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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-006

Business Continuity Management & IT Disaster Recovery

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Course content

Why Attend

Business disruptions, cyber incidents, natural disasters, and infrastructure failures can significantly impact organizational operations. This course equips participants with the knowledge and practical skills to develop, implement, maintain, and continually improve Business Continuity Management (BCM) and IT Disaster Recovery (ITDR) programs aligned with international best practices. Participants will learn how to build organizational resilience, minimize operational downtime, protect critical business services, and ensure rapid recovery from disruptive events.

Course Methodology

The course combines instructor-led presentations, practical workshops, Business Impact Analysis (BIA) exercises, disaster recovery planning activities, case studies, crisis simulations, group discussions, and real-world scenarios based on industry best practices.

Course Objectives

By the end of this course, participants will be able to:

- Understand the principles and lifecycle of Business Continuity Management
- Develop Business Continuity and IT Disaster Recovery strategies aligned with organizational objectives
- Conduct Business Impact Analysis (BIA) and risk assessments
- Establish recovery objectives and continuity strategies for critical business services
- Design crisis management structures and emergency response frameworks
- Develop, test, maintain, and continually improve BCM and ITDR plans
- Strengthen organizational resilience against operational, technological, and cyber-related disruptions

Target Audience

- Business continuity managers
- IT managers and IT infrastructure professionals

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Target Audience

• Risk management professionals

• Information security professionals

• Operations managers

• Crisis management teams

• Internal auditors and compliance professionals

• Professionals responsible for organizational resilience

Target Competencies

• Business Continuity Management (BCM)

• IT Disaster Recovery (ITDR)

• Business Impact Analysis (BIA)

• Crisis management

• Risk assessment

• Incident response

• Organizational resilience

• Recovery planning

Course outline

Day 1: Business Continuity Management Foundations

• Understanding the principles, objectives, and lifecycle of Business Continuity Management

• Reviewing the requirements and best practices of ISO 22301 for Business Continuity Management Systems

• Establishing business continuity policies, governance structures, and program management frameworks

Course content

Course outline

• Embedding business continuity into organizational culture and business processes

• Conducting Business Impact Analysis (BIA) to identify critical business activities and dependencies

• Determining maximum tolerable downtime and business recovery priorities

• Practical workshop: Performing Business Impact Analysis and organizational risk assessment

Day 2: Business Continuity Strategy Development

• Developing recovery strategies for critical business functions and supporting technologies

• Establishing Recovery Time Objectives (RTOs) and Recovery Point Objectives (RPOs)

• Evaluating worst-case disruption scenarios and organizational response options

• Selecting business continuity solutions based on operational, technical, and financial considerations

• Planning backup facilities, critical resources, and recovery capabilities

• Establishing Business Continuity and Disaster Recovery governance teams and responsibilities

• Practical workshop: Developing organizational continuity and recovery strategies

Day 3: Crisis Management and Organizational Response

• Understanding crisis management principles and organizational command structures

• Establishing incident management teams and defining roles and responsibilities

• Implementing incident command frameworks for coordinated emergency response

• Managing emergency operations centers and decision-making processes

• Developing communication strategies for employees, customers, regulators, media, and stakeholders

• Strengthening organizational resilience through crisis management exercises and scenario planning

• Practical case study: Managing a major organizational disruption from initial response through recovery

Day 4: IT Disaster Recovery and Technology Resilience

• Understanding the relationship between Business Continuity Management and IT Disaster Recovery

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Course outline

• Identifying disaster declaration criteria and recovery activation procedures

• Prioritizing life safety, emergency response, and operational recovery activities

• Developing IT recovery strategies for systems, networks, communications, and critical infrastructure

• Evaluating disaster recovery technologies including backup, replication, cloud recovery, and redundancy

• Managing cybersecurity incidents, ransomware attacks, and technology disruptions within BCM frameworks

• Practical workshop: Developing IT disaster recovery strategies for critical business systems

Day 5: Business Continuity Validation, Testing, and Continuous Improvement

• Maintaining and governing Business Continuity and Disaster Recovery programs

• Conducting internal reviews, audits, and performance evaluations of continuity arrangements

• Designing and managing business continuity exercises, simulations, and recovery testing

• Evaluating exercise results, identifying improvement opportunities, and updating continuity plans

• Developing organizational awareness, competency, and business continuity training programs

• Building a culture of resilience through continuous improvement and governance

• Final workshop: Developing a comprehensive Business Continuity and IT Disaster Recovery improvement roadmap, course review, and action planning

Seminar dates

Available seminar dates

Live dates and pricing for Business Continuity Management & IT Disaster Recovery generated from the course details page.

Date	Location	Format	Fee
Dates on request	Venue on request	Classroom	**Contact us**

Live online option	Online delivery is available at €1,850.-.