

Scheduled Training Courses 2010 Overview

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Packaging of Courses and Special Course Requests

Packaging of Courses:

If you are attending other training modules in the same week, package deals are available. Once you have selected your courses please contact Needhams 1834 for the relevant package deal.

Special Course Requests:

- Do You :**
- Need something different to this?
 - Need Tailored one-to-one exercise training?
 - Need to train a group on site?

Please contact one of the team on +44(0)20 7353 9498 to discuss your exact requirements or complete the enquiry form on the following weblink: <http://www.needhams1834.com/bookingForm.php>,

For all updates on the courses, please visit our website on www.needhams1834.com.

Scheduled Training courses are usually held at our offices in Central London:

Needhams 1834 Limited
1 Hind Court
149 Fleet Street
London
EC4A 3DL

Tel : +44(0)20 7353 9498

2010 Training Course Overview

<u>Dates</u>	<u>Training Venue : Central London</u>
19 Jan / 02 Mar / 22 Jun / 05 Oct 2010	ICT & BS 25777 and Beyond
20 Jan / 03 Mar / 23 Jun / 06 Oct 2010	Planning, Preparing & Delivering Desktop Exercises
21 Jan / 04 Mar / 25 Jun / 07 Oct 2010	Your BC Plans and BS 25999
22 Jan / 05 Mar / 08 Oct 2010	Your People and Pandemic Flu
20-22 Sep / 08-10 Nov 2010 / 14-16 Feb 2011	A-Z of Business Continuity Management
23-24 Sep / 11-12 Nov 2010 / 17-18 Feb 2011	Crisis Command Centre Management & Operations
Dates to be announced on our website	Risk Management BS 31100



ICT & BS 25777 and Beyond (1 Day)

Course Outline:

ICT can sometimes be perceived as a 'dark art' that is inaccessible to non-IT staff, but that need not be the case.

The 'Information and Communications Technology Continuity Management: BS25777 and Beyond' one day course provides Business Continuity Practitioners with a primer in the ICT that underpins Business Continuity. The Course is based on the new BS25777 Standard, and is designed to equip non-IT specialists with an understanding of how information and communications technology can be exploited to deliver sound business resilience and continuity.

This course is delivered by Business Continuity experts, with the experience of developing successful ICT strategies that marry with the business goals of BC planning. Although it is rooted in BS25777, specific focus areas of Information and Communications technology are further developed to enable delegates to go away with the functional knowledge that they need to successfully engage recovery centres, call cascades and Data vaulting. The course is structured to make sure that you are armed with the questions that matter when talking to technology vendors.

Suitable For:

- Anyone involved in Business Continuity planning and practice, including BC Managers, Facility Managers and those responsible for BC planning
- Practitioners exploring or looking to develop their DR capability, Recovery Sites, Data Vaulting facility or Emergency Call Cascades.
- IT staff that want to understand how ICT continuity underpins business continuity
- BC professionals looking to implement or review their recovery site, infrastructure, Data centre or communications strategies.
- Practitioners considering BS25999 and BS25777 alignment.

Course Overview:

- Introduction to ICT continuity and BS25777
- The essentials of Disaster Recovery and Resilient Infrastructure
- ICT response and Recovery
- Business Impact, Risk Analysis and Criticality of Business and ICT services
- The concept and practicalities of Recovery Point (RPO) and Time (RTO) Objectives
- The essentials of effective Data Vaulting
- Recovery Centres: what you need to ask your supplier
- Resilient Communications: understanding the best medium for emergency comms
- Call Cascades: Manual and Automated, the steps to make your cascade a success
- Remote access and location independent working, from Virtual networks to cloud solutions
- Security and Information Assurance
- Cooling, power and facility considerations for ICT continuity
- Embedding ICT continuity in the Organisation
- How to exercise ICT continuity
- BS25777 and BS2599: How they synergise

You will take away:

- A course slide deck
- Knowledge and understanding of BS25777 (and how it aligns and supports BS25999)
- Knowledge of how ICT continuity should work
- The Key points to ask your Data Vault, Recovery Centre and Call Cascade suppliers
- The confidence that your DR capability will deliver what is required in your Continuity Plan
- A better understanding of how ICT functions and should function in your organisation

Location, Timings and Dates:

This one day course will be held at a Central London location from 10am - 4pm and is available on:

- Tuesday 19 Jan 2010
- Tuesday 02 Mar 2010
- Tuesday 22 Jun 2010
- Tuesday 05 Oct 2010

Price:

£450 (excl VAT) per delegate. Includes lunch and refreshments.

'A Practical Guide to Planning, Preparing and Delivering Exercises' (1 Day)

Course Outline:

The Needhams 1834 'A Practical Guide to Planning, Preparing and Delivering Exercises' course provides delegates with a structured step-by-step practitioners exercise guide. Through a mix of theory, discussion and practical exercises this course will equip you with the knowledge, skills and confidence to effectively deliver in-house exercises to validate your BC plans, processes and people.

This course is delivered by members of the Needhams 1834 Training and Exercise Team experienced in planning, preparing and delivering all types of exercises in the private, public and charity sectors from single site talk through-walkthrough exercises to complex, multiple site, multiple staff level and multi-agency national simulation exercises.

Suitable for:

- Anyone seeking to progress their knowledge and understanding of exercising
- Anyone seeking to progress their knowledge and understanding of Business Continuity exercising
- Business Continuity Managers or Organisational Leads responsible for planning, preparing and delivering in-house Business Continuity exercises
- Business Continuity Managers or Organisational Leads who outsource their Business Continuity exercising

Course Overview:

- Introduction (including the exercise element of BS25999)
- Principles and Types of exercising
- Exercise Policy, Programmes and The Exercise Lifecycle (as below)
- Planning Factors
- Scenario Selection and Structure
- Undertaking research
- Building the exercise slides / Writing the Main Events List
- Reviewing and Rehearsing
- Managing the delivery and collecting evidence
- Writing the report – Lessons identified
- Lessons identified to lessons learned

You will take away:

- A course delegate slide pack
- Knowledge and understanding to manage and develop a structured and progressive exercise Programme
- Knowledge and understanding of The Exercise Lifecycle as the above Course Overview
- The practical process and tools to confidently and successfully plan, prepare and deliver an exercise

Location, Duration, Timings and Dates:

This one day course will be held at a central London location from 10am to 4pm and is available on

- Wednesday 20th Jan 2010
- Wednesday 03rd Mar 2010
- Wednesday 23rd June 2010
- Wednesday 06th Oct 2010

Price:

£450 (excl VAT) per delegate. Includes lunch and refreshments.

Your BC Plans and BS 25999 - (1 Day)

Course Outline: The Needhams 1834 ‘Your Plans and BS25999’ course provides delegates with an overview of BS25999, The British Standard for Business Continuity Management, to consolidate knowledge and understanding. Building on this, the tools and processes required to analyse your existing BC plans against BS25999 to establish your starting point are presented and discussed. Subsequently, depending on whether you seek alignment or compliance (certification), how to best implement and integrate BS25999. This course is delivered by a BSi trained BS25999 Lead Auditor with multi-sector experience of working with clients to achieve BS25999 alignment/compliance.

- Suitable For:**
- Anyone seeking to progress their knowledge and understanding of BS25999
 - Anyone seeking to understand the scope and resource required to implement BS25999
 - Anyone preparing to implement and maintain BS25999 in their organisation
 - Business Continuity Managers or Organisational Leads
 - Managers with the responsibility and oversight for Business Continuity Management

- Course Overview:**
- **The Essentials:**
 - Part 1 and Part 2
 - The BCM Lifecycle
 - Documentation
 - The BC Management System and Processes
 - The Certification Process
 - **Your Plans:**
 - Undertaking a Gap Analysis
 - Alignment or Compliance?
 - **Implementing BS25999:**
 - Managing and delivering your Project Plan
 - The Lifecycle and Documentation
 - The Underpinning BC Management System

- You will take away:**
- A course delegate slide pack
 - Knowledge and understanding of BS25999 in accordance with ‘The Essentials’ above
 - Understanding of the BS25999 Part 2 (Specification) requirements
 - Methodology and tools for undertaking a Gap Analysis
 - Knowledge, understanding and confidence of how to practically implement BS25999 in your organisation

- Location, Timings and Dates:** This one day course will be held at a Central London location from 10am - 4pm and is available on:
- Thursday 21st Jan 2010
 - Thursday 04th Mar 2010
 - Thursday 25 Jun 2010
 - Thursday 27 Oct 2010

Prices: £450 (excl VAT) per delegate. Includes lunch and refreshments.



Business Continuity 'Pandemic Flu - Your People and Plans' (1 Day)

Course Outline:

The Needhams 1834 'Pandemic Flu - Your People and Plans' provides delegates with a thorough practical understanding and knowledge base of the facts and assumptions of Pandemic Flu based on UK Government and World Health Organisation guidance. Having explored the potential impacts both in the workplace and the wider community, practical mitigating strategies to build organisational resilience are identified and their inclusion in existing Business Continuity Plans discussed.

This course is delivered by the Needhams 1834 team who have had first hand experience in developing the Pandemic Flu elements of private and public sector client Business Continuity Plans. The team has also built its knowledge and experience from direct access to lead government departments and agencies in the process of researching, designing and delivering a series of local government multi-agency Pandemic Flu exercises.

Suitable for:

- Anyone seeking to progress their knowledge and understanding of Pandemic Flu.
- Anyone preparing to implement and maintain Pandemic Flu plans in their organisation
- Business Continuity Managers or Organisational BC Leads
- Human Resources Managers and Staff
- Managers with the responsibility and oversight for Business Continuity Management

Course Overview:

The Essentials:

- The Science
- Previous Incidences
- WHO Pandemic Phases
- UK Government Alert Levels and The First Wave
- Anti-virals? Vaccines?
- UK Government Preparedness
- Monitoring the Threat

The Potential Impact and Effect:

- Your family and your community
- Your organisation: Staff; Clients; Service Providers/Supply Chain

Effective Preparation:

- Understanding your Critical Activities and their staff resource requirements
- Determining mitigating Pandemic Flu strategies for your organisation
- Developing Pandemic Flu plans, training and exercising

You will take away:

- A course delegate slide pack
- Knowledge and understanding of Pandemic Flu in accordance with 'The Essentials' above
- Knowledge and understanding of the impact and effect on your workplace and your community
- Confidence in identifying the appropriate mitigating strategies for sustained staff and stakeholder absenteeism in your organisation
- The process for developing Pandemic Flu specific plans and integrating them into your existing Business Continuity plans

Location, Duration, Timings and Dates:

This one day course will be held at a central London location from 10am to 4pm and is available on

- Friday 22nd Jan 2010
- Friday 05th Mar 2010
- Friday 08th Oct 2010

Price: £450 (excl VAT) per delegate. Includes lunch and refreshments.

A-Z of Business Continuity Management - (3 Days)

- Target audience:** The Needhams 1834 'A-Z of Business Continuity Management ' course, provides delegates with a grounding in all disciplines required to initiate and manage a BS 25999 aligned Business Continuity programme.
- Suitable For:** Business Continuity Managers and others who have responsibility for Business Continuity planning.
- Course Overview**
- Introduction – including why Business Continuity is so important from a reputational, financial a human aspect
 - The Business Continuity lifecycle
 - Initiation, Implementation and management of a Business Continuity programme
 - Risk Assessment and Business Impact Analysis
 - Determining Business Continuity Strategies
 - Plan structure and development
 - Identifying your organisation’s training needs
 - Planning and delivering effective Business Continuity exercises
 - The specific requirements for BS 25999 at each stage
- You will take away:**
- A course delegate slide pack
 - A understanding of how to initiate and manage your Businesses Continuity programme
 - Templates of key deliverables for Risk Assessment and Business Impact Analysis (BIA)
 - How to determine your BC strategy and recovery needs
 - An understanding of the structure of BC plans
 - How to deliver effective Business Continuity exercises
 - Guidance on how to achieve buy-in and awareness across your organisation
- Location, Timings and Dates:** This Three day course will be held at a Central London location from 9 am - 5pm and is available on:
- Monday 20th - Wednesday 22nd Sep 2010
 - Monday 08th - Wednesday 10th Nov 2010
 - Monday 14th – Wednesday 16th Feb 2011
- Price:** **£1405** (excl VAT) per delegate. Includes lunch and refreshments.

The content and delivery of this course has been approved by the BCI.



Crisis Command Centre Management and Operations - (2 Days)

Course Outline: The Needhams 1834 'Crisis Command Centre Management & Operations' course, provides delegates with an understanding of dealing in crisis situations and methods of effective command and control during an incident.

Suitable for:

- Business Continuity Managers and others with responsibility for designing, running and supporting Crisis Command Centres.
- Senior staff members with a responsibility for leading, controlling and decision making during an incident

Course Overview:

- Crisis Management tools and techniques
- Examples of Crisis Command structures in the public and private sector
- Organisation of a Crisis Command Centre
- Crisis Communications
- Command and Control methods
- UK Emergency Service Responsibilities

This course includes a number of Crisis Management exercises to reinforce learning. Both content and delivery of this course are BCI approved.

You will take away:

- A course slide pack
- Knowledge of how to set up and run a Crisis Command Centre
- An understanding of effective methods of Command and Control
- Methods of effective leadership during an incident
- An understanding of strategies and their importance

Location, Timings and Dates: This Two day course will be held at a Central London location from 9am - 5pm and is available on:

- Thursday 23rd - Friday 24th Sep 2010
- Thursday 11th - Friday 12th Nov 2010
- Thursday 17th – Friday 18th Feb 2011

£1195 (excl VAT) per delegate. Includes lunch and refreshments.

Prices::

The content and delivery of this course has been approved by the BCI.

