

Practical Business Continuity – Confronting Weapons of Business Destruction

An in-depth training course providing practical methodologies and technical guidance behind the best practices to superior business continuity planning

14th & 15th May 2007

Jakarta

“Evidence shows that every five years, 20 percent of companies will suffer a major disruption through fire, flood, storm, power failures, terrorism, and hardware/software failures. Of those companies which do not have business continuity plans, 80 percent fail within 13 months of such an incident.”

Source – The Business Continuity Institute

Marcus Evan's Practical Business Continuity Management course is a comprehensive program that ensures that you are in a well-placed position to develop, strategize, and implement your organization's Business Continuity Management in a timely, efficient, and cost-effective manner.



Facilitated by

Jim Truscott CEO

Truscott Crisis Leaders, Asia Pacific

Author of *Riding the Tiger – The Art of Crisis Leadership*

Pre-course questionnaire

To ensure that you gain maximum benefit from this event, a detailed questionnaire will be sent to you to establish exactly what your training needs are. The completed forms will be analysed by the course trainer. As a result, we ensure the course is delivered at an appropriate level and that relevant issues will be addressed. The comprehensive course material will enable you to digest the subject matter in your own time.

Key learning outcomes:

- Learn how to confront and plan for common risks that threaten your business.
- Benefit from a simulation exercise to expand your understanding and concepts of the essential components behind the practical implementation of business continuity management
- Learn how a well-developed Business Continuity Management (BCM) capability can add value to the business.
- Develop a deeper understanding of Business Continuity Management, its terminologies, and key concepts and issues.
- See how Business Continuity Management is both related to, and separate from, Risk Management, Crisis Management, and Emergency Management.
- Benefit from practical guidance and advice that you can apply immediately.
- Develop effective recovery strategies for achieving cost-effective Business Continuity solutions.
- Clarify IT and other jargon to simplify the planning and implementation of your BCP and IT disaster recovery plan and understand the touch points – one of the cornerstones of effective BCM.
- Apply electronic methods whereby you can update your BCP immediately and on a continuous basis, thus avoiding the inherent risks in having dated plans.
- Learn how to plan your BCM across different time zones and locations for maximum efficiency and effectiveness.
- Share practical Business Continuity strategies that can be implemented from the office or any recovery location.
- Benchmark, network, and learn with your peers in an open learning environment to share methods and strategies behind realistic business continuity planning

Testimonials:

“The experience gained from training establishes the company's reputation for being prepared and able to survive. The simulation of crisis scenarios developed by Jim Truscott and his team, have been extremely valuable training for the crisis management teams in many Shell Companies in honing their crisis preparedness capabilities.”

Priti Devi Advisor Sustainable Development, Environment, Shell Global Manufacturing

“In undertaking this exercise we have been able to identify both our weaknesses and strengths, whilst also providing assurance to our Board that GWMWater is well equipped to manage an emergency situation. The positive feedback received from Jim Truscott of Crisis Leaders has been conveyed to staff involved in the exercise and will be used as a valuable resource to further develop the areas that we need to improve on.”

Peter McManamon Chief Executive Officer GWMWater

“I must not forego without mentioning that the quick workshop you did here at IABC Bangalore Launch was not only lightning in speed but also enlightening on a few unknown aspects in the era. This is my humble feedback to you after having worked in the areas of communications for a little over a decade.”

Krishna Mariyanka Lead Advisor Marketing & Communications, Shell Technology India

“I have enjoyed the exercise very much and I appreciated your insights into crisis management. As I told you I always appreciated the mental toughness, stamina and tenacity people with your training show. May be one day I can at least partially get there.”

Mohamed Nagib Director Smelter Operations Dubai Aluminium

marcus evans training courses are thoroughly researched and structured to provide intensive and practical training that can be immediately implemented upon return to the workplace. Benefits include:

- Strictly limited numbers to facilitate group interaction and individual focus
- Combinations of educational presentations, productive in-session assignments and participant collaboration to provide actionable learning
- Hands-on interactive practical exercises designed to engage and improve your BC planning skills and strategies.
- A focus on practical, skills-based collaborative and interactive learning
- A detailed pre-course questionnaire to help tailor the agenda to the needs of participants
- Hard and soft copies of presentation materials and tools

Supporting Publication



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Background

If businesses, large and small, do not take certain basic steps towards protecting their critical activities they and the communities they serve, are likely to suffer. You cannot afford to lose any operational working time in today's fast-moving business and insecure environment. In order to handle any external event(s) that negatively affects your company's ability to do business, you need to develop and implement a business continuity plan (BCP). A comprehensive Business Continuity Management framework with well-developed Business Continuity Planning serves to make sure that your organization can, and will, continue business and avoid loss in the event that a disaster strikes. This is one of the most important guarantees that your company needs in today's competitive global business environment. Marcus Evan's Practical Business Continuity Management course is a comprehensive program that ensures that you are in a well-placed position to develop, strategize, and implement your organization's Business Continuity Management in a timely, efficient, and cost-effective manner. It provides you the skills, knowledge and attitudes that every Business Continuity Practitioner needs.

0830 Morning coffee and registration

0900 Session One – Singing from the Same Sheet of Music Understanding Business Continuity Management (BCM) and how it fits into your business and organizational structure

Jim will guide you through the key concepts and definitions behind BCM and BCP (Business Continuity Planning). A fundamental and thorough understanding of BCM serves as the platform for your organization's BC plans and management.

- Learning what BCM is and how it fits with respect to your management functions
- Understanding key differences, similarities, and relations between BCM and Risk Management, Crisis Management, and Emergency Management.
- Recognizing the importance behind your organization's BCM capability
- Familiarizing yourself with the frameworks and structures of effective BCM
- Learn about the importance of top management support and how to obtain it

Session Two – How do you make Money? Practical Business Impact Analysis (BIA) – evaluating business processes and their tolerance to outages

BIAs are the underpinning component of BCM. Jim will share with you his insights behind successful BIA and explain the terminologies, methods, and pitfalls behind successful BIA.

- What is a Business Impact Analysis (BIA) and how do you complete the analysis?
- What is so important about a top-down approach?
- How do you carryout a 3rd party BIA?
- What is the difference between Maximum Acceptable Outages (MAO), Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO)?
- Why do some people think they are more important than what they really are? Learning how to overcome the human factor.
- Identifying critical infrastructure and single points of failure.

Morning refreshments and networking break

Session Three – Actions on Invocation Selecting the BCM approach and implementation that is best suited for your organization

Jim not only shares his experiences to guide you but also teaches you how to develop your own in-house strategies. This session covers all the important aspects and key considerations to make in developing your organization's Business Continuity Management.

- Brainstorming business continuity and recovery strategies
- How do you measure risk tolerance and risk appetite and when is it advisable to do nothing?
- How do you apply the 80/20 rule?
- What are manual workarounds?
- What is the difference between 'denial of asset' and 'denial of people'?
- What is the difference between Interim Operations and Full recovery?
- What do BC clauses in 3rd party contracts look like?
- What should be in a BCP? What do you do with fat plans?
- How do you overcome corporate obsession with global templates?
- What do plans for mass casualty events look like?

1300 Networking Luncheon

1400 Session Four – Doing it in the Ether IT Disaster recovery – Site definitions, requirements, and specifications

Today's modern business is heavily reliant on IT to perform its day-to-day business activities. Planning for IT disaster recovery and business continuity is one of the cornerstones of successful BCM, but there is a lot of IT jargon for the BCM professional to understand! Jim helps clarify matters by explaining the lexicon of terms and making clear the requirements and different approaches.

- In plain English – Understanding the gobbledegook associated with BC
- What are the touch points between IT DRP and BCP?
- What are cold sites, warm sites and hot sites and where should they be?
- What are the risks associated with outsourced recovery sites?

Session Five – Connect Communicate Continue Structuring your BCM for co-ordination between different locations and timezones

If your business operates from more than one location – how does this affect your BCP? Jim explains the concept of 'Virtual Crisis Management Environments', a useful tool for your BCP.

- What are Virtual Crisis Management Environments?
- Learn best methods on how to store and update BC plans
- Collaborating between different time zones and locations:

Afternoon refreshments and networking break

Session Six – Homework Practical BIA and Continuity Strategies in home or office locations

In this session participants will work as individuals or small company-aligned teams to actually conduct a BIA and to develop initial Continuity Strategies on a live organization. Participants will have the option to use their own organization or another neutral company will be provided. Participants are encouraged to use their parent organizations in order to obtain maximum value from the activity. Participants can remain in the conference venue or return to their own parent organizations to complete this task

1730 Comments from the trainer and end of Day One

Who should attend

- Any C-level executive seeking to demystify the whole process and decide the relative importance of BCM in their system of governance
- Heads of Operational Risk in financial institutions
- IT managers seeking to understand the dark side of BCP
- BC managers seeking to network and find alternative solutions
- Risk managers wanting to know what the fuss is all about
- Facility managers seeking to improve options for recovery
- Operations managers wanting to find how much BC planning is enough and when BAU is not good enough
- Planners in Public Sector organizations who are responsible for civil emergencies and their aftermath
- Any organization which is concerned about third party risks
- Safety Managers in the Resource, Power and Construction Sectors who have been given the extra task and wanting to know the difference from good old contingency planning
- HR Managers wanting to understand their role in 'denial of people'
- Corporate Affairs Managers wanting to know how they fit into the whole process
- Quality Assurance managers want to know if Product Recall is enough

People who have a hands-on role in planning and implementing:

- Business Continuity & Disaster Recovery
- Crisis Management
- Emergency Management / Contingency Planning
- Environment, Health & Safety
- Information Technology & Telecommunications
- Information & Data Processing
- Human resources
- Communications and Corporate Affairs
- Physical Security & Infrastructure
- Risk Management
- Corporate Security
- Facilities Management
- Enterprise Planning
- Finance
- Operations
- Legal
- Strategy planning

From all private and public sector industries, including but not limited to:

- Banking and Finance
- Manufacturing
- Oil & Gas – Upstream and Downstream
- Freight/Logistics/Transportation
- Healthcare and Pharmaceuticals
- Retail
- Travel, Hospitality & Tourism
- Aviation
- Education and Training
- Food and Beverage
- FMCG
- Government Agencies
- Information Technology
- Telecommunications
- Utilities

Who you cannot miss this event

"Evidence shows that every five years, 20 percent of companies will suffer a major disruption through fire, flood, storm, power failures, terrorism, and hardware/software failures. Of those companies which do not have business continuity plans, 80 percent fail within 13 months of such an incident."

Source – The Business Continuity Institute

"78.6 percent of respondents said that the current training opportunities are inadequate" Communitycentral.com's survey of business continuity training
<http://www.continuitycentral.com/feature096.htm>

If businesses, large and small, do not take certain basic steps towards protecting their critical activities they and the communities they serve, are likely to suffer.

You cannot afford to lose any operational working time in today's fast-moving business and insecure environment. In order to handle any external event(s) that negatively affects your company's ability to do business, you need to develop and implement a business continuity plan (BCP). A comprehensive Business Continuity Management framework with well-developed Business Continuity Planning serves to make sure that your organization can, and will, continue business and avoid loss in the event that a disaster strikes. This is one of the most important guarantees that your company needs in today's competitive global business environment.

Perhaps you already have some contingency planning in place, but research shows that even those who do are not fully confident in their plans. We want to make sure that you are postured to recover and seize any business opportunities. If you already have these basics in place, our trainer will assist you with proven strategies and methods that will form powerful benchmarking. Marcus Evan's Practical Business Continuity Management course is a comprehensive program that ensures that you are in a well-placed position to develop, strategize, and implement your organization's Business Continuity Management in a timely, efficient, and cost-effective manner. It provides you the skills, knowledge and attitudes that every Business Continuity Practitioner needs.

I would like to thank everyone who has helped with the research and organisation of this event, particularly the trainer, who has kindly committed and supported the event.

Ilham Bakti, Conference Producer

Tuesday 15th May 2007

0830 Morning coffee

0900 Session One – Tutorial

Presentation of Business Impact Analysis (BIA) by you, the delegate

In order to gauge your strengths and weaknesses in BIA, at the end of Day 1 our trainer Jim will provide assignments to complete. Take full advantage of his 25 years of experience as he and your peers evaluate your BIA assignment, and highlights to you issues and concerns that you should include in your BIA. Do not worry about making mistakes! We learn from our mistakes and it's far better to make them in a training course than in a real-life situation. Jim will then proceed to explain to you the importance of these neglected BIA factors and teach you how to include these factors for more effective and comprehensive Business Impact Analysis.

- Benefit from an interactive session that covers the fundamentals of proper Business Impact Analysis
- Learn from peers in an open environment
- Evaluate and improve your BIA skills
- Expand your understanding and practical knowledge of effective BIA.

Session Two – Tutorial

Presentation of Business Continuity Strategies by you, the delegate

This session builds upon the knowledge and skills that you developed in Day 1 and in the previous session. With proper and comprehensive BIA having been performed, the next step is to develop strategies and methods that address your BIA, and thus pave the way for effective Business Continuity Planning.

In order to make sure that you are now skilled in Business Continuity strategizing, Jim will evaluate your strategies to the BIA that you performed for Session 1. By examining this for any shortcomings or pitfalls, Jim will help you to develop a broader and more in-depth understanding of the issues that need to be addressed in effective Business Continuity strategizing.

- Benefit from another intensive practical session that helps you understand the key components and best solutions for effective Business Continuity Strategies. Learn by doing, not just by listening and reading
- In this highly interactive session you learn from the trainer and your peers
- Examine and improve your skills and knowledge for effective Business Continuity strategies.

Morning refreshments and networking break

Session Three – Keeping the Wheels in Motion

Testing and auditing your Business Continuity Plans (BCP)

The best companies now disclose their Crisis and Business Continuity preparedness in Annual Reports just as they disclose remuneration, audit compliance and safety records.

Now that you have developed your understanding, knowledge and skills for BIA and BC strategies, it is time for the next stage. Every BCP should be tested to make sure that it holds up to the issues that were raised in BIA thus giving you the assurance that your company can and will continue business in the event of a disaster. Our trainer provides you with practical methods, and instills key disciplines for your successful BC testing and auditing.

- Learn how to test and practice your BC capability
- Understand what a BCP audit is, what it includes and addresses, and who is involved
- Learn what induction, come-on-board and ongoing training programs are all about, and how you can implement them in your organization
- Develop understanding of existing standards, guides and regulations that help you in your BCM
- Manage and account for people in your BCM
- Gain insight into the costs involved and see what a mature BC budget looks like
- What is the value of walk-throughs and talk-throughs versus desktop approaches to testing?
- What is the 'courage to act' all about?

1300 Networking Luncheon

1400 Session Four – Now we have to actually do it!

Practical BCP exercise preparation in syndicates

In this session participants will work as individuals or small company-aligned teams to design an exercise to test and adjust the draft BCP that have been prepared. We will select one of these exercises and then actually execute it under simulated conditions in the following session.

Afternoon refreshments and networking break

Session Five – Riding the Indonesian Tiger

Business continuity simulation in a crisis setting – the best companies recognize that it is not enough to just have a plan

We end the training course with more practical implementation guidance via a simulation exercise to gauge the skills, techniques, and methods in action behind successful BCP implementation. In this fast moving session conference participants will work as industry aligned Management Teams to develop and implement BC, liability and reputation strategy under pressure. We will step through a scenario requiring each Management Team to find and check the facts, identify stakeholders and prioritize issues, brainstorm potential strategies and develop a pathway to the future. We will show how the best Management Teams multi-task, using team sessions and timeouts to achieve team and time discipline.

All executives emerge with cohesion when they participate in extreme leadership sessions and prove that they can align their communications with the operational response.

1730 Comments from the trainer and end of training course

About your course facilitator:

Jim Truscott has been a crisis practitioner and continuity planner for 25 years, initially in Special Operations, where he was intimately involved in coordinating strategic responses to regional and global crises, and now as a consultant and chartered engineer.

Jim writes business contingency plans to deal with an array of issues, threats and risks, and he trains executives and Management Teams in the art of Crisis and Issue Management throughout Australia and Asia.

Jim's experience in planning strategy in Situation Rooms and concurrently managing emergencies in Operations Rooms enables him to conduct challenging crisis simulation exercises for corporations and businesses across sectors. Jim is regularly invited to speak at international conferences.

Books Published by Jim Truscott:

Riding the Tiger – The Art of Crisis Leadership

Previous clients include:

- AED Oil & Peak Group AsiaPacific
- Apache Energy Australia
- Arc Energy
- Asean Bintulu Fertilizer
- Auckland City Council
- Australian Defence Organization
- Australian Railroad Group
- BHP Billiton Pakistan
- BHP Billiton Perth
- BHP Billiton Nickel West
- BHP Billiton Southern Cross Fertilizers
- BP Indonesia
- BP Vietnam
- Bumi Resources Indonesia
- Burswood Resort Casino
- Burrup Fertilizers Pty Ltd
- Caltex Australia
- Caltex Indonesia and Chevron Energy Indonesia
- Carigali-Triton Malaysia
- Centerra Gold Mongolia
- ChevronTexaco Australasia
- ChevronTexaco Thailand
- City of Perth
- Clough
- Cockburn Cement
- Commonwealth Bank
- ConocoPhillips Australia
- ConocoPhillips China
- Coogee Chemicals
- Coogee Resources
- Dampier Salt
- Department of Defence Australia
- Department of Human Services Australia
- Diamond Offshore
- Dubai Aluminium
- Electranet SA
- Eni EP Milan & Pakistan
- ExxonMobil Indonesia
- ExxonMobil Malaysia
- Freeport Indonesia
- Fremantle Ports
- Halliburton KBR AsiaPacific
- Hamersley Iron
- Hanson Australia
- Hardman Resources
- Health Insurance Commission (Medicare)
- Henry Walker Eltin
- HiSmelt
- Holcim Indonesia
- HSBC Hong Kong
- IBM Australia, New Zealand and Malaysia
- Iluka Resources
- Incitec-Pivot
- Jubilee Mines
- JPMorgan
- Kaltim Prima Coal
- Kimberley Clark
- Lend Lease
- LionOre
- Macmahon
- Murphy Oil
- National Australia Bank
- Newcrest Mining Telfer
- Newfield Australia
- Nexen Petroleum
- Oil Search
- OMV Austria
- OMV Australia and New Zealand
- Origin Energy WA
- Police & Nurses Credit Society
- P&O Ports
- Pacific Western
- Papuan Oil Search
- Pertamina
- Petrosea
- PlacerDome AsiaPacific
- Portman
- PTT Thailand
- Rio Tinto Australia
- Resolute Mining
- Roc Oil & Upstream Petroleum
- Sallay Malay Mining
- Santos Australia and Indonesia
- Schlumberger Australia
- Scott Terrey & Associates
- Sealcorp
- Shell China
- Shell Hong Kong
- Shell Indonesia
- Shell Korea
- Shell Malaysia
- Shell Singapore EP
- Shell Taiwan
- Siam Cement City Company
- Silverchain Nursing
- Skywest
- South Australian Water
- Specialized Broking Associates
- Straits Resources
- Surtech Indonesia
- Tap Oil
- Technip-Coflexip Oceania
- Texas Utilities Australia
- Tiwest
- TransOceanSedco Forex
- WaterCare Services Limited
- Wesfarmers Buntings
- Wesfarmers CSBP
- Wesfarmers Energy - Air Liquide, LPG, Premier Coal, StateWest Power
- Wesfarmers Industrial & Safety
- Wesfarmers Corporate
- Western Power Corporation
- West Australian Newspapers
- Westfield
- Westralia Airports Corporation
- WMC Resources/BHP Billiton Nickel West
- Woodside Energy

Program Schedule Day One & Day Two

0830	Registration and Coffee
0900	Morning Session Begins
1030 -1050	Morning Refreshments and Networking Break
1300	Networking Luncheon
1400	Afternoon Session Begins
1530 -1550	Afternoon refreshments & Networking Break
1730	Course concludes