

BCLE 2000 DRII

Lesson 1: BCM Project Management & Executive Support

In this lesson you will learn how to establish the need for a business continuity program in your organization and how to obtain management support. You will also learn how to organize and manage the process of developing a business continuity program. This lesson identifies the requirements and imperatives of project management methodologies required to develop an enterprise-wide Business Continuity Program.

Lesson 2: Risk Assessment and Analysis

This lesson introduces the basic concepts of Risk Management and develops familiarity with the methodologies and models used in the Business Continuity Management profession, by providing an understanding of what a risk assessment is all about, why a risk assessment is important to a business continuity program, the elements of a risk assessment, and how these are utilized to build a business continuity program.

Lesson 3: Business Impact Analysis This lesson introduces the reasons for and value of conducting a Business Impact Analysis. The student will understand methodologies, terms and definitions such as Mission Critical business processes, Recovery Time Objectives (RTO), and Acceptable Exposure to Loss.

Lesson 4: Developing Business Continuity Strategies

This lesson introduces the student to the challenges of selecting the appropriate strategies for recovery of business processes, critical functions, operations and the supporting information technologies within the specified recovery time objective. It defines alternative strategies, assesses the strengths and weaknesses of strategies and methodologies for presentation to management. We will identify the process steps involved in the analysis and strategy determination. This will be directly linked and supported by the data gathering activities accomplished during the risk assessment and BIA.

Lesson 5: Emergency Preparedness and Response

The purpose of this lesson is to provide an understanding of the emergency management structure and the planning necessary to manage a crisis for your organization. This will include identification, escalation, and notification procedures. It covers the challenges of reviewing and coordinating emergency evacuation programs in place in organizations, or working with the responsible areas to develop or enhance existing programs. Life safety procedures, emergency response procedures, and plan activation procedures are reviewed in detail. Specifically, you will learn how to lead your organization in implementing an action plan structure and mobilizing in response to an emergency. It will focus on procedures for activating the Emergency Operations Center and corresponding command centers, securing the area, assessing the damage, and salvage and restoration activities.

Lesson 6: Crisis Communications

All plans must include communication elements and this chapter is designed to assist the student in making all the necessary preparations for managing an emergency. This lesson focuses on how to develop procedures that will allow you to effectively communicate with all audiences, to identify and train spokespersons, to develop key messages, and to work effectively with the media.

Lesson 7: Coordination with External Agencies

In Lesson 7, the student will learn to apply communication techniques, investigate partnering, and also review the Incident Command System. It also addresses compliance issues with applicable statutes or regulations. The student will understand terminology, priorities of first responders, and how to interface with emergency agencies.

Lesson 8: Plan Activation

In this lesson, you will learn about the emergency management structure and the planning necessary to manage a crisis for your organization. Specifically, you will learn how to lead your organization in implementing an action plan to structure and mobilize in response to an emergency. This lesson will focus on procedures for activating the Emergency Operations Center and corresponding command centers, securing the area, assessing the damage, and salvage and restoration activities.

Lesson 9: Plan Development

This lesson is designed to cover the application of skills and information gathered in putting the BCM program into action by identifying the components of the planning process including plan methodology, implementation, organization, and documentation. In order to develop the actual BCM plan document you will need to lead your organization in several decisions on the approach, methodology and the plan document structure. We will address and discuss these issues to allow you as the planner to facilitate your organization in making these determinations. Experienced planners recognize that the plan document that best meets the needs of the organization and the personnel are most comfortable with using will be the plan document structure that is successful. This chapter will conclude with the elements of plan administration and plan documentation.

Lesson 10: Awareness and Training Programs

This lesson is designed to assist the student in developing the elements of a BC training and awareness program that will create and maintain organizational awareness and enhance the skills required to develop, implement, maintain, and execute all Business Continuity initiatives. The student will learn to differentiate the needs of demographic groups and teams within the BCM program. Students will gain from hands-on interactive activities designed to assist all professionals in enhancing the visibility and reach of their BCM programs.

Lesson 11: Testing and Exercise Programs

The students will learn and apply various techniques to improve the timeliness and quality of the BCM team response. Lesson 11 thoroughly reviews a variety testing and exercise programs and how to develop them for your organization. Interactive activities will help students to enhance the resiliency of their programs.

Lesson 12: Maintaining & Updating Plans

This lesson is provides the student with an overview and working knowledge of Professional Practice 8 and assists in developing processes to maintain the currency of continuity capabilities and the plan document in accordance with the organization's strategic direction.