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**INGENIUM**  
REDEFINING BUSINESS INTELLIGENCE

# IT INFRASTRUCTURE RESILIENCE

*Practical Strategies to Drive Digital Transformation*

**2 & 3 May 2024**

**Wyndham Grand Hotel, Bangsar, Kuala Lumpur.**

## Key Learning Outcomes

- Define and understand the need for IT Infrastructure Resilience
- Explore options for managing critical technology & infrastructure elements
- Study latest compliance requirements relating to ISO 27031:2011 - ICT Readiness for Business Continuity, ISO 27035:2011 - Information Security Incident Management and ISO 20000:2013 - IT Service Management
- Examine best practices for building and managing highly resilient Data Centres & Networks
- Learn proven techniques to assess, analyse and reduce risk and business impact
- Identify components of a successful IT DR Programme, specifically carrying out a technology Business Impact Analysis (BIA) and identifying MTPoD, RTO & RPO
- Be able to implement an operational High Level DR Plan using case study data
- Learn how to review, audit and maintain Information Security Management System (ISMS) documentation
- Learn how to develop proven methods for the establishment of an IT Disaster Recovery Management System
- Understand command, coordination and communications (C3) organisational requirements for managing a Major Incident within a Network Operations Centre (NOC)
- Discover why many plans and initiatives fail – And ensure yours will not
- Understand how to create a cost case for spend on IT Infrastructure Resilience



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 & IT Disaster Recovery, London 2012 Olympics.



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

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

**EXCLUSIVE 2 + 1 OFFER !**

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

**\* See inside for details**

## How prepared is your organisation when facing a technology disaster?

A disaster could disrupt your IT and communications systems and suspend your operations. A severe disaster could even completely cripple your organisation, not to mention the financial loss and damage to your reputation as a reliable vendor or business partner.

- ▶ Lack of an appropriate IT infrastructure resilience and disaster recovery strategy can be extremely expensive as statistics indicate that of organisations which have experienced a major loss of business data, 43% never reopen, 51% close within two years, and only 6% will survive long-term. (US Federal Emergency Management Agency).
- ▶ The 2021 SMB Cybersecurity Report from ConnectWise found that more than half (51%) of small and medium-sized businesses don't have an incident response plan in place for responding to data breaches and cyber-attacks.
- ▶ According to Dynamic Technologies, hardware failures cause 45% of total unplanned downtime. Followed by the loss of power (35%), software failure (34%), data corruption (24%), external security breaches (23%), and accidental user error (20%).

This serves as a reminder on the importance of engaging employees through training and continuous monitoring to ensure preparedness in tackling technology related disruptions.

## Are you aware that IT Infrastructure Resilience is:

- ▶ Amongst the most critical issues facing corporations in current times.
- ▶ An essential element of ICT strategy, security and survival.
- ▶ So important that others might not want to do business with you without sufficient recovery plans.
- ▶ Increasingly required by corporate governance and compliance regulations and financial legislations.
- ▶ So lacking in many organisations and probably the reason many could lose huge sums of money, not to mention the loss of vital information.

Lack of preparedness may compromise an organisation's ability to recover from an incident and irreparably damage the business. The first few hours of a crisis are crucial to the organisation's ability to recover successfully.

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

## What mistakes do many organisations make in the disaster 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 a business impact analysis and addressing gaps in the recovery model.
- ▶ Not building an adequate resilience strategy that outlines recovery time objectives, critical systems and applications that are required by business functions.
- ▶ Not having proper funding that will allow for a minimum of semi-annual IT disaster recovery testing.

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 in this ability in itself is phenomenal.

So don't get caught in the midst of a disaster or difficult circumstances that could erode your organisation's profitability, customer base and productivity - take the initiative to register for this professional programme and learn how to deal with such occurrences successfully.



## 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 !

## WHO SHOULD ATTEND?

This programme has been developed specifically for Technology Professionals with responsibilities for:

- ▶ IT Infrastructure
- ▶ IT Disaster Recovery
- ▶ Cyber Security
- ▶ Data Management
- ▶ IT Supply Chain
- ▶ IT Networks
- ▶ IT Services
- ▶ IT Risk Management
- ▶ IT Audit
- ▶ Operational Resilience
- ▶ Business Continuity
- ▶ Operational Risk

## VALUE ADDED INCENTIVE

You will receive a IT Resilience Toolbox and various supporting documentation and templates developed by Steve Yates complimentary for attending this programme. The toolbox includes:

- ▶ IT Infrastructure and DR Planning Tool Kit
- ▶ Steering Committee Terms of Reference (ToR)
- ▶ Link to IT Risk Assessment Publication
- ▶ Business Impact Analysis (BIA) Template
- ▶ High Level Disaster Recovery (DR) Plan Template
- ▶ Incident Situation Report & Log Taking Processes
- ▶ Supply Chain 3rd Party Questionnaire
- ▶ IT Testing & Report Templates

## WHY SHOULD YOU ATTEND?

IT Readiness for Business Continuity has evolved significantly over the last decade; strategies that were viable a few years ago may not be so now, especially after the Covid-19 pandemic. Cyber-attacks, physical disasters, terrorist attacks, equipment and utilities failure are increasingly commonplace.

- ▶ New corporate governance and compliance regulations require risk assessment and expect continuity plans to be in place;
- ▶ Customers are increasingly demanding that their suppliers have Technology Disaster Recovery plans for Business Continuity;
- ▶ Financial legislation requires protection of assets by prudent planning;
- ▶ Insurers are increasingly demanding resilience plans to meet the requirements for cyber insurance - and may reduce or decline payment if plans are not in place;

This professional training programme will demonstrate how to meet these demands to ensure continuity of business processes and the survival of the organisation.

## CONSULTING SERVICES

Ingenium provides consulting services to support the implementation of a sound Resilience framework, incorporating Business Continuity, IT Disaster Recovery, Crisis Management, Emergency Planning and Operational / Organisational Resilience. Give us a call to discuss your requirements and acquire an obligation free proposal





## STEVE YATES

FBCI, CBCP, FICPEM, MEPS.

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

He is able to demonstrate step-by-step on how to build and maintain world-class Crisis Management and Business Continuity 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) by the Disaster Recovery Institute International. He is also a Founding Fellow of the Institute of Civil Protection and Emergency Management (FICPEM) and a Certified ISO Lead Auditor by the British Standards Institution (BSI).

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 positions with organisations such as Virgin Media, Legal & General Investment Management and Colt Technology Services.

His main claim to fame was during the London 2012 Olympic Games where he was the of Head of Crisis Management & Business Continuity, with additional responsibility for ICT Disaster Recovery and Emergency Planning at the Olympic Development Authority (ODA). At the ODA, he established and led the 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 (BCI).
- ▶ Freedom of the City of London for his work in Incident and ICT Disaster Recovery.

Steve is currently the Chair of the Resilience Association, a body which freely connects people, content and ideas from across the resilience spectrum with the common aim of championing and improving organisational resilience across the community by promoting open communication, sharing of best practice and extending networks, knowledge and performance.

- ▶ Founding Fellow of the Business Continuity Institute (FBCI).
- ▶ Chairman of the Resilience Association UK.
- ▶ Founding Fellow of the Institute of Civil Protection & Emergency Management (FICPEM).
- ▶ Certified ISO Lead Auditor by the British Standards Institution (BSI).
- ▶ Certified Cyber Resilience Professional (CCRP).
- ▶ Head of Crisis Management & Business Continuity – 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
- ▶ Relationship between IT and the organisation
- ▶ Understanding of International Standards  
ISO 27031:2011, ISO 27035:2011 and ISO 20000:2013

## INFRASTRUCTURE RESILIENCE

- ▶ What is the relationship between infrastructure and resilience?
- ▶ Understanding where to look for mission critical elements
- ▶ Review of specific critical ICT elements

## NEED FOR IT DR PLANNING

- ▶ The IT Challenges
- ▶ Principles, elements, benefits & outcomes of IT Readiness for Business Continuity
- ▶ How do you establish the need for Disaster Recovery?
- ▶ Identification of your organisation's approach to Disaster Recovery requirements
- ▶ What is best practice?

## PROJECT INITIATION & MANAGEMENT

- ▶ Establish a Steering Committee & Terms of Reference (ToR)
- ▶ Establish business priorities for applications, systems and networks
- ▶ Prepare a network schematic, with application & system technology roadmaps
- ▶ Identify resources & training requirements that are needed to deliver the project
- ▶ Review strategy options against business priorities for consideration by steering committee
- ▶ Produce a Project Initiation Document (PID)

## RISK ASSESSMENT & BUSINESS IMPACT ANALYSIS

- ▶ Risk Evaluation & Control
- ▶ Risk Appetite – Identification
- ▶ Risk Analysis – Methodologies
- ▶ Identified Risks – Probability & Impact
- ▶ Recovery Point Objective (RPO) – How much data could be lost?
- ▶ Recovery Time Objective (RTO) – Time window for recovery of critical resources
- ▶ Gap Analysis – How does Business Impact Analysis (BIA) provide this information?
- ▶ Review of IT BIA documentation, templates and processes

## RECOVERY STRATEGIES

- ▶ Infrastructure considerations
- ▶ How to select cost effective strategies?
- ▶ Understand the terms associated with Disaster Recovery Strategies
- ▶ Describe the methodologies used to develop these strategies
- ▶ Case Study – Selecting an IT DR Strategy

## HIGH LEVEL DISASTER RECOVERY PLAN

- ▶ In-depth analysis of plan documentation
- ▶ Review completeness of an IT DR Plan
- ▶ Consider the organisation's recovery team, roles & responsibilities
- ▶ Review the structure of a High-Level IT DR Plan
- ▶ Case Study – Review of IT DR documentation template

## INCIDENT MANAGEMENT & RESPONSE

- ▶ Understanding how incidents develop, and plan invocation
- ▶ Consider the implications of organisation brand, image & reputation
- ▶ Review incident escalation at the Strategic, Tactical & Operational levels
- ▶ Review options for incident response; staffing, equipment, information & communications
- ▶ Types of support tools to effectively manage the incident

## PLAN TESTING & EXERCISING

- ▶ Establish a good testing & exercising programme
- ▶ Various types of exercises, testing and audits
- ▶ Develop proper structures, scenarios and materials
- ▶ Case Study – Plan an IT DR test

## AUDIT & MAINTENANCE

- ▶ Establish formal governance processes & procedures
- ▶ Identify most effective methods for communicating with interested parties
- ▶ Manage change management for documentation and supporting information
- ▶ Integrate the necessary information into an ISMS for maintenance and audit

## SPECIAL CASE STUDY: LONDON 2012 OLYMPICS

- ▶ Overview and lessons learnt
- ▶ Review of Disaster Recovery Strategies
- ▶ Discussion on worst case scenarios

## 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 "Are we prepared for the next pandemic?"

## COURSE WRAP UP

- ▶ Open Forum and Q & A
- ▶ Delegates action plans
- ▶ Certificate Presentation

*\*The various sessions will be punctuated with numerous individual and syndicate exercises, case studies and dynamic video presentations illustrating key points.*

**DELEGATE DETAILS**

Please photocopy this form for more delegates

**DELEGATE 1 :**

Name :

Position :

Mobile :

Email :

**DELEGATE 2 :**

Name :

Position :

Mobile :

Email :

**2 & 3 May 2024****Wyndham Grand Hotel, Bangsar, Kuala Lumpur.****AUTHORISING MANAGER :**

Name :

Position :

Tel :

Email :

Organisation :

Address :

Date :

Signature :

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 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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