

BUSINESS CONTINUITY MANAGEMENT



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TRAINING CENTER



Introduction

Business Continuity Management Training Course prepares professionals to build and run a continuity management system that survives audit and works in a real outage. Participants work through continuity management fundamentals and governance, the ISO 22301 management system and its clauses, business impact analysis and recovery objectives, risk assessment and continuity strategy selection, plan development, procedure design, and documentation control, and the competence, awareness, exercise, and management review requirements as one connected system. The programme links the disruption an organisation may face with the documented, maintained capability that answers it. As a result, learners gain a practical method for business continuity management. Furthermore, the course strengthens management system literacy, planning discipline, and resilience thinking.

Business Continuity Management Course Objectives

- Explain continuity management concepts, principles, and standards.
- Apply the ISO 22301 management system and its clause structure.
- Apply continuity policy, objectives, and management commitment.
- Apply business impact analysis (BIA) and recovery objectives.
- Apply risk assessment, threat analysis, and continuity strategy selection.
- Apply continuity plan development, procedures, and documentation control.
- Apply competence, awareness, and communication requirements.
- Apply exercise design, testing, and post-exercise review.
- Apply performance evaluation, monitoring, and metrics.
- Apply internal audit, management review, and continual improvement.

Course Methodology

- Interactive sessions built on continuity management system cases.

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- Workshops on BIA, recovery objectives, and continuity strategy design.
- Group exercises on plan writing, document control, and exercise design.
- Hands-on practice with continuity plans, registers, and audit checklists.
- Simulation of a continuity exercise and a management review meeting.
- Facilitator coaching and peer review on personal continuity system plans.

Who Should Take This Course

- Business continuity and resilience managers.
- Risk managers and operational risk staff.
- Quality and management system coordinators.
- IT disaster recovery and infrastructure managers.
- Facilities, security, and HSE managers.
- Internal auditors covering continuity management systems.

Business Continuity Management Course Outlines

Day 1: Continuity Management Foundations

- Continuity management concepts, terminology, and business case.
- The ISO 22301 business continuity management system.
- High-level structure and clause architecture.
- Context of the organisation, scope, and interested parties.
- Continuity policy, objectives, and leadership commitment.
- Governance, roles, and accountability for continuity.
- Case discussion: a continuity system certified and never activated.





Day 2: Business Impact Analysis and Risk Assessment

- Business impact analysis (BIA) method and documented process.
- Identifying critical activities, dependencies, and resources.
- Recovery time objectives (RTO) and recovery point objectives (RPO).
- Maximum tolerable downtime and minimum business continuity objective.
- Risk assessment and threat evaluation methods.
- Dependency mapping across people, systems, suppliers, and sites.
- Workshop: conducting a BIA and documenting recovery objectives.

Day 3: Continuity Strategy and Plan Development

- Continuity strategy selection and cost-benefit review.
- Recovery strategies for IT, data, communications, and sites.
- Workforce, workplace, and supplier resilience strategies.
- Plan structure, content, and format standards.
- Response procedures, escalation ladders, and call trees.
- Documentation control, versioning, and distribution.
- Exercise: drafting a continuity plan with controlled documentation.

Day 4: Competence, Awareness, and Exercising

- Competence requirements and role-based training.
- Awareness building and continuity culture.
- Communication requirements, internal and external.
- Exercise programme design and exercise types.
- Desktop, simulation, and live exercise planning.

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- Post-exercise review, lessons learned, and plan update.
- Simulation: running a continuity exercise and review.

Day 5: Performance Evaluation and Improvement

- Performance monitoring, measurement, and metrics.
- Continuity KPIs and management reporting.
- Internal audit of the continuity management system.
- Management review inputs, outputs, and decisions.
- Nonconformity, corrective action, and continual improvement.
- Certification readiness and audit evidence.
- Capstone: presenting a business continuity management system.

Conclusion

By successfully completing Business Continuity Management, participants will gain a practical command of continuity management foundations and ISO 22301, business impact analysis and risk assessment, continuity strategy and plan development, competence, awareness and exercising, and performance evaluation, audit and continual improvement. They will acquire skills in impact analysis, continuity planning, exercise management, and management system auditing that build a continuity capability that holds up to scrutiny. Gentex Training Center designs the programme to help professionals manage business continuity with confidence.

FAQs for the Business Continuity Management course





Q1 What is the "Business Continuity Management" course about?

It prepares professionals to build and run a continuity management system that survives audit and works in a real outage. The course spans continuity management foundations, business impact analysis and risk assessment, continuity strategy and plan development, competence, awareness and exercising, and performance evaluation and improvement.

Q2 What are the key benefits of the "Business Continuity Management" course?

You gain a practical method for business continuity management that links the disruption an organisation may face with the documented, maintained capability that answers it. The course improves BIA practice and recovery objective setting, strengthens continuity strategy and documentation control, sharpens exercise and competence practice, and gives you performance evaluation and management review discipline that keeps the system alive.

Q3 What skills will I gain from the "Business Continuity Management" course?

You will develop four core skills: ISO 22301 management system implementation with clause interpretation, business impact analysis and recovery objective setting, continuity strategy and plan development with documentation control, and exercising, performance evaluation and management system audit practice.



Q4 What tools, methods, or standards are covered in the "Business Continuity Management" course?

The course covers continuity management concepts, terminology and business case, the ISO 22301 business continuity management system, high-level structure and clause architecture, context of the organisation, scope and interested parties, continuity policy, objectives and leadership commitment, governance, roles and accountability, business impact analysis (BIA) method and documented process, identifying critical activities, dependencies and resources, recovery time objectives (RTO) and recovery point objectives (RPO), maximum tolerable downtime and minimum business continuity objective, risk assessment and threat evaluation methods, dependency mapping across people, systems, suppliers and sites, continuity strategy selection and cost-benefit review, recovery strategies for IT, data, communications and sites, workforce, workplace and supplier resilience strategies, plan structure, content and format standards, response procedures, escalation ladders and call trees, documentation control, versioning and distribution, competence requirements and role-based training, awareness building and continuity culture, communication requirements internal and external, exercise programme design and exercise types, desktop, simulation and live exercise planning, post-exercise review, lessons learned and plan update, performance monitoring, measurement and metrics, continuity KPIs and management reporting, internal audit of the continuity management system, management review inputs, outputs and decisions, nonconformity, corrective action and continual improvement, and certification readiness and audit evidence.



Q5 How is the "Business Continuity Management" course applied in real-world practice?

Participants apply it to real work such as conducting a BIA and documenting recovery objectives, drafting a continuity plan with controlled documentation, designing and running a desktop exercise, reviewing exercise results and updating plans, preparing continuity KPIs and management review inputs, auditing the continuity management system, and presenting a continuity management system ready for certification. The same methods support supplier dependency review and continuity audit evidence preparation.