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**INGENIUM**  
REDEFINING BUSINESS INTELLIGENCE

# IT INFRASTRUCTURE RESILIENCE & DISASTER RECOVERY

*Fortifying Your Digital Foundation To Thrive In An Era Of Technological Disruption*

**27 & 28 November 2024**

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

## Key Learning Outcomes

- Develop a comprehensive IT Infrastructure Resilience strategy aligned with business objectives.
- Gain in-depth knowledge of International Compliance requirements relating to ISO 27031 (ICT Readiness for Business Continuity), ISO 27035 (Information Security Incident Management) and ISO 20000 (IT Service Management).
- Learn advanced risk assessment and mitigation techniques for critical IT systems.
- Understand components of a successful IT DR Programme, specifically carrying out a technology Business Impact Analysis (BIA) and identifying MTPoD, RTO & RPO.
- Examine best practices for building and managing highly resilient Data Centres & Networks.
- Learn how to implement an operational High Level DR Plan using case study data.
- Explore proven methods for the establishment of an effective IT Disaster Recovery Management System.
- Understand Incident Preparedness & Control through the establishment of Command, Control, Communications & Intelligence (C3i) requirements for managing Major Incidents and Cyber Incidents.
- Learn how to conduct Plan Testing, Maintenance & Audit, as well as implementing an Information Security Management System (ISMS) for document control.
- Align with the Disaster Recovery Institute's Professional Practices, ensuring industry-standard excellence

*"The resilience of our digital infrastructure is not just an IT issue - it's a cornerstone of business continuity and national security in the 21st century."  
- World Economic Forum, Global Risks Report 2024.*



**Led By Industry Guru**

**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 for the 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)



In today's rapidly evolving digital landscape, your IT Infrastructure Resilience is not just a technical necessity - it's a critical business imperative. As organisations increasingly rely on complex, interconnected systems to drive innovation and growth, the ability to withstand, adapt to, and rapidly recover from disruptions has become paramount.

- ▶ The IBM Cost of a Data Breach Report 2023 revealed that the global average cost of a data breach reached \$4.45 million, a 15% increase over 3 years.
- ▶ According to a 2023 study by Forrester Research, organisations with mature IT resilience practices reported 44% fewer security incidents and 49% faster recovery times compared to those with less developed strategies.
- ▶ According to a 2023 study by Frost & Sullivan focusing on the Asia-Pacific region, organisations that implemented comprehensive IT resilience and disaster recovery strategies reported a 29% reduction in system downtime and a 24% improvement in customer satisfaction scores. The study also found that these organisations were able to recover from IT disruptions 37% faster than their counterparts without robust resilience strategies.

This comprehensive training programme is designed to equip IT professionals and leaders with the knowledge, skills, and strategies needed to build and maintain robust, adaptable, and future-proof IT ecosystems. Over two intensive days, it covers the full spectrum of IT Infrastructure Resilience, from foundational principles to advanced techniques.

## WHO SHOULD ATTEND?

This programme is tailored for professionals responsible for safeguarding and optimising their organisation's IT and ICT systems. It is particularly valuable for specialists in business continuity, operational resilience, cybersecurity, IT disaster recovery, risk management, IT security and IT audit.

## VALUE ADDED INCENTIVE

You will receive an IT Resilience Toolbox developed by Steve Yates, complimentary for attending this programme. The toolbox includes:

- ▶ Steering Committee Terms of Reference (ToR) Template
- ▶ Supply Chain Third-Party Questionnaire (3PQ) Template
- ▶ Risk Assessment Processes & Procedures
- ▶ Links to Guidelines for conducting Risk Management & Risk Assessments
- ▶ Business Impact Analysis (BIA) Template
- ▶ High-Level Disaster Recovery (DR) Plan Template
- ▶ Incident Situation Report & Log Taking Processes
- ▶ DR Test and Report Processes & Procedures

## MAXIMISE TEAM IMPACT

### EXCLUSIVE 2 + 1 OFFER !

Ingenium promotes collaborative learning to enhance implementation of acquired skills. Book now to receive our group discount: three team members attend for the price of two only !

## WHY SHOULD YOU ATTEND?

In an era where digital disruption is the norm, organisations that prioritise IT Infrastructure Resilience gain a significant competitive advantage. This course will empower you to:

- ▶ Minimise downtime and financial losses due to IT disruptions
- ▶ Enhance your organisation's ability to adapt to rapidly changing technological landscapes
- ▶ Improve customer trust and satisfaction through reliable IT services
- ▶ Strengthen your company's reputation for stability and reliability
- ▶ Stay ahead of regulatory & compliance requirements related to IT infrastructure resilience and protection of data resources
- ▶ Drive innovation by creating a stable foundation for digital transformation initiatives



*"Resilience is not just about bouncing back; it's about bouncing forward." - Sheryl Sandberg, former COO of Meta.*





## STEVE YATES

FBCI, CBCP, FICPEM, MEPS.

With over four decades of experience across 50 countries, Steve Yates is a globally recognised authority on Business Continuity Management, Disaster Recovery, Emergency Planning, Crisis Management and Operational Resilience. His career exemplifies the evolution and professionalisation of these fields, making him an ideal instructor for professionals seeking to enhance their skills and knowledge.

As the founder and principal consultant of Acertia, Steve has advised Fortune 500 companies, government agencies and critical infrastructure providers worldwide. His consultancy approach is distinguished by his ability to translate complex resilience concepts into practical, implementable strategies. His innovative "7R Healthcheck" framework for assessing and enhancing organisational resilience has been widely adopted across industries.

As a thought leader, Steve has significantly advanced the field through numerous publications and speaking engagements. His insights on emerging trends in resilience planning and human factors in crisis management are highly sought after.

Steve's status as an industry guru is evidenced by his pivotal role in developing global standards and best practices. He has been a key contributor to ISO 22301, the international standard for Business Continuity Management Systems. His expertise is further recognised through appointments to prestigious industry bodies:

- Founding Fellow of the Business Continuity Institute (BCI)
- Founding Fellow of the Institute of Civil Protection and Emergency Management (FICPEM)
- Certified Business Continuity Professional (CBCP) of the Disaster Recovery Institute International
- Member of the Worshipful Company of Information Technologists (WCIT) Financial Services Technology Panel
- Certified ISO 22301 Lead Auditor by the British Standards Institution (BSI)

Steve's contributions have earned him numerous accolades, including induction into the USA's Continuity Planning Management Hall of Fame, recognition as BCI 'Public Sector Business Continuity Manager of the Year' and elevation to Liveryman status within the Worshipful Company of Information Technologists (WCIT).

The pinnacle of Steve's career came with his appointment as Head of Business Continuity & Crisis Management for the London 2012 Olympics. The success of the games in terms of safety, security and operational smoothness set new standards for large-scale event management and resilience planning.

Prior to this, Steve held key roles at British Telecommunications, Virgin Media, Legal & General Investment Management and Colt Technology, where he pioneered network recovery systems, developed continuity strategies for large-scale infrastructure and worked on cross-border resilience planning.

As Chairman of the Resilience Association, a global not-for-profit community he founded in 2019, Steve promotes cross-sector collaboration in resilience planning. The association has grown to include over 5,000 LinkedIn members and reaches some 50,000 individuals through various partnerships.

Steve Yates' career embodies the evolution of business continuity and operational resilience. His comprehensive approach, emphasising thorough planning, stakeholder collaboration, technological integration and human factors, remains central to effective resilience strategies. As a course director, Steve offers unparalleled insights and practical knowledge, equipping professionals to navigate the complex risk landscape of the 21st century.

## 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 08:30 and conclude at 17:15 each day. There will be breaks for refreshments and lunch at appropriate intervals.

## INTRODUCTION & OBJECTIVES

- ▶ Introductions and course information
- ▶ Training course objectives, elements, benefits and outcomes

## IT INFRASTRUCTURE RESILIENCE & DR OVERVIEW

- ▶ IT challenges in modern organisations
- ▶ Relationship between IT and the risks to the organisation
- ▶ Overview of the Resilience Strategy end delivery components
- ▶ Establishing the need for IT Infrastructure Resilience & Disaster Recovery (DR)

## PROJECT INITIATION & MANAGEMENT

- ▶ Definitions and terminologies
- ▶ Relationships between National & International Technology Standards (e.g. ISO 27001), and creation of an Information Security Management System (ISMS)
- ▶ Understanding of Programme Objectives and Key Project Components, examples being:
  - ◆ Establishing a Steering Committee and Terms of Reference (ToR)
  - ◆ Preparing network schematics and technology roadmaps
  - ◆ Reviewing strategy options against business priorities
  - ◆ Project Initiation Document (PID)

## RISK ASSESSMENT & BUSINESS IMPACT ANALYSIS

- ▶ Risk evaluation and control methodologies
- ▶ Guidelines for Risk Management and Risk Assessment (RA)
- ▶ Analysing threats and vulnerabilities from identified risks, and the impacts
- ▶ Identifying critical organisational resources using an IT Business Impact Analysis (BIA) for creating a gap analysis against what is currently in place, and needed
- ▶ Understanding Minimum Business Continuity Objective (MBCO), Minimum Operating Resources (MOR), Recovery Point Objective (RPO) and Recovery Time Objective (RTO), as well as other key terms
- ▶ Syndicate Exercise: Review effectiveness of IT BIA template

## DISASTER RECOVERY STRATEGIES

- ▶ Methodologies for Strategy Development
- ▶ Supporting Site/Data Centre/Resource considerations
- ▶ Selecting cost-effective strategies based upon the RA & BIA results
- ▶ Understanding other considerations, such as:
  - ◆ Fault Tolerance
  - ◆ Virtualisation
  - ◆ Data and Cloud Solutions

## INFRASTRUCTURE RESILIENCE

- ▶ Relationship between infrastructure and resilience
- ▶ Identifying mission-critical elements and supporting elements
- ▶ Review of specific critical ICT elements, such as:
  - ◆ Identification of network availability
  - ◆ Single-Points of failure
  - ◆ Dependency on suppliers

## HIGH-LEVEL DISASTER RECOVERY PLAN

- ▶ In-depth analysis of plan documentation
- ▶ Reviewing completeness of an IT DR Plan
- ▶ Organisational Recovery Team - Roles and Responsibilities
- ▶ Identifying organisational approach to Disaster Recovery requirements
- ▶ Structure of a High-Level IT DR Plan
- ▶ Syndicate Exercise: Effectiveness of a High-Level DR Plan

## INCIDENT MANAGEMENT AND RESPONSE

- ▶ Understanding incident development and plan invocation
- ▶ Implications for organisational brand, image, and reputation
- ▶ Incident escalation at Strategic, Tactical, and Operational levels
- ▶ Options for incident response: staffing, equipment, information, and communications
- ▶ Support tools for effective incident management

## TESTING, EXERCISING, AUDIT, AND MAINTENANCE

- ▶ Establishing an effective testing and exercising programme
- ▶ Types of exercises and testing
- ▶ Case Study: Planning an IT DR test
- ▶ Auditing, Governance processes and procedures
- ▶ Change management for documentation and supporting information
- ▶ Integrating information into an Information Security Management System (ISMS)

## SPECIAL CASE STUDY – LONDON 2012 OLYMPICS

- ▶ Overview of the event's scale and complexity
- ▶ Lessons learnt from planning and execution
- ▶ Disaster recovery strategies implemented
- ▶ Discussion on worst-case scenarios and mitigation measures

## SPECIAL CASE STUDY – COVID-19 PANDEMIC

- ▶ Overview of global impact and challenges faced by organisations
- ▶ Current status and ongoing implications and lessons learnt
- ▶ Evaluation of existing plans and strategies: successes and shortcomings
- ▶ Future preparedness: Building resilience for potential pandemics and similar large-scale disruptions

## COURSE WRAP UP

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

*Note: The programme will include individual and syndicate exercises, case studies, and dynamic video presentations throughout to illustrate key points.*

## DELEGATE DETAILS

Please photocopy this form for more delegates

### DELEGATE 1 :

Name :

Position :

Mobile :

Email :

### DELEGATE 2 :

Name :

Position :

Mobile :

Email :

# 27 & 28 NOVEMBER 2024

The Wyndham Grand Hotel, 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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Bank : AM Bank Berhad.  
 Account No : 236 - 202 - 2000 - 351  
 Account type : Current  
 Swift Code : ARBKMYKL  
 Bank Address : No. 4 & 6, Jalan Puteri 1/1, Bandar Puteri,  
 47100 Puchong, Selangor, Malaysia.

## TRAINING INVESTMENT

- US\$900.00 nett / person – International
- RM3900.00 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

Substitutions are permitted with a minimum of two working days' notice prior to the programme commencement.

### 2. Cancellations

- a) Full refunds, less a US\$60.00 / RM250.00 administrative fee, are available for cancellations made in writing at least seven working days before the programme.
- b) Cancellations made within seven working days of the programme are non-refundable and incur full liability.

### 3. Programme Alterations

Whilst we endeavour to deliver the advertised programme, we reserve the right to modify content, speakers, or venue as circumstances dictate. All details are correct at the time of publication.

### 4. Postponement & Cancellation by Organiser

In the event of programme cancellation or postponement by the organiser, full refunds will be issued without deduction.

### 5. Liability

The organiser shall not be held liable for any loss or damage incurred by participants due to programme substitution, alteration, cancellation, or postponement.

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The organiser shall not be held liable for any loss or damage incurred by participants due to programme substitution, alteration, cancellation, or postponement.

### 7. Data Protection

By submitting this registration, you consent to your details being stored and used for future marketing purposes. To opt out, please notify us.

### 8. Intellectual Property

All programme content, format, and delivery methods are protected by copyright and constitute our intellectual property. Unauthorised reproduction or distribution, in part or whole, may result in legal action.

### 9. Force Majeure

The organiser shall not be liable for non-performance of contractual obligations due to events beyond reasonable control, including but not limited to acts of God, war, terrorism, civil unrest, or government actions.

### 10. Governing Law

These terms and conditions shall be governed by and construed in accordance with the laws of Malaysia.

Ingenium Asia Sdn.Bhd. is a member of the Ingenium Group of companies, having its business address at A-5-10 Empire Tower, SS16/1 Subang Jaya, 47500 Selangor, Malaysia.