COURSE OVERVIEW TM1123
Advanced Business Continuity Management

Course Title
Advanced Business Continuity Management

Course Date/Venue
Please see page 3

Course Reference
TM1123

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops

This course is designed to provide participants with a detailed and up-to-date overview of Advanced Business Continuity Management. It covers the evolution of BCM standards, integration with enterprise risk management, regulatory and compliance drivers and BCM and organizational resilience; the risk assessment in BCM, business impact analysis and governance and BCM program management; the legal, regulatory and contractual considerations and stakeholder communication planning; the continuity strategies for critical business functions; and the IT disaster recovery planning and supply chain continuity.

Further, the course will also discuss the pandemic and public health emergency planning, scenario analysis and stress testing; the emerging risks and BCM and incident response structure; the crisis management, decision-making, plan development and documentation; the BCM and cyber resilience integration; and the continuity for critical infrastructure and recovery time and point objectives (RTO/RPO).

During this interactive course, participants will learn the design and execution of BCM exercises; monitoring and assurance and BCM performance; the lessons learned integration, change management and third-party and vendor BCM audits; building a resilient culture and the role of leadership in BCM success; embedding continuity thinking in daily operations; the BCM metrics and reporting, business continuity and sustainability; and the global standards and frameworks and the future of BCM.

Course Objectives

Upon the successful completion of this course, each participant will be able to: -

- Apply and gain an advanced knowledge business continuity management
- Discuss the evolution of BCM standards, integration with enterprise risk management, regulatory and compliance drivers and BCM and organizational resilience
- Carryout risk assessment in BCM, business impact analysis and governance and BCM program management
- Recognize legal, regulatory and contractual considerations and apply stakeholder communication planning
- Employ continuity strategies for critical business functions, IT disaster recovery planning and supply chain continuity
- Apply pandemic and public health emergency planning, scenario analysis and stress testing
- Discuss the emerging risks and BCM and illustrate incident response structure, crisis management, decision-making, plan development and documentation
- Carryout BCM and cyber resilience integration, continuity for critical infrastructure and recovery time and point objectives (RTO/RPO)
- Design and execute BCM exercises, apply monitoring and assurance and review BCM performance
- Carryout lessons learned integration, change management and third-party and vendor BCM audits
- Build a resilient culture, define the role of leadership in BCM success and embed continuity thinking in daily operations
- Apply BCM metrics and reporting including business continuity and sustainability
- Discuss the global standards and frameworks including the future of BCM

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.*

Who Should Attend

This course covers deeper appreciation and wide understanding of advanced business continuity management for senior managers and executives, risk management professionals, business continuity and resilience officers, health, safety and environment (HSE) professionals, emergency and crisis management team members, IT disaster recovery and cybersecurity personnel, facilities and operations managers, compliance and internal audit professionals, security and safety managers, project and program managers, HR professionals involved in crisis planning, government and public sector planners (where applicable) and other technical staff.

Course Date/Venue

Session(s)	Date	Venue
1	June 15-19, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
2	August 04-08, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
3	October 13-17, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
4	December 01-05, 2025	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece

Course Fee

Dubai	**US$ 5,500** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.
London/ Madrid/ Athens	**US$ 8,800** per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Haward's certificates are accredited by the following international accreditation organizations: -

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. Haward's certificates are internationally recognized and accredited by the British Accreditation Council (BAC). BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Mr. Drag Zic is an **International Expert** in **Quality**, **Contracts & Project Management** with over **30 years** of extensive experience. His expertise mainly covers **Quality** Management, **Quality Control**, **Quality Assurance**, **Project & Contract** Management; **Planning**, **Scheduling**, **Budgeting & Cost Control**; **Document** Management, **Record** Management, **Leadership & Business**, **Performance** Management, **Customer Service** Management, **Quality** Management, **Risk** Management, **Data** Management **Systems**, **R&D** and **Research** Management, Analytical & Chemical Laboratory Management, Statistical Analysis of Laboratory Data, Statistical Method Validation & Laboratory Auditing, Sample Development & Preparation in Analytical Laboratory, Data Analysis Techniques, Laboratory Quality Management (ISO 17025), Applied Research & Technology, Basic Geology, Quality Assurance Assessment, Quantified Risk Assessment (**QRA**).

Further, he is also well-versed in **Seismic Monitoring Systems**, **Seismological Software** (**4di**, **Xmts**, **OptiNet** and **ErrMap**), **Data Analysis**, **Rock Mass Stability Analysis**, **Seismic Budget Planning & Productivity Improvement Analysis**, **HazMap**, **ISO Standards** as well as **Balance Scorecard**. He is currently the **Director** and **Principal Consultant** of **DRAMI** wherein he is responsible in formulating and executing the plans for applied research and technology transfer.

During Mr. Zic's career life, he had occupied several significant positions as the Project Manager, Contract Manager, Programme Manager, Safety & Engineering Manager**,** *Rock* Engineering Manager, Laboratory Manager **and** Mine Seismologist **with different international companies.**

Mr. Zic is a **Professional Natural Scientist** and holds a **Bachelor** degree in **Geophysics** and a **Diploma** in **Management Development Programme**. He is an active member of various professional engineering bodies internationally like the European Geosciences Union (**EGU**), the Canadian Institute of Mining (**CIM**), the European Association of Geoscientists and Engineers (**EAGE**) and the International Society for Rock Mechanics (**ISRM**).

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Business Continuity Management (BCM) Frameworks*** *Evolution of BCM Standards • Integration with Enterprise Risk Management • Regulatory & Compliance Drivers • BCM & Organizational Resilience*
0930 – 0945	*Break*
0945 – 1030	***Risk Assessment in BCM*** *Threat Identification & Categorization • Business Impact Analysis (BIA) Integration • Scenario-Based Risk Evaluation • Risk Appetite & Tolerance in BCM*
1030 – 1130	***Business Impact Analysis (Advanced BIA Techniques)*** *Critical Process Mapping • Time-Critical Dependencies • Resource Requirement Modeling • Financial & Reputational Impact Metrics*
1130 – 1215	***Governance & BCM Program Management*** *Roles of Board & Senior Management • Policy Development & Ownership • BCM Performance Monitoring • Audit & Assurance of BCM*
1215 – 1230	*Break*
1230 – 1330	***Legal Regulatory & Contractual Considerations*** *Legal Obligations for Continuity • Third-Party & Supply Chain Contracts • Industry-Specific Requirements • Cross-Border BCM Challenges*
1330 – 1420	***Stakeholder Communication Planning*** *Internal Stakeholder Engagement • External Communication Obligations • Media Management Strategies • Crisis Communication Templates*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2

0730 – 0830	***Continuity Strategies for Critical Business Functions*** *Resource Substitution & Workarounds • Alternate Site Strategies (Hot Warm Cold) • Outsourcing & Vendor Continuity Options • Cloud & IT Resilience Alignment*
0830 – 0930	***IT Disaster Recovery Planning*** *Advanced IT Recovery Architectures • Cyber Threats & Continuity Response • Data Replication & Backup Strategy • Testing of IT DR Plans*
0930 – 0945	*Break*
0945 – 1100	***Supply Chain Continuity*** *Supplier Risk Mapping • Tiered Supplier Continuity Strategies • Contractual Continuity Requirements • Resilience of Critical Inputs*

1100 – 1215	***Pandemic & Public Health Emergency Planning*** *BCM Response to Health Crises • Workforce Planning & Remote Operations • Supply & Demand Disruptions • Health & Safety Protocols*
1215 – 1230	*Break*
1230 – 1330	***Scenario Analysis & Stress Testing*** *Multi-Hazard Scenario Development • Impact of Simultaneous Disruptions • Stress Testing Organizational Capabilities • Lessons Learned from Case Studies*
1330 – 1420	***Emerging Risks & BCM*** *Climate Change & Natural Disasters • Geopolitical Risks • Technological Disruption • Reputational Risks in Social Media Era*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3

0730 – 0830	***Incident Response Structure*** *Command Control & Coordination • Activation Criteria & Procedures • Incident Escalation Processes • Role of Emergency Response Teams*
0830 – 0930	***Crisis Management & Decision-Making*** *Crisis Management Team Composition • Decision Frameworks under Pressure • Cognitive Biases in Crisis Decisions • Board & Executive Involvement*
0930 – 0945	*Break*
0945 – 1100	***Plan Development & Documentation*** *Plan Structure & Content Standards • Modular & Scalable Plan Design • Cross-Functional Integration • Plan Version Control & Security*
1100 – 1215	***BCM & Cyber Resilience Integration*** *Identifying Cyber Vulnerabilities • Incident Containment & Continuity • Regulatory Requirements for Cyber Events • Post-Incident Recovery & Improvement*
1215 – 1230	*Break*
1230 – 1330	***Continuity for Critical Infrastructure*** *Physical Security & Access Controls • Utilities & Essential Service Dependence • Failover Mechanisms for Infrastructure • Coordination with Public Agencies*
1330 – 1420	***Recovery Time & Point Objectives (RTO/RPO)*** *Advanced RTO/RPO Determination • Prioritization of Recovery Sequencing • Balancing Cost versus Recovery Speed • Continuous Review & Adjustment*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Three*

Day 4

0730 – 0830	***Designing & Executing BCM Exercises*** *Types of Exercises (Tabletop Functional Full-Scale) • Objectives & KPIs for Exercises • Stakeholder Participation & Role Playing • Post-Exercise Debrief & Learning*
0830 – 0930	***Monitoring & Assurance*** *BCM Maturity Models • KPI & KRI Development • Internal & External Audits of BCM • Continuous Monitoring Tools*
0930 – 0945	*Break*
0945 – 1100	***Reviewing BCM Performance*** *Performance Metrics for Plans • Incident Data Analysis • Benchmarking Against Industry Standards • Adjustments Based on Real Events*
1100 – 1215	***Lessons Learned Integration*** *Capturing Post-Incident Data • Root Cause Analysis in BCM Failures • Action Plan Development • Communicating Lessons Across the Organization*
1215 – 1230	*Break*
1230 – 1330	***Change Management & BCM*** *Embedding BCM in Organizational Change • Managing Cultural Resistance • Aligning BCM with Transformation Initiatives • Ensuring Continuity during M&A*
1330 – 1420	***Third-Party & Vendor BCM Audits*** *Audit Frameworks for Vendor Continuity • Key BCM Clauses in Contracts • Remote & Onsite Vendor Assessments • Collaborative Improvement with Vendors*
1420 – 1430	***Recap*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Four*

Day 5

0730 – 0830	***BCM & Organizational Culture*** *Building a Resilient Culture • Role of Leadership in BCM Success • Embedding Continuity Thinking in Daily Operations • BCM Training & Awareness Programs*
0830 – 0930	***BCM Metrics & Reporting*** *Advanced BCM Dashboards • Data Visualization for Continuity Metrics • Board-Level Reporting • Regulatory & Stakeholder Reporting*
0930 – 0945	*Break*
0945 – 1030	***Business Continuity & Sustainability*** *ESG & Continuity Intersections • Sustainability Risks & Opportunities • Green Recovery Planning • Continuity in Sustainable Supply Chains*
1030 -1130	***Global Standards & Frameworks*** *ISO 22301: Advanced Applications • Integration with ISO 31000 & ISO 27001 • Cross-Standard Harmonization • Regional & Industry Variants*
1130 - 1230	***Future of BCM*** *AI & Automation in BCM • Digital Twins for Continuity Simulation • Blockchain for Supply Chain Continuity • Predictive Analytics for Risk Detection*

1230 – 1245	*Break*
1245 – 1345	***Capstone Exercise & Wrap-Up*** *Multi-Scenario Tabletop Simulation • Cross-Functional Recovery Coordination • Performance Feedback & Improvement • Course Summary & Action Planning*
1345 – 1400	***Course Conclusion*** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	***POST-TEST***
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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