

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Business Continuity for Financial Institutions

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Banks, insurers and payment providers must maintain critical services through disruption and meet strict regulatory expectations on operational resilience. This course covers important business services, impact tolerances, mapping, scenario testing, third-party resilience, cyber resilience, regulatory reporting and governance.

Regulators now expect firms to stay within defined impact tolerances. You will learn how to meet operational resilience requirements.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Regulatory briefings, service mapping exercises, scenario testing workshops and case studies.

Course objectives

By the end of this course, participants will be able to:
• Explain operational resilience regulation
• Identify important business services
• Set impact tolerances
• Map people, processes, technology and third parties
• Test severe but plausible scenarios
• Govern and report operational resilience

Target audience

This course is suitable for:
• Operational resilience and continuity managers
• Risk and compliance professionals
• IT and operations leaders
• Internal auditors in finance
• Senior managers



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Target competencies

Participants will develop competencies in:
- Service identification
- Impact tolerance setting
- Mapping
- Scenario testing
- Regulatory reporting

Course outline

Day 1: Operational Resilience

09:00–10:08	Regulatory expectations
10:08–11:00	Concepts
11:00–11:30	**Coffee break**
11:30–11:45	Concepts (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Important Services

09:00–10:08	Identifying services
10:08–11:00	Impact tolerances
11:00–11:30	**Coffee break**
11:30–11:45	Impact tolerances (continued)
11:45–12:53	Customer harm
12:53–14:00	Workshop

Day 3: Mapping

09:00–10:08	Resource mapping
10:08–11:00	Third parties
11:00–11:30	**Coffee break**



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11:30–11:45	Third parties (continued)
11:45–12:53	Vulnerabilities
12:53–14:00	Exercise

Day 4: Scenario Testing

09:00–10:08	Severe but plausible scenarios
10:08–11:00	Testing methods
11:00–11:30	**Coffee break**
11:30–11:45	Testing methods (continued)
11:45–12:53	Remediation
12:53–14:00	Exercise

Day 5: Governance

09:00–10:08	Board oversight
10:08–11:00	Self-assessments
11:00–11:30	**Coffee break**
11:30–11:45	Self-assessments (continued)
11:45–12:53	Reporting
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Vienna Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,940.–**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.–**
Dubai Confirmed dates	30 Nov 2026	4 Dec 2026	**€3,150.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Istanbul Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,650.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Cape Town Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,890.–**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.–**
Frankfurt Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,650.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.–**
London Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,450.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Vienna Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,940.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Rome Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,450.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Cape Town Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,890.–**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	17 May 2027	21 May 2027	**€2,840.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Paris Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,860.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Barcelona Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,840.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Dubai Confirmed dates	12 Jul 2027	16 Jul 2027	**€3,150.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Rome Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,450.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,890.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Amsterdam Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,540.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Dubai Confirmed dates	4 Oct 2027	8 Oct 2027	**€3,150.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
London Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,450.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	8 Nov 2027	12 Nov 2027	**€2,450.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,450.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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View the latest course details online