ISO/IEC 27031:2011 - LEAD IMPLEMENTER



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Introduction

ISO/IEC 27031:2011 Lead Implementer Training Course prepares professionals to build and lead an ICT readiness for business continuity programme. Participants work through the standard's framework and scope, business continuity concepts and terminology, ICT readiness strategy and planning, implementation and operational controls, performance evaluation and testing, and continual improvement as one connected implementation. The programme links the business disruption an organisation can face with the ICT continuity arrangements and evidence that keep services running. As a result, learners gain a practical, exam-ready implementation method. Furthermore, the course strengthens continuity judgement, control design, and implementation leadership.

ISO/IEC 27031:2011 Lead Implementer Course Objectives

- Explain the ISO/IEC 27031 scope, structure, and relationship to ISO 22301.
- Apply business continuity concepts and ICT readiness terminology.
- Apply PDCA to ICT readiness for business continuity.
- Identify critical business functions and ICT dependencies.
- Conduct business impact analysis and risk assessment for ICT services.
- Define ICT readiness strategy, objectives, and service levels.
- Implement incident response, continuity, and recovery arrangements.
- Apply availability, capacity, and resilience controls for ICT.
- Apply testing, exercises, and performance measurement.
- Apply documentation, governance, and continual improvement.

Course Methodology

- Interactive sessions built on ICT continuity and resilience cases.

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- Workshops on impact analysis, dependency mapping, and strategy design.
- Group exercises on incident scenarios, recovery testing, and documentation.
- Hands-on practice with BIA templates, dependency maps, and exercise plans.
- Simulation of a continuity exercise and a management review.
- Facilitator coaching and structured exam preparation guidance.

Who Should Take This Course

- Business continuity and resilience managers.
- ICT operations, infrastructure, and service managers.
- Information security and cybersecurity professionals.
- Risk, compliance, and internal control professionals.
- Internal auditors covering continuity and ICT controls.
- Consultants advising on ICT readiness and business continuity.

ISO/IEC 27031:2011 Lead Implementer Course Outlines

Day 1: Framework, Scope, and Relationship to Other Standards

- Purpose and scope of ISO/IEC 27031:2011.
- Relationship to ISO 22301 and the ISO/IEC 27000 family.
- Business continuity, resilience, and ICT readiness concepts.
- Terminology: continuity, recovery, availability, and resilience.
- Governance and accountability for ICT readiness.

- Role of the ICT readiness programme within risk management.
- Case discussion: an outage that halted critical services.

Day 2: Critical Functions, Impact Analysis, and Risk

- Identifying critical business functions and services.
- Business impact analysis (BIA) methodology.
- ICT dependency mapping and single points of failure.
- Risk assessment for ICT services and infrastructure.
- Recovery time and recovery point objectives.
- Prioritisation of services and recovery sequencing.
- Workshop: conducting an ICT-focused business impact analysis.

Day 3: Strategy, Design, and Implementation

- ICT readiness strategy and policy development.
- Availability, redundancy, and resilience architecture.
- Data backup, replication, and restoration arrangements.
- Incident response and escalation for ICT disruptions.
- Interdependency with suppliers, cloud, and telecom providers.
- Resource, competence, and documentation requirements.
- Exercise: designing an ICT continuity strategy and architecture.

Day 4: Testing, Evaluation, and Performance

- Planning and conducting continuity exercises and tests.
- Test types: tabletop, simulation, and full failover.
- Measuring and evaluating ICT readiness performance.

- Monitoring, metrics, and reporting arrangements.
- Incident and exercise review and lessons learned.
- Internal audit of ICT readiness arrangements.
- Simulation: running a continuity exercise and reviewing results.

Day 5: Leadership, Governance, and Improvement

- Implementation roadmap, phasing, and resource planning.
- Gap analysis against the standard's requirements.
- Building documentation and evidence for conformity.
- Management review and governance reporting.
- Continual improvement and programme maturity.
- Integrating with information security and risk frameworks.
- Capstone: presenting an ICT readiness implementation plan.

Conclusion

By successfully completing ISO/IEC 27031:2011 Lead Implementer, participants will gain a practical command of the standard's framework, business continuity and ICT readiness concepts, impact analysis and dependency mapping, strategy and implementation, testing and evaluation, and governance and continual improvement. They will acquire skills in impact analysis, continuity design, exercise planning, and programme governance that keep critical ICT services running through disruption. Gentex Training Center designs the programme to help professionals implement ICT readiness for business continuity with confidence.

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FAQs

Q1 What is the "ISO/IEC 27031:2011 Lead Implementer" course about?

It prepares professionals to build and lead an ICT readiness for business continuity programme. The course spans the framework and its relationship to other standards, critical functions, impact analysis and risk, strategy, design and implementation, testing, evaluation and performance, and leadership, governance and improvement.

Q2 What are the key benefits of the "ISO/IEC 27031:2011 Lead Implementer" course?

You gain a practical, exam-ready implementation method that links the business disruption an organisation can face with the ICT continuity arrangements that keep services running. The course improves impact analysis and dependency mapping, strengthens continuity strategy and architecture design, sharpens testing and exercise practice, and gives you governance and gap analysis readiness that holds up to audit.

Q3 What skills will I gain from the "ISO/IEC 27031:2011 Lead Implementer" course?

You will develop four core skills: business impact analysis and ICT dependency mapping, ICT readiness strategy and architecture design, continuity testing and exercise planning with performance evaluation, and implementation governance with gap analysis and continual improvement.

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Q4 What tools, methods, or standards are covered in the "ISO/IEC 27031:2011 Lead Implementer" course?

The course covers the purpose and scope of ISO/IEC 27031:2011, its relationship to ISO 22301 and the ISO/IEC 27000 family, business continuity, resilience and ICT readiness concepts, terminology for continuity, recovery, availability and resilience, governance and accountability for ICT readiness, identifying critical business functions and services, business impact analysis methodology, ICT dependency mapping and single points of failure, risk assessment for ICT services and infrastructure, recovery time and recovery point objectives, service prioritisation and recovery sequencing, ICT readiness strategy and policy development, availability, redundancy and resilience architecture, data backup, replication and restoration, incident response and escalation for ICT disruptions, interdependency with suppliers, cloud and telecom providers, resource, competence and documentation requirements, continuity exercise and test planning, tabletop, simulation and full failover test types, measuring and evaluating ICT readiness performance, monitoring, metrics and reporting, incident and exercise review and lessons learned, internal audit of ICT readiness, implementation roadmaps, phasing and resource planning, gap analysis against the standard, documentation and evidence for conformity, management review and governance reporting, continual improvement and programme maturity, and integration with information security and risk frameworks.

Q5 How is the "ISO/IEC 27031:2011 Lead Implementer" course applied in real-world practice?

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Participants apply it to real work such as conducting an ICT-focused business impact analysis, mapping dependencies and single points of failure, defining recovery time and recovery point objectives, designing an ICT continuity strategy and architecture, planning and running a continuity exercise, and preparing documentation and gap analysis for conformity. The same methods support management review and programme maturity assessment.