

**2-day workshop seminar on:
“Business Impact Analysis (BIA) and Risk Analysis (RA) for
successful Business Continuity Planning/Business Continuity
Management**

Objective of this seminar:

Good business continuity planning/business continuity management (BCP/BCM) programme cannot come about if the business impact analysis (BIA) and risk assessment (RA) are not properly instituted. How do you conduct a good BIA and a meaningful and relevant RA? BCP/BCM alone does not ensure an organisation’s preparedness or readiness to face and manage crisis/disaster during the moment of truth or MOT. What then will ensure this readiness for the MOT? Only when your BCP/BCM’s initiatives and business recovery site (BRS) have been tested to be functional and operational. Thus the importance of testing and monitoring of your BRS in ensuring your organisation’s readiness to face and manage crisis/disaster.

Attending this seminar will enable a person to have better insights of how to ensure that BIA and RA are meaningfully designed and conducted. And to better understand that BCP/BCM testing and monitoring is very critical to the success of the overall BCP/BCM values. You would like to be comforted that your BCP/BCM remain relevant and of value to provide good assurance that there will be no surprises in the form of glitches that can exist in poorly designed BIA/RA and shortcoming in untested BCP/BCM.

Seminar Contents/Workshop synopsis

		Topic	
1		CONCEPTS AND AGENDAS IN BCP/BCM	
	i	Introduction & definition of BCP/BCM.	
	ii	What BCP/BCM is.	
	iii	BCP/BCM policy statement.	
	iv	Business survival versus business-as-usual concept	
	v	Business resilience and corporate governance.	
	vi	Purposes/objectives of BCP/BCM.	
	vii	Various stakeholders that rely on your BCP/BCM.	
2		FAMILIARISATION WITH BCP/BCM BASICS & FUNDAMENTALS	
	i	Meaning of disaster, crisis, and emergency.	

	ii	Disruptions and impacts due to crisis/disaster.	
	iii	4 basic causes of typical business crisis.	
	iv	Understanding the 4 Ps of business and non-business operations' vulnerability.	
	v	Develop the vigilant habit: 'Be Prepared' motto to manage 'surprises' and the risk of 'unknowns'.	
3		QUANTIFY & MEASURE YOUR BCP/BCM.	Day 1
	i	Know what disaster management cover.	
	ii	Mapping the outline of your BCP/BCM.	
	iii	Identifying your critical business/service functions.	
	iv	Importance of business impact analysis (BIA).	
4		GLOBAL AND TACTICAL PLANNING	
	i	The need for a BCP/BCM time line in the BCP journey.	
	ii	Global plan versus tactical plan in a BCP/BCM.	
	iii	The importance of operational or business recovery site (BRS).	
5		VITAL TO GET THE BRS IN PLACE	
	i	Resources and facilities needed for BCP/BCM programme and BRS.	
	ii	Cold BRS.	
	iii	Warm BRS.	
	iv	Hot BRS.	
6		THE FIVE BUSINESS IMPACT ANALYSIS(BIA)/ RISK ASSESSMENT (RA) FRAMEWORK	
	i	Understanding the 4 step cornerstones or domains	
	ii	Cornerstone 1: Know what to analyse	
	iii	Cornerstone 2: the model, matrices, templates and framework to use	
	iv	Cornerstone 3: Know who are involved and their roles	
	iv	Cornerstone 4: The result and outcome of the analysis	
	v	Cornerstone 5: How to use the results/outcome	
7		KNOW THE VARIOUS FORMS OF EMERGENCY, CRISIS, OR DISASTER THAT INFLUENCE YOUR BIA/RA	Day 1
	i	Environmental disasters.	
	ii	Organised and deliberate disruption.	
	iii	Loss of utilities and services.	

	iv	Serious information security incidents.	
	v	Other emergency situations.	
8		THE VARIOUS AREAS YOU WILL NEED TO DO THE BIA/RA ON	
	i	The various products & services	
	ii	The various functions, activities, departments	
	iii	Others, like key outsourced services/suppliers, and networks	
9		THE 6 Cs OF BIA/RA	
	i	Critical, formal and serious exercise...not for the 'fun' of it	
	ii	Commitment from the top.	
	iii	Conducive environment and support/involvement of all and sundry.	
	v	Conduits: Co-ordination, infrastructure, system.	
	vi	Communication: formal, official, high level and PR impactful.	
	viii	Change-influence: manage change well to avoid 'surprises'.	
10		BCP/BCM TESTING MATRICES	
	A	<i>PREPARING FOR A POSSIBLE EMERGENCY</i>	
	i	Back-up and recovery strategies.	
	ii	Key BCP supplies and personnel.	
	iii	Key documents and procedures.	
	B	<i>TESTING THE BUSINESS RECOVERY PROCESS</i>	
	i	Planning the tests.	
	ii	Conducting the tests.	
	C	<i>TRAINING STAFF IN THE TESTING & MONITORING</i>	
	i	Managing the training process.	
	ii	Assessing the training.	
	D	<i>KEEPING YOUR BCP/BCM TESTING & MONITORING UP TO DATE (MANAGE CHANGE)</i>	
	i	Maintaining the BCP testing on regular frequencies .	
	ii	Change controls when updating the BCP and conduct testing on those changes in operations/business needs.	
	iii	Responsibilities for maintenance of each part of the testing plan and activities and review of the changes .	
	iv	Test all changes to the master BCP/BCM.	
	v	Clear role of the person in charge of the BCP training and testing .	
11		WHAT ARE AT STAKE IF YOUR BIA//RA IS NOT PROPERLY CONDUCTED ?	

Method of teaching/presentation:

1. **Materials:**

Notes, Bullet point presentation. Essays. Articles and newspaper cuttings.

Delivery:

Power Point notes Flip chart. Group discussions, brainstorming among groups.

2. **Group exercises.**

Practical cases and group exercises.

3. **Two management books:**

Two relevant management books to each participant. These books were written by Dr J. E. Ruin.

Title of the books are (i) “*Managing Crisis in Organisations, 2nd edition*” and (ii) “*Managing Tomorrow’s Organisation, 2nd edition*”. These books are on sale in many local bookshops throughout Malaysia.

A very knowledgeable and specialized personnel in BCP/BCM especially managing crisis/disaster and disaster recovery procedure in a financial institution’s environment:

Dr J E Ruin has a written a crisis management book titled ‘**Managing Crisis in organizations, 2nd edition 2008**’.

He is the Principal and Proprietor of RiskFirst Consultancy & Training Services. Prior to that, he was the Chief Risk Officer of a large Malaysian bank’s Risk Management Division, where he supervised and managed the 4 risk management departments in that bank namely: Credit Risk Mgt Dept, Operational Risk Mgt Dept(undertaking also BCP/BCM programmes) , Market/Treasury Risk Mgt Dept, and Systems (it/is) Risk Mgt Dept. He was also a member of the BCP Steering Committee for that bank.

Dr J E Ruin's involvement in corporate BCP/BCM initiatives/programmes:

Before he joined his last bank as its Chief Risk Officer, from 2001 to 2004 he was the General Manager and Head of Operational Risk Mgt Dept as well as the BCP/BCM Co-ordinator for another Malaysian bank.

As the General Manager and Head of Operational Risk Mgt Dept of this other bank, he led a team to formulate, design and implement from scratch the BCP/BCM programme and documentations for that bank.

He has 30 years of executive and managerial experience in 12 organisations (6 banks and 6 non-banking institutions). He retired from full-time employment in April 2007 upon reaching the working retirement age of 55 years.

Since 1996, Dr Ruin has been invited by event or conference organisers to speak and deliver his various corporate governance/audit and risk management papers at public conferences in Malaysia, as well as outside Malaysia like in Mumbai India, Sydney Australia, Beijing and Shanghai China, Bali and Jakarta Indonesia, Seoul Korea, Bangkok and Khon Kaen Thailand, Mauritius, Brunei, Melbourne and Sydney Australia, Phnom Penh Cambodia, Manila Philippines, Brunei, Kursk Russia, Kuala Lumpur Malaysia, and Singapore.

He has written 19 management books that are on sale at local Malaysian bookshops; focusing mainly on audit, banking/finance, corporate governance, controls, people and customer services, and risk management.

He was elected the Regional Director of PRMIA, KL Malaysia Chapter in November 2007.

He was also the Honorary Treasurer of FAAM (Fulbright scholars Alumni Association of Malaysia) for period 2008 to 2009.

For details of these past local and overseas seminars/conferences, please refer to the website at www.riskfirstconsult.com.my.

Who need to attend:

- Any company executive/staff, including senior management and Board-members.
- DRP/BCP/BCM officers and managers.
- Safety/Security/ Health Managers.
- Compliance Officers/Managers.

- BCM/crisis/disaster management practitioners, or those involved in crisis/BCM/disaster design and implementation.
- College & university students, lecturers, academicians.
- Any member of the public who is keen to know about business resilience, crisis/disaster management, disaster recovery procedures, and business-continuity planning.
- The course is particularly tailored for (and appealing and relevant to) the front-line staff, supervisors, and officers/managers at branches and regions; as well as at Head Office of the following:
firms, companies and organisations involved in business(profit-based) and non-business (non-profit) institutions, manufacturing companies, service industry companies, government agencies, government departments, statutory bodies, as well as non-profit organisations, manufacturing companies, service industry companies, government agencies, government departments, statutory bodies, as well as non-profit organisations, utility companies like water and electricity suppliers, telecommunications, oil and gas industries, natural resources management like forestry and logging, mining and mineral resources, transport and shipping, bulk and facility management like ports, harbours, airports, warehousing, bunkering, off shore suppliers, plantations and estate management, banking and financial institutions, insurances.

Duration of workshop/seminar:

2 full days.

For any enquiries please contact:

Dr Joseph Eby Ruin.

Handphone: (6) 017-333 4700.

Faxes: (6) 03-2273 4506.

Email: jeruin@riskfirstconsult.com or at jerwin001@hotmail.com

Mailing address:

A-5-7, Menara Pelangi,

No: 8, Lrng Angseng Dua Brickfields,
50470 Kuala Lumpur, Malaysia.

