

**Two-day conference and workshops:
24 - 26 September 2008, Rydges World Square, Sydney**

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Business Continuity Management

Best practice continuity to enhance your emergency management and response

Learn from the experiences of others and leave this event with an understanding of how to:

- Recognise BCM as a critical component of your business
- Develop a business continuity plan (BCP) and identify the role of emergency services
- Plan a response for influenza pandemic
- Differentiate BCM, disaster recovery (DR), crisis, and risk management
- Look to the future of BCM within Australian organisations

Post-conference workshops: Friday, 26 September 2008

Workshop A: Developing and implementing a pandemic management framework

Facilitated by: Troy Fazakerley, Principal Consultant, Creative Spark Consulting

Workshop B: The ABC of business continuity planning: "getting from A to BIA (business impact analysis)"

Facilitated by: David Crossley, Managing Director, TCG Future Risk Pty Ltd

Take part in a crisis simulation session using a virtual crisis management environment!

Hear topical BCM case studies on: pandemic planning, climate change and the September 11 attack on the NY World Trade Center

Hear our panel of experts express their views about the future of BCM and have the chance to pose your questions!

Hear from our expert panel of speakers:

Telstra
Energy Australia
Business Continuity Institute (BCI)
KPMG
La Trobe University
Queensland Health
Truscott - Crisis Leaders
Department of Human Services VIC
Global Business Continuity
Ernst & Young
Australian Taxation Office (ATO)
Deloitte Touche Tohmatsu
Sydney Water
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Business Continuity Management

Best practice continuity to enhance your emergency management and response

Business continuity has evolved over the years, being influenced by a mixture of related components including disaster recovery (DR), contingency planning, crisis, risk and emergency management. In organisations today, it fulfils the basic need of allowing the business to continue its key processes, core services and objectives by identifying critical resources and putting contingency plans in place to continue business delivery if any of those essential resources happen to fail or be lost.

Australian organisations have recently been confronted with new business continuity challenges due to increased regulatory pressures and the possibility of having to handle unknown threats such as pandemic influenza, climate change and internal system failures. These threats have elevated the importance of continuity within the business and have encouraged organisations to place increased

emphasis on designing, implementing and maintaining effective business continuity processes.

This conference will allow you to hear practical case studies from exemplar organisations to provide you with the opportunity to understand how others have tackled BCM within their organisations. The following critical issues will be explored:

- Aligning BCM with your organisational culture and strategy
- Identifying standards and strategies for an effective BCP
- Developing an appropriate response: tackling topical threats
- Planning and undertaking activities in training and awareness
- Recognising business resilience as an emerging field for BCM

Post-conference workshops: Friday, 26 September 2008

Workshop A: Developing and implementing a pandemic management framework

Facilitated by:

Troy Fazakerley, Principal Consultant, Creative Spark Consulting



Registration: 9.00am
Workshop starts: 9.30am
Workshop ends: 12.30pm

About the workshop: Influenza pandemic poses a significant threat to organisations worldwide. Many organisations have found it challenging to develop and implement a pandemic management framework that addresses all the issues associated with influenza pandemic. This workshop will walk through the elements of a comprehensive pandemic management framework and will provide details of tools and techniques used to develop a pandemic management plan.

The following topics will be addressed:

- Creating a pandemic policy
- Assumptions for pandemic planning
- How to conduct an influenza hazard analysis
- Applying different hazard control measures using hierarchy of controls
- The role of anti-viral medication
- How to create a pandemic command system
- Developing pandemic operating procedures
- How to maintain, monitor, and test your preparedness

About your workshop leader:

Troy Fazakerley is Principal Consultant of Creative Spark Consulting, a boutique consulting service that develops plans for specific threats through research and analysis. Troy is recognised for his unique approach to pandemic planning that provides a simple yet comprehensive framework for clients. Troy is a key contributor and influencer within industry and government pandemic groups.

Workshop B: The ABC of business continuity planning: "getting from A to BIA (business impact analysis)"

Facilitated by:

David Crossley, Managing Director, TCG Future Risk Pty Ltd



Registration: 1.00pm
Workshop starts: 1.30pm
Workshop ends: 4.30pm

About the workshop: Business impact analysis (BIA) is in many ways the cornerstone of building a resilient BCP. This workshop will explore the various methodologies used by organisations to propose, design and develop a worthwhile BIA that is pragmatic and durable. A BIA that can endure the test of time, organisational change or changing risk environments should become a component of normal business planning.

This interactive workshop will explore issues confronting large and small business continuity projects, such as the critical factors that contribute to whether a BC program fails or succeeds in the early stages of the project. Success or failure often depends on whether organisations fail to design and develop a suitable structure commensurate with the organisation's people, culture, risk environment and true needs for a business continuity plan.

About your workshop leader:

Focused on enterprise business resilience, David's expertise has been recognised in both the commercial and government sectors. Over the past ten years he has provided counsel, direction and advice in all facets of security risk, emergency, crisis and business continuity management to varied clients in multiple industry segments in the Asia Pacific Region. Working in high risk operational environments, David has participated in large planning teams with multiple stakeholders, and process owners. His team participation, productivity, commitment and reliability are driven from years of working in these highly disciplined, operational risk environments.

Who should attend?

Business Continuity Managers, Compliance Managers, Risk Managers, Business Managers, Emergency Planners, IT Service Continuity Managers, Information Security Professionals, Disaster Recovery Managers, Crisis Managers, Consultants and Business Advisors, Security Managers, Business Analysts, Project Managers, Internal and External Auditors, Company Strategists and Planners and any staff involved in the continuity or recovery of their organisation's critical services.

Day One – Wednesday, 24 September 2008

8.30 Registration and refreshments

9.00 Chairperson's opening remarks

Mandy Freestone, BCI Representative for Queensland, Business Continuity Institute; and Director, Deloitte Touche Tohmatsu

Preparing your organisation for BCM

9.15 Introducing BCM to your organisation

- What is BCM?
 - Defining business continuity objectives and standards
 - Gaining management buy-in and executive commitment to BCM
 - Outlining practical challenges in implementation
 - Implementing components of a BCM framework: crisis management, emergency coordination, business and technical recovery
- Geoff Hetherington, Regional Marketing Manager, Telstra

10.00 Aligning BC and recovery objectives with organisational strategy

- Where does BCM fit within the organisation?
 - Who is responsible for BCM?
 - Introducing BCM policy
 - Determining who needs to be involved: sourcing the right people
 - Maintaining commitment and the enthusiasm of your team
- Tracy Keys, Business Continuity Manager, Foxtel

10.45 Morning refreshments and networking

11.15 Developing a business continuity plan

- Using business impact analysis (BIA) as the foundation for your continuity plan
 - Planning the work: outlining better practice disciplines
 - 'Good enough' or 'gold standard': where to set the bar in planning?
 - The recovery strategy: identifying cost-effective solutions with practical outcomes
 - Making your BCP 'real': exercising the plan and involving others
- Alex Serrano, Business Continuity Manager, Deloitte Touche Tohmatsu

12.00 Business continuity planning in a large complex government agency: an ATO case study

- Outlining the software used to manipulate and store risk assessment necessities at a BC level
 - Connecting the database to people responding to incidents
 - Outlining a real life example and some shortcomings
 - The joys of being big and taking advantage of our size
 - Potentially putting in place an executive framework for BCP
 - Assuring the organisation/government that arrangements are adequate
- Brett Jeppeson, National Business Continuity Director, Australian Taxation Office (ATO)

12.45 Networking lunch

Demonstrating the value of BCM

1.45 Outlining where emergency services stop and BC begins

This session will take a case study approach in outlining various projects undertaken by Matthew Anderson for Australian public and private sector organisations

- Where does business continuity management kick in?
 - Clarifying roles and addressing misconceptions
 - Understanding the link between emergency management and BCM
 - Who is responsible for what and when?
- Matthew Anderson, Principal Consultant, Global Business Continuity

2.30 Identifying the relationship between BCM, disaster recovery (DR), crisis management and risk management

- Differentiating DR, risk and crisis and then assessing how they interrelate
 - Determining your organisation's risk appetite
 - Updating risk mitigations and controls
 - Implementing business continuity and disaster recovery processes
 - Integrating DR into an overall picture of BCM: how does it fit?
- Rudi Meyer, Project Director, Queensland Health

3.15 Afternoon refreshments and networking

3.45 A crisis simulation session: Sweatware and wetware: business continuity weapons of first choice

In this fast moving session, conference delegates will work as industry aligned management teams to develop and implement BC, liability and reputation strategy and plans under pressure. Through using a simulated virtual crisis management environment (VCME), each management team will step through a scenario to find and check the facts, identify stakeholders and prioritise issues, brainstorm potential strategies and develop a path way to the future.

- Determining how much effort should be put into crisis and business continuity preparation or in improvement of existing capability for high consequence risks
- Benchmarking your company's resilience
- Wetware: identifying the competencies required of executive management teams when confronted by outages
- Sweatware: relating to the stress of a crisis in a boardroom by devising strategy and communicating under pressure in a conference simulation

Jim Truscott, CEO, Truscott - Crisis Leaders

5.15 Chairperson's closing remarks and end of day one

Day Two – Thursday, 25 September 2008

8.30 Registration and refreshments

9.00 Chairperson's opening remarks

Mandy Freestone, BCI Representative for Queensland, Business Continuity Institute; and Director, Deloitte Touche Tohmatsu

Developing a BCM response

9.15 Pandemic planning: an Energy Australia case study

- Analysing the risk of pandemic
 - Formulating a pandemic management framework and integrating it into your organisation
 - Planning approaches and assumptions
 - Implementing the plan
 - Outlining the complications and difficulties faced along the way
- Troy Fazakerley, Business Continuity Manager, Energy Australia

10.00 Pandemic tipping points: planning for and responding to the collateral impacts of failing critical infrastructure

- What are pandemic tipping points? When might they occur?
 - The impact on critical infrastructure and on your organisation
 - Responding to multiple interdependent failures
 - What are infrastructure sectors and levels of government doing?
 - Applying existing strategies in general and pandemic BC planning
 - Setting plans and priorities to cope
- David Tickner, Business Continuity Planner, Department of Human Services VIC

10.45 Morning refreshments and networking

11.15 Climate change: an emerging driver for risk and resilience

- Understanding the 'reality' of climate change
 - The effect of climate change on an organisation's risk profile
 - Kick starting adaptation strategies - a role for BCM?
 - Beyond BCM: resilience and opportunities in a volatile world
- Dr Carl Gibson, Director Risk Management Unit, La Trobe University

12.00 BCM following the September 11, 2001 attack on New York City's World Trade Center

- What worked
 - What didn't work
 - Lessons learnt
- Ken Brandt, Executive Director, Ernst & Young

12.45 Networking lunch

1.45 Exercises, training and awareness

- Creating post-exercise reports
 - Tracking issue resolutions
 - Achieving process awareness among key recovery staff
 - Ensuring training programs are in place and are carried out
- Desmond Silberberg, Director, Deloitte Touche Tohmatsu

2.30 Organisational resilience

- The role of BCM in achieving resilience
 - Process vs capability
 - The BCM manager vs the BCM team
- David Parsons, Manager, Critical Infrastructure Resilience Unit, Sydney Water

3.15 Afternoon refreshments and networking

Looking towards the future

3.45 Business resilience: the next step for BCM

- Recognising business resilience as an emerging field
 - Expanding on, and identifying synergies between risk, security, emergency and BCM
 - Comparing, analysing and understanding current resilience approaches
 - Establishing a continuous improvement framework: developing a business resilience strategy
- Rob Goldberg, Partner, KPMG

4.30 Panel discussion: Analysing future prospects for BCM within your organisation

This is your chance to gain an insight into the views of our experts. Hear a short overview from each of the panel speakers, and then have the opportunity to pose your questions and gain a better understanding of the discussion topic!

- Transforming the way BCM is viewed within the organisation
- Geoff Hetherington, Regional Marketing Manager, Telstra

- Driving the development of a business continuity minded culture
- Alex Serrano, Business Continuity Manager, Deloitte Touche Tohmatsu

- What does the future hold for BCM?
- Rob Goldberg, Partner, KPMG

5.15 Chairperson's closing remarks and end of conference



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Business Continuity Management 24 - 26 September 2008, Rydges World Square, Sydney

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