



Professional Training Brought To You By

**INGENIUM**  
REDEFINING BUSINESS INTELLIGENCE

**29 & 30 April 2024**  
**Wyndham Grand Hotel,**  
**Bangsar, Kuala Lumpur.**

# THE BUSINESS CONTINUITY MASTERCLASS

*Proven Strategies To Build Resilience And Manage Risk*

## Key Learning Outcomes

- Discover why many Business Continuity initiatives fail - and ensure yours will not.
- Understand compliance requirements relating to ISO 22301: Business Continuity Management System.
- Study proven techniques to assess risk and analyse business impact.
- Learn how to write, review and test an effective Business Continuity Plan.
- Find out how to manage and deliver effective Business Continuity exercises.
- Analyse proven methods for the establishment of a Business Continuity Management System.
- Learn how to review, audit and maintain Business Continuity Management documentation.
- Review the role of insurance and appreciate its limitations.
- Learn how to create a cost case for spend on business continuity.
- Examine real-life case studies, and the lessons learnt.
- Align with the Disaster Recovery Institute's Professional Practices.

**Includes special Case Studies on Covid-19 and the London 2012 Olympics.**



Led by

**STEVE YATES**

*FBCI, CBCP, FICPEM, MEPS.*

- Founding Fellow of the Business Continuity Institute.
- Chairman of the Resilience Association UK.
- Head of Business Continuity & Disaster Recovery, London 2012 Olympics.

**EXCLUSIVE 2 + 1 OFFER!**

**Register 3 participants for the price of 2 only!**

**\* See inside for details**

[www.ingenium.asia](http://www.ingenium.asia)



## How prepared is your organisation when the unthinkable happens?

According to a study based on Mercer's Business Responses to the Covid-19 Outbreak, 51 % of organisations around the world do not have a business continuity plan in the case of emergencies or disasters, such as during the outbreak of Covid-19.

A disaster can strike any organisation, anywhere, any time; yet, as the study has shown, less than half of organisations have comprehensive business continuity plans in place – and often, these plans have not been tested. Most organisations experiencing a disaster simply do not survive...

Business processes are increasingly linked together and a disaster could cripple your organisation, suspend operational business processes and disrupt systems. Not to mention the financial loss and damage to your reputation as a reliable provider or business partner. The first few hours of a crisis are crucial to the organisation's ability to recover successfully.

## What mistakes do many organisations make in the recovery process?

- Failure to bring the business into the planning and testing of recovery efforts.
- Failure to gain support from senior level managers.
- Not demonstrating the level of effort required for full recovery.
- Not conducting business impact analyses & addressing gaps in the recovery model.
- Not building adequate recovery plans that outline recovery time objectives, critical systems and vital documents needed by the business.
- Not having proper funding that will allow for a minimum of semi-annual testing.



There is nothing worse than having a business disruption as a result of something that could have been prevented. Good business continuity planning and management can make the difference between success and failure – and in the long run make your business more profitable.

By the end of this vital training programme, you will have the ability to assess the risk and analyse the vulnerability that your organisation faces. The value of this ability in itself is phenomenal !

## WHO SHOULD ATTEND?

This programme has been designed specifically for professionals responsible for Business Continuity, Disaster Recovery and Crisis Management in their organisations. It will also greatly benefit professionals from the areas of risk management, audit, quality control, compliance, finance and facilities management.

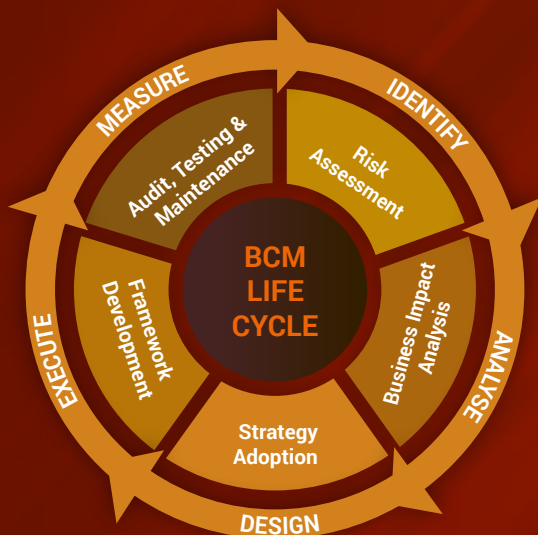
## WHY SHOULD YOU ATTEND?

Business Continuity Management has evolved significantly over the last decade; plans that were viable a few years ago may not be so now. Pandemics, physical disasters, cyberattacks, terrorism, equipment and utilities failure is increasingly commonplace.

This acclaimed masterclass will teach how to meet these demands to ensure continuity of business processes and the survival of your organisation.

## TEAM PARTICIPATION IS HIGHLY ENCOURAGED !

To ensure successful implementation of the learning and competencies acquired, we encourage team learning by providing a group attendance package of 2 + 1, meaning participating organisations can register 3 participants for the price of 2 only !





## STEVE YATES

FBCI, CBCP, FICPEM, MEPS.

Steve Yates is a master practitioner whose work in 50 countries over the past 30 years has given him global perspectives on best practices for Business Continuity, Crisis Management, Disaster Recovery and Operational Resilience.

He is able to demonstrate step-by-step on how to build and maintain world-class Business Continuity Management systems and share field- tested tools and hard-won insights on what works and why.

Steve is a Founding Fellow of the Business Continuity Institute (FBCI) and a Certified Business Continuity Professional (CBCP) of the Disaster Recovery Institute. He is also a Founding Fellow of the Institute of Civil Protection and Emergency Management (FICPEM) and a Member of the Emergency Planning Society (MEPS).

Having commenced his career in this field with British Telecommunications (BT) as the Head of Resilience & Recovery, he pioneered development of network recovery systems before leaving to take up various senior level positions with organisations such as Virgin Media, Legal & General Investment Management and Colt Technology.

His main claim to fame was during the London Olympic Games where he was the Head of Business Continuity, Crisis Management and IT Disaster Recovery, with added responsibility for Emergency Planning at the Olympic Delivery Authority (ODA). At the ODA, he established and led execution of the Risk & Continuity roadmap throughout the construction, fitting-out and event delivery phases of the Olympics.

Over the years, Steve Yates has been awarded:

- ▶ The Hall of Fame status in the Business Continuity Practitioner category by the prestigious American magazine, Contingency Planning & Management.
- ▶ The Public Sector Business Continuity Manager of the Year by the Business Continuity Institute.
- ▶ Freedom of the City of London for his work in Incident Response and IT Disaster Recovery.

Steve is currently the Chairman of the Resilience Association, a body which connects people, content and ideas from across the resilience spectrum with the common aim of championing and improving organisational resilience.

- ▶ Founding Fellow of the Business Continuity Institute.
- ▶ Founding Fellow of the Institute of Civil Protection & Emergency Management.
- ▶ Chairman of the Resilience Association UK.
- ▶ Certified ISO 22301 Lead Auditor.
- ▶ Certified Cyber Resilience Professional.
- ▶ Head of Business Continuity & Disaster Recovery - London 2012 Olympics.

## TESTIMONIALS

*Steve Yates was a huge asset to Premium Credit. He came in and immediately assessed where we currently were in our continuity cycle vs where we needed to be. He created a plan of action with various achievement milestones and allied the BCP strategic target plan against it.*

- James Hughes, Premium Credit Limited.

*Steve Yates leads by example and enthusiasm. His all-embracing approach to collaborative efforts is a testament to his team building ability. His attention to detail has provided the cornerstone of his managerial success in both the commercial field and in his chairmanship of various institutes and associations.*

- Jeff Charlton, Building Forensics.

*I would formally recognise your efforts and would thank you. This joint inter-agency exercise was a very good example of how the Police can work effectively with its partners in delivering important work.*

- Chief Superintendent, Metropolitan Police Service UK.

*Steve Yates is a pragmatic problem solver who is able to view the 'larger picture' and advise accordingly. He is a pivotal figure in the driving forward of Business Continuity awareness and planning.*

- Mike Taylor, CCLA.

*Steve Yates is an extremely professional, focused and knowledgeable Leader in his field. Steve can review processes quickly to identify gaps and ways to solve them. His competence was clearly shown when he took on the requirements of Business Continuity Management during a complex UK Machinery of Government change.*

- Jane Heward, Department for Business, Energy & Industrial Strategy UK.

*Steve Yates has been acknowledged by the Metropolitan Police Service regarding the importance of his involvement and effort as being vital to the delivery of a key London 2012 Olympic Exercise, held at the Olympic Park Main Stadium.*

- London Metropolitan Police.

*Steve Yates is always up to date on the issues, has achieved much for the profession with the BCI and BANG. He is an excellent speaker and leverages his leadership skills and extensive knowledge to achieve world-class results.*

- Paul Kirvan, Independent IT Consultant & Auditor.

## INTERNATIONAL CLIENTS



# TRAINING AGENDA

Registration will begin at 08:00 on Day One. The programme will commence at 08:45 and conclude at 17:15 each day. There will be breaks for refreshments and lunch at appropriate intervals.

## INTRODUCTION & OBJECTIVES

- › Training objectives & outcomes
- › Definitions & terminologies
- › Introduction of International Standard - ISO22301:2019
- › Video – Business Continuity Management

## TYPES OF DISRUPTIVE CHALLENGES

- › Pandemic (Covid-19)
- › Floods & Fires
- › Cyberattacks & Data Breach
- › Terrorism & Security
- › Other physical & natural incidents

## PROJECT INITIATION & MANAGEMENT

- › The 10 Professional Practices for Business Continuity Management
- › Establishing a Steering Committee & Terms of Reference (ToR)
- › How to develop the Project Scope & Business Continuity Policy?
- › Reporting – How to keep on track and within timeframes?

## RISK ASSESSMENT

- › Risk Evaluation & Control
- › Risk Appetite – Identification
- › Risk Analysis – Methodologies
- › Identified Risks – Probability & Impact

## BUSINESS IMPACT ANALYSIS

- › Recovery Point Objective (RPO) – How much data could be lost?
- › Recovery Time Objective (RTO) – Time window for recovery of critical resources
- › Minimum Business Continuity Objective (MBCO) – How to identify?
- › Maximum Tolerable Period of Disruption (MTPoD) – What does this mean?
- › Gap Analysis – How does Business Impact Analysis (BIA) provide this information?
- › Case Study – Review of BIA documentation, templates and processes

## BUSINESS CONTINUITY STRATEGIES

- › How to select cost effective strategies?
- › Understand the terms associated with Business Continuity Strategies
- › Describe the methodologies used to develop these strategies
- › Identify various Business Continuity & Disaster Recovery strategies

## SPECIAL CASE STUDY: LONDON 2012 OLYMPICS

- › Understanding of the supply chain and its management
- › Overview of Programme Initiation & Management
- › Consideration of risks & business impacts
- › Review of Business Continuity Strategies
- › Discussion on worst case scenarios

## INCIDENT RESPONSE

- › Immediate response and damage assessment
- › Incident command system & decision making process
- › Invocation and declaration of a disaster
- › Liaison with external agencies

## THE EMERGENCY MANAGEMENT CENTER

- › Strategic, Tactical & Operational Integration
- › What to look for in a good EMC and what to avoid?
- › How 'fancy' does an EMC really has to be?
- › The Virtual EMC

## PLAN DEVELOPMENT & IMPLEMENTATION

- › What are the Business Continuity Plans that are required?
- › How to determine the personnel and teams that are required to develop and execute the plans?
- › Case Study – Review of Business Continuity Plans and Templates

## PLAN EXERCISE, AUDIT & MAINTENANCE

- › Establish a good exercise programme
- › Understand the various types of exercises, testing and audits
- › Develop proper structures, scenarios and support material
- › Establish formal Governance processes & procedures
- › How to identify the necessary components for inclusion within a central management system?
- › Change management for documentation and supporting information
- › Integrate the necessary information into an ISMS for maintenance and audit
- › Case Study – Utilising specific documentation when planning for exercises

## CRISIS COMMUNICATIONS

- › Identify most effective methods to communicate with stakeholders, interested parties and general public
- › Understand the importance of effective internal & external crisis communications
- › Speed and credibility in crisis decision making and communications

## SPECIAL CASE STUDY: COVID-19

- › Overview of COVID-19, current status and lessons already learnt
- › Review of the plans and strategies that were used, and how well they worked
- › Discussion on the need for Organisational & Operational Resilience
- › Discussion on "Are we prepared for the next pandemic?"

## COURSE WRAP UP

- › Open forum and Q & A
- › Delegate action plans
- › Certificate Presentation

*\*The various sessions will be punctuated with numerous exercises and case studies illustrating key points.*

## DELEGATE DETAILS

Please photocopy this form for more delegates

### DELEGATE 1 :

Name :

Position :

Mobile :

Email :

### DELEGATE 2 :

Name :

Position :

Mobile :

Email :

**29 & 30 APRIL 2024**  
Wyndham Grand Hotel, Bangsar, Kuala Lumpur.

## AUTHORISING MANAGER :

Name :

Position :

Tel :

Email :

Organisation :

Address :

Date :

Signature :

## METHOD OF PAYMENT

Payment can be made by cheque or bank transfer.  
Please make payment in favour of:

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Account type : Current  
Swift Code : ARBKMYKL  
Bank Address : No. 4 & 6, Jalan Puteri 1/1, Bandar Puteri,  
47100 Puchong, Selangor, Malaysia.

## TRAINING INVESTMENT

- US\$750.00 nett / person – International
- RM3600.00 nett / person – Malaysia

### Please Note:

1. Investment includes programme attendance, course notes, luncheons, refreshments, certificate of achievement and all applicable taxes.
2. Full payment must be received before the start of the course.
3. For Group Attendance of 5 or more delegates, please call us for corporate rebates.

## GENERAL TERMS & CONDITIONS

1. **Substitutions** are welcome. Kindly notify us at least 2 working days prior to the programme.
2. **Cancellations** will be refunded in full minus a RM250.00 / US\$60.00 administrative charge provided the cancellation is done in writing at least 7 working days prior to the programme. Cancellations done less than 7 working days prior to the programme will not be eligible for any refunds and will carry a 100% liability.
3. **Advertised package** - While every reasonable effort will be made to adhere to the advertised package, please note that the content, speaker and venue were confirmed at the time of publishing. Circumstances beyond our control may necessitate an alteration to the same. As such we reserve the right to alter or modify the advertised package if required.
4. **Postponement & Cancellation** - If the programme has to be cancelled or postponed by us for any reason, we will issue refunds in full for all payments received without any deductions whatsoever.
5. **Liability** - We will not be liable for any loss or damage suffered by the client as a result of a substitution, alteration, cancellation or postponement of the programme.
6. **Database** - Upon receipt of this registration form, we assume that you are giving us your consent to store your details and use it for future marketing efforts. If you do not wish to be included in our database, kindly notify us.
7. **Copyright and Intellectual Property** - The content, format and delivery of the programme constitute our intellectual property and copyright. Unauthorised redistribution or reproduction of part or all will be actionable by law.

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