

BUSINESS CONTINUITY



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TRAINING CENTER



Introduction

Business Continuity Training Course prepares professionals to keep critical operations running when disruption strikes. Participants work through business continuity fundamentals and the ISO 22301 management system, business impact analysis and recovery objectives, risk assessment and continuity strategy, plan development and procedure design, crisis management and emergency response, and exercising, testing, maintenance, and embedded resilience as one connected discipline. The programme links the disruption an organisation may face with the pre-planned response that keeps services, customers, and reputation intact. As a result, learners gain a practical method for business continuity management. Furthermore, the course strengthens continuity judgement, planning discipline, and resilience thinking.

Business Continuity Course Objectives

- Explain business continuity concepts, principles, and terminology.
- Apply the ISO 22301 business continuity management system.
- Apply business impact analysis (BIA) and recovery objectives.
- Apply risk assessment, threat analysis, and continuity strategy selection.
- Apply continuity plan development and procedure design.
- Apply crisis management, command structures, and emergency response.
- Apply recovery strategies for IT, facilities, people, and suppliers.
- Apply exercise design, testing methods, and scenario planning.
- Apply plan maintenance, review, and change control.
- Apply continuity metrics, audit, and management review practice.

Course Methodology

- Interactive sessions built on disruption, outage, and crisis cases.

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- Workshops on BIA, recovery objectives, and continuity strategy design.
- Group exercises on plan writing, crisis command, and exercise design.
- Hands-on practice with BIA templates, plans, and recovery registries.
- Simulation of a crisis management team and a continuity exercise.
- Facilitator coaching and peer review on personal continuity plans.

Who Should Take This Course

- Business continuity and resilience managers.
- Risk managers and operational risk staff.
- IT disaster recovery and infrastructure managers.
- Facilities, security, and HSE managers.
- Operations and service delivery managers.
- Internal auditors covering continuity and resilience.

Business Continuity Course Outlines

Day 1: Business Continuity Foundations

- Continuity concepts, terminology, and business case.
- The ISO 22301 business continuity management system.
- Continuity, disaster recovery, and crisis management distinctions.
- Governance, roles, and accountability for continuity.
- Legal, regulatory, and contractual continuity obligations.
- Continuity culture and awareness building.
- Case discussion: a plan written well and never activated in time.





Day 2: Business Impact Analysis and Risk Assessment

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

Day 3: Continuity Strategy and Plan Development

- Continuity strategy selection and cost-benefit review.
- Recovery strategies for IT, data, and communications.
- Workplace, workforce, and supplier strategies.
- Plan structure, content, and writing standards.
- Response procedures, escalation, and call trees.
- Resource requirements, budgets, and resilience investment.
- Exercise: drafting a continuity plan for a critical process.

Day 4: Crisis Management and Emergency Response

- Crisis management structures and command hierarchy.
- Crisis management team roles and decision protocols.
- Emergency response, evacuation, and life safety interfaces.
- Crisis communication, media, and stakeholder messaging.
- Escalation triggers and activation authority.

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- Coordination with authorities and emergency services.
- Simulation: running a crisis management team meeting.

Day 5: Exercising, Maintenance, and Assurance

- Exercise programme design and exercise types.
- Scenario planning, desktop, and live simulation exercises.
- Exercise evaluation, lessons learned, and plan update.
- Plan maintenance, review cycles, and change control.
- Continuity metrics, audit, and management review.
- Embedding resilience and continuous improvement.
- Capstone: presenting a business continuity management programme.

Conclusion

By successfully completing Business Continuity, participants will gain a practical command of continuity fundamentals and ISO 22301, business impact analysis and recovery objectives, risk assessment and continuity strategy, plan development and procedure design, crisis management and emergency response, and exercising, maintenance and assurance. They will acquire skills in impact analysis, continuity strategy design, plan development, and exercise management that keep critical services running through disruption. Gentex Training Center designs the programme to help professionals build business continuity with confidence.

FAQs for the Business Continuity course





Q1 What is the "Business Continuity" course about?

It prepares professionals to keep critical operations running when disruption strikes. The course spans continuity foundations and ISO 22301, business impact analysis and risk assessment, continuity strategy and plan development, crisis management and emergency response, and exercising, maintenance and assurance.

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

You gain a practical method for business continuity management that links the disruption an organisation may face with the pre-planned response that keeps services, customers, and reputation intact. The course improves impact analysis and recovery objective setting, strengthens continuity strategy and plan design, sharpens crisis management and exercise practice, and gives you maintenance and assurance discipline that keeps plans usable.

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

You will develop four core skills: business impact analysis with recovery objective setting, continuity strategy selection and plan development, crisis management and emergency response coordination, and exercise design with plan maintenance and assurance.



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

The course covers continuity concepts, terminology and business case, the ISO 22301 business continuity management system, distinctions across continuity, disaster recovery and crisis management, governance, roles and accountability for continuity, legal, regulatory and contractual continuity obligations, business impact analysis (BIA) method and process, identifying critical activities and dependencies, recovery time objectives (RTO) and recovery point objectives (RPO), maximum tolerable downtime and minimum business continuity objective, risk assessment, threat analysis and likelihood and impact, dependency mapping across people, systems and suppliers, continuity strategy selection and cost-benefit review, recovery strategies for IT, data and communications, workplace, workforce and supplier strategies, plan structure, content and writing standards, response procedures, escalation and call trees, resource requirements, budgets and resilience investment, crisis management structures and command hierarchy, crisis management team roles and decision protocols, emergency response, evacuation and life safety interfaces, crisis communication, media and stakeholder messaging, escalation triggers and activation authority, coordination with authorities and emergency services, exercise programme design and exercise types, scenario planning, desktop and live simulation exercises, exercise evaluation, lessons learned and plan update, plan maintenance, review cycles and change control, and continuity metrics, audit and management review.



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

Participants apply it to real work such as conducting a BIA for a critical activity, setting recovery time and recovery point objectives, drafting a continuity plan for a critical process, running a crisis management team meeting, designing and evaluating a desktop exercise, updating plans after lessons learned, and presenting a business continuity management programme. The same methods support supplier dependency review and continuity audit readiness.