM, but a combination of the three (3) domain knowledge areas in ITDR, DCM and BCM. This combination will ensure the holistic resiliency of the critical business functions with a strong foundation that builds towards the better management of IT resiliency and the infrastructure of data centres. CITBCM also provides professionals with a holistic outlook - using proper IT disaster recovery planning and management through a business perspective.

Specifically, this course focuses on building your capability and credential to develop skills to build an effective and holistic business continuity management for the organisation in these professional competency practices:

1. Programme Management
2. Business Impact Analysis
3. Risk Analysis
4. Business Continuity Strategy
5. Crisis Management, Communications & Social Media
6. Business Continuity Planning & Exercises
7. Continual Improvement

Who should attend?

For anyone from either one of the following categories:

- ❑ **Professionals:** BCM Steering and Working Committee, BCM Managers, Heads of Departments, Team Managers, IT Managers, Officers and Supervisors.
- ❑ **Function** : Department BCM Coordinator, BCM Working Staff, Auditor, IT Team, Application Team, Network Team, Data Centre Team and Corporate Support Function Teams.

Programme Outline – Professional Competency Practices

Module 1: Programme Management

- What is Programme Management?
- Scope of BCM
- BCM Policy
- Minimum Business Continuity Objective
- BCM Organisation Structure
- People
- Resources
- Processes and documentations

Module 2: Business Impact Analysis (BIA)

- What is BIA?
- Designing of BIA Questionnaires
- Different categories of Impact Ratings
- Methodology of information gathering
- Identify critical services
- Identify critical data centre components
- Identify critical ICT systems, applications and network communications
- Determine Recovery Time Objective (RTO)
- Determine Recovery Point Objective (RPO)
- Identify Vital Records and Grab List

Module 3: Risk Analysis

- What is Risk Analysis?
- Establish risk context
- Identify areas of risks
- Risk analysis and evaluation
- Treating Risks – Concept of Risk Treatment
- Design of Questionnaires
- Methodology of information gathering

Module 4: Business Continuity Strategy

- What is Business Continuity Strategy?
- Considerations for Strategies, such as facilities, work sites, data centre, ICT systems, Application Systems, Network Communications and Data Storage
- Determine Strategy Context
- Strategies considerations
- Strategy formulation and selection criteria
- Strategy categories – Reduce Risk, Respond, Recover & Resume, Restore & Return
- Establish Emergency Operations Centre
- Establish Incident Response Management

Module 5: Crisis Management, Communication and Social Media Management

- Key elements of effective crisis management
- Managing traditional media channels
- Social media in crisis communication
- Post crisis communication

Module 6: Business Continuity Planning & Exercises

- What is planning and exercises?
- Who should be involved in planning and exercising?
- Considerations for resources for planning and exercising?
- Scope of planning and exercising
- Planning for documenting procedures
- Training and awareness education
- Testing and exercising of plans

Module 7: Continual Improvement

- Audit, Review for continual improvement
- Considerations for resources for audit, review and continual improvement
- Scope of audit, review and continual improvement
- Periodic review
- Continuous trainings (competency – ICT Resilience, Data Centre and Business Continuity Management)

What is the teaching method?

This course is classroom-led, participant-centred with inject-based workshop approach with relevant case studies.

Who are the Professional Trainers?



Wong Tew Kiat, CBCP, Associate Fellow BCI, CITBCM(S), CITPM(S), COMIT(S), Fellow SCS

More than 30 years of experience and is equipped with excellent knowledge in Business Continuity Management (BCM), IT Disaster Recovery (DR), Data Centre (DC) Management, Pandemic Preparedness and Incident Response Management.

He is a Certified Business Continuity Professional (CBCP) since 1997, a Certification by the Disaster Recovery Institute International (USA) and Associate Fellow of the Business Continuity Institute (MBCI, UK) since 2005. He is also a Certified IT Project Manager, Senior (CITPM), Certified Outsourcing IT Manager, Senior (COMIT) and Certified IT BCM Manager, Senior (CITBCM) by the Singapore Computer Society (SCS), Singapore. He was the President for the Business Continuity Group, an industry chapter in SCS from 2005 – 2008 and 2010 – 2011. In addition, he chaired the CITBCM Resource Panel to develop the Body of Knowledge for the CITBCM.

He has been actively engaged in providing BCM consultancy, DC risk & resiliency workshops for the Ministries, government agencies and SMBs. He had also developed the Body of Knowledge for the CITBCM (Certification in IT BCM) Certification Course and is appointed by Singapore Computer Society as the authorised training provider for the CITBCM course.



Micah Tan, CITBCM(S), CBCP

More than 15 years' international experience in disaster recovery, business continuity and crisis management spanning across the banking, securities, and public services sectors.

Micah was the Asia-Pacific Regional Lead for the Corporate and Investment Bank businesses in a leading American Investment Bank based in Singapore with responsibility for the development and implementation of its resiliency risk management programme across thirteen countries. He has also been intimately involved in the planning and execution of all three Singapore's Industry Wide BCM Exercises organised jointly by the Monetary Authority of Singapore and The Association of Banks in Singapore.

Prior to this, he was with Specialist Risk Supervision Department of Singapore's financial regulator where he helped develop the BCM Guidelines for the Singapore financial sector and assessed key financial institutions' alignment with these Guidelines.

Micah had served as a member of The Association of Banks in Singapore (ABS) Business Continuity Management (BCM) Standing Committee.