

COURSE OVERVIEW TM1124
Business Continuity Management

Course Title

Business Continuity Management

Course Date/Venue

Please see page 3

Course Reference

TM1124

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 Business Continuity Management. It covers the BCM regulatory, legal frameworks, risk management and BCM integration; the business impact analysis (BIA), BCM policy and governance and BCM program lifecycle; the advanced risk assessment in BCM, detailed business impact analysis (BIA) and BCM strategy development; the crisis management planning and emergency response planning; and the incident response and escalation protocols.



Further, the course will also discuss the BCM plans, ICT and data recovery planning; the people and facilities continuity planning; the supply chain and third-party continuity, crisis communication plan development and plan distribution; the maintenance and accessibility, BCM exercise design and development; testing ICT continuity solutions and maintaining and reviewing BCM plans; and the performance measurement and metrics.



During this interactive course, participants will learn the continuous improvement in BCM, BCM auditing and assurance; the crisis leadership and decision-making; the global supply chain risks, BCM for multinational operations and BCM & ESG considerations; the BCM software solutions, AI and predictive analytics in BCM and integrating with ERP and GRC systems; the future trends and emerging issues in BCM; and the climate change, geopolitical risks, hybrid working models and continuity, evolving standards and best practices.

Course Objectives

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

- Apply and gain a good working knowledge on business continuity management
- Discuss business continuity management, BCM regulatory, legal frameworks, risk management and BCM integration
- Illustrate business impact analysis (BIA), BCM policy and governance and BCM program lifecycle
- Carryout advanced risk assessment in BCM, detailed business impact analysis (BIA) and BCM strategy development
- Employ crisis management planning, emergency response planning and incident response and escalation protocols
- Develop BCM plans and apply ICT and data recovery planning as well as people and facilities continuity planning
- Apply supply chain and third-party continuity, crisis communication plan development and plan distribution, maintenance and accessibility
- Employ BCM exercise design and development, conduct BCM exercises and test ICT continuity solutions
- Maintain and review BCM plans and apply performance measurement and metrics
- Implement continuous improvement in BCM, build a BCM culture and apply BCM auditing and assurance, crisis leadership and decision-making
- Discuss global supply chain risks, BCM for multinational operations and BCM & ESG considerations
- Identify BCM software solutions, use AI and predictive analytics in BCM and integrate with ERP and GRC systems
- Explain the future trends and emerging issues in BCM covering climate change, geopolitical risks, hybrid working models and continuity, evolving standards and best practices

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 provides an overview of all significant aspects and considerations of business continuity management for senior executives and managers, business continuity managers and coordinators, risk management professionals, crisis management team members, HSE and emergency response professionals, IT and information security managers, operations and facility managers, compliance and internal audit staff, supply chain & procurement managers, any staff involved in business continuity, disaster recovery, or resilience planning and other technical staff.

Course Date/Venue

Session(s)	Date	Venue
1	July 07-11, 2025	TBA Meeting Room, JW Marriott Hotel Madrid, Madrid, Spain
2	September 29-October 03, 2025	Hampstead Meeting Room, London Marriott Hotel Regents Park, London, UK
3	November 23-27, 2025	Tamra Meeting Room, Al Bandar Rotana Creek, Dubai, UAE
4	February 09-13, 2026	TBA Meeting Room, Grand Hyatt Athens, Athens, Greece

Course Fee

Dubai	US\$ 5,500 per Delegate + VAT . This rate includes H-STK® (Howard 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® (Howard 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: -

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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.

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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. Douglas Robinson, MBA, BSc (Honors), Dip, is currently the **President** of **DSR Consulting** and the **Professor** of **Business Studies Unit (BSU)** at **Durban Institute of Technology (DIT)**, where he is lecturing at **MBA level** in **Quality Management, Crisis Management & Communication, Designing & Conducting Effective Business Continuity, Business Continuity Strategies, Disaster Recovery Planning, Quality Control Systems and Standards, Legal Compliance and Corporate Governance Responsibilities, Corporate Valuation & Capital Restructuring, Managing Production Operations, Strategic Planning, Climate Change** in Economics, **Human Resources Management (HRM), Leadership & Change Management, Presentation Skills, Negotiation Skills, Interpersonal Skills, Communication Skills, Adaptability & Flexibility, Learning & Self Development, Industrial Relationships, Driving Performance, Performance Measurement, Performance Goal Implementation, Time Management** Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, **Problem Solving & Decision Making, ISO 9001 Lead Auditor, Commercial Negotiation & Legal Aspects, Logistics & Supply Chain Management, Quality Management, Project Financial Planning, Financial Management, Materials Inventory Management, Budgeting & Cost Control, Project Accounting, Project Management, Contract Management, Operations Management, Procurement Management, Entrepreneurship and International Business.**

Mr. Robinson has over **30 years** of international experience in **Contract Management, Quality Management, ISO Standards, Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing Strategies, Project Management, Business Systems, Operations Management and Business Re-Organization.** Further, he is a **Registered Assessor** of **Quality Management, Logistics, Supply Chain Management, Procurement Strategies, Purchasing and Outsourcing.**

As a leader in the **Quality, Procurement and Logistics** fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in Procurement, financial, sales, distribution, materials management and costing.

During his long career life, Mr. Robinson worked for many **International companies** such as Tiger Brands, Nestle's, Mondi Manufacturing, Mondi Forests, Masonite Africa Ltd., Frame etc. He worked as **General Manager, Quality Manager, Procurement Manager, Logistics Manager, Logistics Superintendent, Project Manager, Purchasing Supervisor, SAP Facilitator, etc.**

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing, Strategic planning, business wellness analysis, **Contract management, Project Management, feasibility studies, financial analysis, cash-flow forecasting, Capital investment analysis, risk analysis, Business process analysis, and Quality Management Systems.**

Mr. Robinson has a **Master** degree in **Business Administration (MBA)** from the **University of Durban-Westville**, a **Bachelor** degree with **Honors** in **Business Management and Administration** and **Diplomas** in **Medical Technology, Marketing Management, Business Management and Project Management** from the **University of Rhodesia** and from the **Damelin Management School** respectively. Further, he is a **Certified Instructor/Trainer, a Certified Trainer/Assessor** by the **Institute of Leadership & Management (ILM)**, an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.

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	Introduction to Business Continuity Management Definition & Purpose of BCM • Historical Development of BCM • Importance of BCM in Modern Organizations • BCM versus Crisis & Emergency Management
0930 – 0945	Break
0945 – 1030	BCM Regulatory & Legal Frameworks International Standards (ISO 22301 BS 25999) • Regional Regulations & Compliance • Legal Liabilities & BCM • BCM Audits & Certifications
1030 – 1130	Risk Management & BCM Integration Enterprise Risk Management (ERM) Linkages • Identifying BCM-Related Risks • Risk Appetite & Tolerance in BCM • Risk Treatment Strategies
1130 – 1215	Business Impact Analysis (BIA) Basics Purpose of BIA • Identifying Critical Functions • Determining Recovery Time Objectives (RTO) • Determining Recovery Point Objectives (RPO)
1215 – 1230	Break
1230 – 1330	BCM Policy & Governance Developing a BCM Policy • Roles & Responsibilities in BCM • Top Management Commitment • Governance Structures
1330 – 1420	BCM Program Lifecycle Program Initiation & Planning • Implementation & Operations • Testing & Exercising • Continuous Improvement
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	Advanced Risk Assessment in BCM Hazard Identification Techniques • Scenario-Based Risk Analysis • Vulnerability & Impact Assessment • Risk Prioritization
0830 – 0930	Detailed Business Impact Analysis (BIA) Data Gathering Techniques • Analyzing Dependencies & Interdependencies • Quantitative versus Qualitative BIA • BIA Reporting & Presentation
0930 – 0945	Break

0945 – 1100	BCM Strategy Development Recovery Strategies for Key Functions • Resource Requirements Analysis • Alternative Site Planning (Hot Warm Cold Sites) • ICT Continuity & Cyber Resilience
1100 – 1215	Crisis Management Planning Developing a Crisis Management Plan • Command & Control Structures • Communication Channels & Protocols • Stakeholder Engagement
1215 – 1230	Break
1230 – 1330	Emergency Response Planning Relationship Between BCM & Emergency Response • Developing Response Procedures • Training & Drills for Emergency Teams • Coordination with Public Authorities
1330 – 1420	Incident Response & Escalation Protocols Incident Detection & Reporting • Escalation Processes • Communication Plans During Incidents • Post-Incident Reviews
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	Developing BCM Plans Types of Plans (Crisis Incident Recovery) • Structuring BCM Plans • Key Content Requirements • Version Control & Document Management
0830 – 0930	ICT & Data Recovery Planning IT Disaster Recovery Plan (IT DRP) • Data Backup & Restoration Processes • Cloud & Offsite Data Strategies • Cyber Incident Response Integration
0930 – 0945	Break
0945 – 1100	People & Facilities Continuity Planning Workforce Recovery Strategies • Staff Welfare Considerations • Alternative Facilities & Workspace Arrangements • Travel & Mobility Considerations
1100 – 1215	Supply Chain & Third-Party Continuity Supplier Risk Assessments • Contractual Continuity Clauses • Managing Outsourced Services • Supply Chain Recovery Planning
1215 – 1230	Break
1230 – 1330	Crisis Communication Plan Development Identifying Internal & External Stakeholders • Communication Templates & Scripts • Media Handling Guidelines • Social Media Management in Crises
1330 – 1420	Plan Distribution Maintenance & Accessibility Secure Distribution Methods • Plan Maintenance Schedules • Ensuring Plan Accessibility in Emergencies • Role-Based Plan Access Control
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	BCM Exercise Design & Development Types of Exercises (Tabletop Simulation Full-Scale) • Scenario Development • Setting Exercise Objectives • Facilitator & Observer Roles
0830 – 0930	Conducting BCM Exercises Pre-Exercise Briefings • Managing Exercise Logistics • Exercise Evaluation Methods • Debriefing & Feedback Collection
0930 – 0945	Break
0945 – 1100	Testing ICT Continuity Solutions Testing Backup & Recovery Systems • Cyber Attack Simulations • Network Redundancy Tests • Data Integrity Validation
1100 – 1215	Maintenance & Review of BCM Plans Plan Review Triggers • Continuous Monitoring Processes • Change Management Integration • Documentation of Lessons Learned
1215 – 1230	Break
1230 – 1330	Performance Measurement & Metrics Key Performance Indicators (KPIs) for BCM • BCM Program Maturity Models • Benchmarking BCM Performance • Reporting to Top Management
1330 – 1420	Continuous Improvement in BCM Incorporating Audit Findings • Industry Best Practices & Trends • BCM Innovation & Technology • Enhancing Organizational Resilience
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

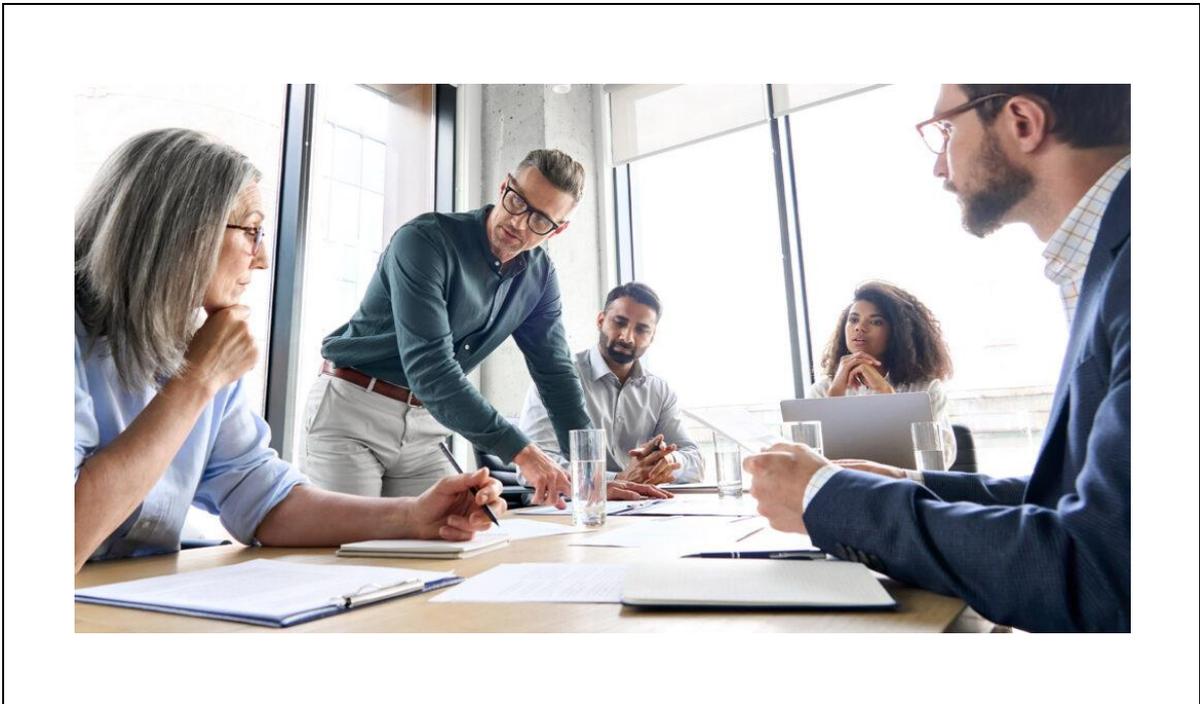
Day 5

0730 – 0830	Building a BCM Culture Leadership's Role in BCM Culture • Staff Awareness & Engagement • BCM in Induction & Ongoing Training • Promoting a Resilience Mindset
0830 – 0930	BCM Auditing & Assurance Internal & External Audits • Audit Checklists & Tools • Common Non-Conformities • Audit Reporting & Follow-Up
0930 – 0945	Break
0945 – 1030	Crisis Leadership & Decision-Making Decision-Making Under Pressure • Ethical Considerations in Crises • Leadership Styles in Emergencies • Psychological Resilience of Leaders
1030 -1130	BCM in Supply Chain & Global Context Global Supply Chain Risks • BCM for Multinational Operations • BCM & ESG Considerations • Case Studies of Global BCM Failures
1130 - 1230	BCM Technology & Automation BCM Software Solutions • Use of AI & Predictive Analytics in BCM • Integration with ERP & GRC Systems • Technology Pitfalls & Lessons Learned
1230 – 1245	Break

1245 – 1345	Future Trends & Emerging Issues in BCM <i>Climate Change & BCM • Geopolitical Risks & BCM • Hybrid Working Models & Continuity • Evolving Standards & Best Practices</i>
1345 – 1400	Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i>
1400 – 1415	POST-TEST
1415 – 1430	<i>Presentation of Course Certificates</i>
1430	<i>Lunch & End of Course</i>

Practical Sessions

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



Course Coordinator

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