

Developing and implementing business continuity plans in law firms

A Lexcel practice management standard training course



The Law Society

June to October 2010 at locations across England and Wales
8.45 - 17.00 - 6 CPD hours

Apply best practice business continuity processes and disaster recovery strategies to manage risks specific to the legal sector

Overview

The Law Society's one-day training course on **Developing and implementing business continuity plans** in law firms provides participants with a highly-interactive and focused programme. The content covered in the course also links in to the core requirements of the **Lexcel Practice Management Standard** to help you to improve performance within specific areas of your business or leverage what you have learned in the course as part of an overall approach to achieving best practice management by reducing risks and improving client care across your firm.

Whilst some firms' senior management may view business continuity planning as akin to insurance, to defend against unlikely probabilities or to ensure compliance, it is rather to enhance the resilience of the firm in the face of realistic incidents thereby creating an effective response plan which ensures that the firm's client services and revenue is maintained.

An interactive and practically based learning session with a foremost expert in business continuity management in the legal sector which covers the following key topics:

- Gain senior management commitment to supporting your practice business continuity plan
- Navigate the business continuity management system lifecycle effectively
- Forge the critical link between business continuity/disaster recovery and the legal/regulatory requirements and customer expectations of client care
- Determine the critical IT and human issues
- Examine the technical solutions, and the operational and budgetary challenges and dilemmas you will need to overcome
- How to exercise, rehearse and test your business continuity plan to make sure it is always effective and up-to-date
- Develop an action plan with immediate steps you can take back in the office

Who should attend?

- Managing partners
- Risk partners
- Business continuity partners
- Law firm functional heads and managers of:
 - Business continuity
 - Disaster recovery
 - Risk management
 - Security and facilities
 - Emergency and resilience planning
 - IT & information systems and services
 - Policy and strategy
- In-house legal department heads with responsibility for:
 - Business continuity/disaster recovery
 - Risk management
- Lexcel-accredited firms/departments who want to keep up to date on business continuity plans and ensure they meet re-accreditation requirements in this area

The training will be led by Needhams 1834 Ltd

Needhams 1834 Ltd is a leading independent provider of business continuity and risk management consultancy, planning and training services. They enable clients to identify potential risks, protect against them and put into place strategies, processes and plans that will mitigate the effects of disruptive events and ensure their business continuity.

Principal sponsor:



www.lawsociety.org.uk/events



Developing and implementing business continuity plans in law firms

A Lexcel practice management standard training course

Programme

08.45 Registration and refreshments

09.15 **Getting senior management and organisational commitment to the importance and value of business continuity planning**

- The feasibility of developing, maintaining, and testing your own business continuity programme in context - what barriers and challenges will you face?
- Getting senior management to lead your business continuity programme - involving the managing partner and the executive committee in the planning process
- Changing organisational culture: taking a holistic approach thereby making business continuity planning a common concern
- Ensuring internal commitment to action with employees and external credibility with clients, third parties and the community
- Considering the existing and future legal and regulatory requirements (code of conduct, data protection, etc.) relationship to business continuity and where your exposure and potential for enforcement lies

10.00 **Planning effectively**

- Preliminary decision making - team structures, plan creation and design and the use of business continuity champions:
 - allocation of overall responsibility for business continuity management to a partner and/or staff members of equivalent seniority
 - setting up a risk assessment leading to risk improvement and increased resilience
 - devising a written business continuity plan fully supported by necessary recovery provisions
 - implementing a programme of effective and regular training and rehearsing and testing
 - creating a maintenance programme that is not bureaucratic
 - achieving full staff awareness of plans
- Determining the level of investment your firm should make and putting a business case forward

10.40 **Coffee break**

11.00 **Business continuity as a core principle of client care**

- Ensuring proper management and availability of client information
- Understanding and responding to your clients' expectations
- Assessing the impact of inaction on your business
 - business continuity planning and the tendering process?
 - client retention in a crisis
 - critical systems and the effect on clients of systems compromise
 - data loss vectors and the issues of IT security in a dynamic firm

11.40 **Identifying the business requirements that will enable continuous service provision during a crisis**

- What is the most cost-effective way of obtaining the information you need for business continuity planning?
- employing interviews and one-to-one meetings to understand the critical systems and business requirements for each department
- reviewing workshops as an alternative, interactive technique for determining business impact analysis
- Ensuring that each business area takes responsibility for bringing back aspects of its own service

12.20 **Objectively identifying the functions and systems that are critical to your daily business operations**

- How to employ an independent perspective when reviewing the criticality of business functions
- Deciding which systems are critical to the daily function of the business
- Understanding the critical role of IT in assisting with contingency planning across the business

Principal sponsor:

NEEDHAMS
1 8 3 4

www.lawsociety.org.uk/events



13.00	Networking lunch
14.00	Recovering your critical systems quickly in an IT-reliant world <ul style="list-style-type: none">• The repercussions of losing access to your information systems• Planning for disaster recovery in a multi-site, distributed server law firm environment• Data centre consolidation and cloud computing - the answers to disaster avoidance or not?• Considering the true capabilities of your systems and expectations of their recovery in a crisis• Identifying appropriate manual workarounds and timeframes required for implementation• Overcoming technical, operational, and budgetary hurdles• Setting realistic recovery time and recovery point objectives (RTOs/RPOs) while managing costs and ensuring seamless transition
14.40	Simulating emergencies to test your business continuity plans <ul style="list-style-type: none">• Using desktop scenarios to identify the short-falls in your business continuity plan• How to run an effective dress-rehearsal• Avoiding a panic: providing continuous training so staff always know what to do• Group discussion: what is your experience of running trial runs? Have you actually run a full-scale dress rehearsal yet? How to plan an exercise• Identifying lessons and the remedial actions to enhance the plans
15.20	Coffee break
15.40	The worst-case scenario and linking business continuity to swift emergency response and the continuation of your daily business <ul style="list-style-type: none">• What are the outcome boundaries of a large scale disaster? Brainstorming, based on the consequences of recent major events such as earthquakes, hurricanes, tsunamis, etc.• Can we predict what we will need in future based on the past? What planning assumptions are reasonable to make?• How to respond to the emergency before you start to recover the business• Lessons that can be learned from the emergency response services• Integration of plans with the emergency services to ensure effective co-operation• How have recent emergency incidents disrupted daily business?
16.20	Mini exercise <p>All through the day delegates will have been making practical notes relevant to their own firm on the templates we provide. This mini exercise will be based around a 'typical law firm' and will allow delegates to see how their embryonic plans knit together in the face of a simulated incident.</p>
16.55	Wrap-up and conclusions
17.00	Close of the masterclass

Developing and implementing business continuity plans in law firms

A Lexcel practice management standard training course



The Law Society

For enquiries please telephone 020 7316 5700 or email seminars@lawsociety.org.uk.
Please note that bookings for this event cannot be taken by phone.

To book and pay

Online

To register for this event online, please go to www.lawsociety.org.uk/events. Select the event you want to attend and click on the 'register now' tab. You can pay by credit card or cheque. **If you pay by credit card your booking will be confirmed immediately. If you reserve a place online and pay by cheque, your booking will be confirmed as soon as we receive the cheque.**

By post

To register please complete the form below in CAPITAL LETTERS and return it with a cheque made payable to **The Law Society** to: Finance Department, The Law Society, Ipsley Court, Berrington Close, Redditch, Worcestershire B98 0TD or DX: 19114 Redditch

Title: _____ First name: _____ Surname: _____

Position: _____ Organisation: _____

Address: _____

Postcode: _____ Telephone: _____ Fax: _____

DX: _____ Email: _____

Dates and locations (please select date)

- | | |
|---|---|
| <input type="checkbox"/> Wednesday 16 June - London
- Large corporate global firms | The Law Society, 113 Chancery Lane, London WC2A 1PL |
| <input type="checkbox"/> Thursday 17 June - London | The Law Society, 113 Chancery Lane, London WC2A 1PL |
| <input type="checkbox"/> Tuesday 21 September - Manchester | MacDonald Manchester Hotel, Manchester M1 2PG |
| <input type="checkbox"/> Wednesday 22 September - Birmingham | ETC Maple House, 150 Corporation Street, Birmingham, West Midlands B4 6TB |
| <input type="checkbox"/> Tuesday 28 September - Cardiff | The Law Society, Capital Tower, Greyfriars Road, Cardiff CF10 3AG |
| <input type="checkbox"/> Wednesday 29 September - Bristol | Mercure Holland House Hotel, Redcliffe Hill, Bristol BS1 6SQ |
| <input type="checkbox"/> Wednesday 13 October - Newcastle | City Library, Bewick Hall, Barras Bridge Newcastle Upon Tyne NE99 2BN |

Registration fee

£350 + VAT (£61.25) = £411.25 per delegate per seminar

No. of delegates

Lexcel/Law Management Section member (15% discount)

£297.50 + VAT (£52.00) = £349.50 per delegate per seminar

No. of delegates

Total payment £

Joining instructions will be sent by email one week before the event.

Special requirements

Please advise if you have any special/dietary requirements: _____

Office Use:

MK03 LB101
BCON09

Terms and Conditions

1. Event documentation will be distributed on the day.
2. The Law Society reserves the right to amend or cancel this event. Should the event be cancelled a full refund of the registration fee will be made. The Law Society can accept no further liability if the event is cancelled, including no liability for any expenses incurred as a result of cancellation.
3. If you have any special dietary requirements you must give us written notice at least 10 working days before the event and a supplement may be payable.
4. Full payment is required unless you give written notice of cancellation at least 10 working days before the event, in which case you will be refunded the registration

fee less an administration charge of £25 + VAT.

5. You may substitute a colleague without charge, provided you confirm their full name in writing before the day of the event.
6. The delegate and the firm/organisation are jointly and severally liable for payment of the fees due.
7. The Law Society can accept no liability for any loss suffered by any person acting or refraining from action as a result of the material delivered during or in connection with the event.
8. Acceptance by the Law Society of your booking will give rise to a legally binding contract between us on these terms and conditions.

Principal sponsor:



www.lawsociety.org.uk/events

