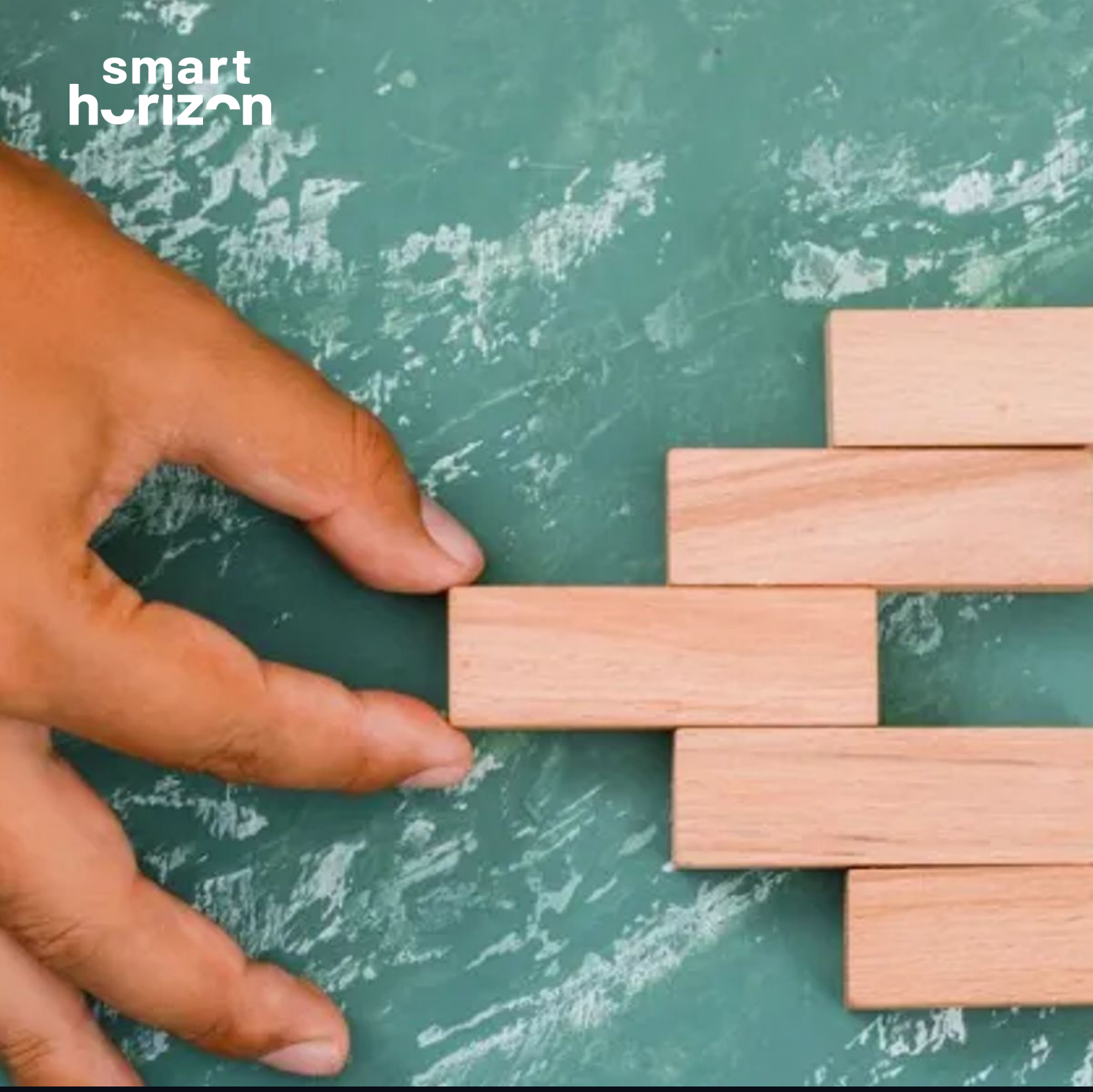


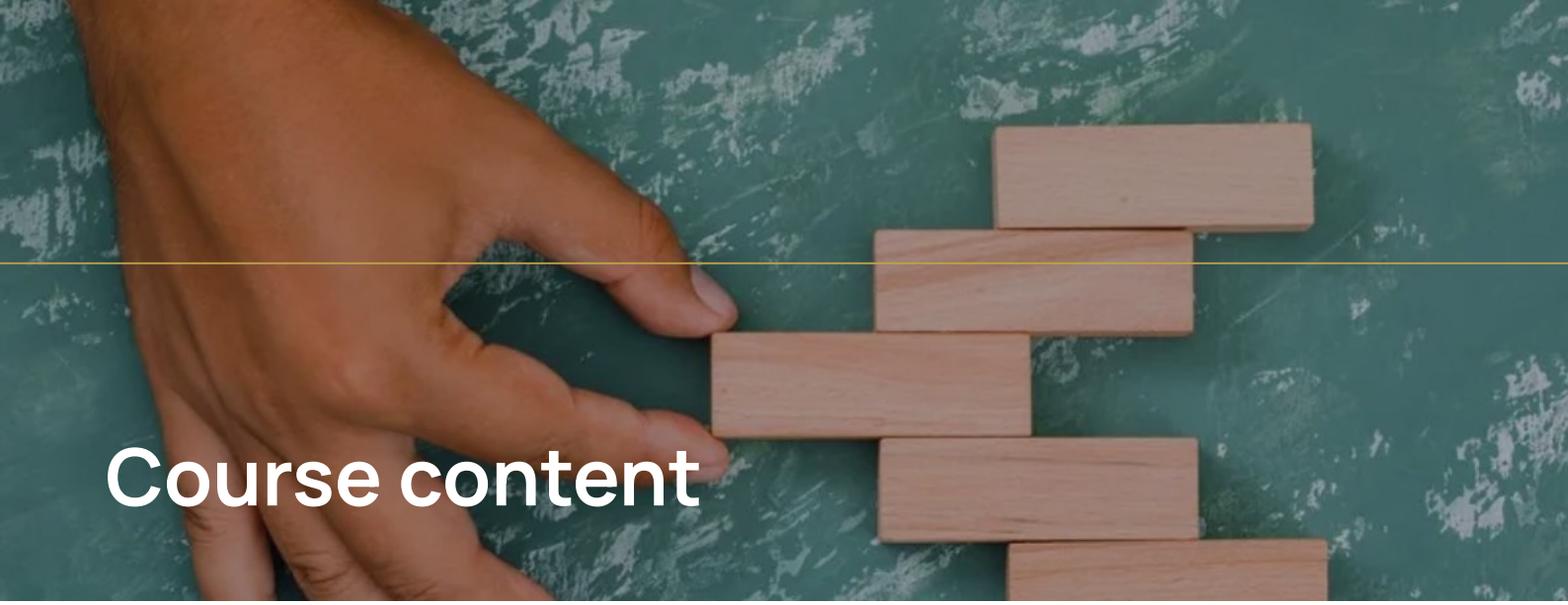
BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

# Business Continuity Management: Standards, Plans and Systems

5 days | Classroom training | English

**SMART HORIZON**
info@smart-horizon.eu
Amsterdam
The Netherlands

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# Course content

## Why attend

This course provides a comprehensive understanding of Business Continuity Management (BCM), focusing on standards, planning, and systems. Participants will learn to develop, implement, and maintain effective BCM strategies that ensure organisational resilience in the face of disruptions.

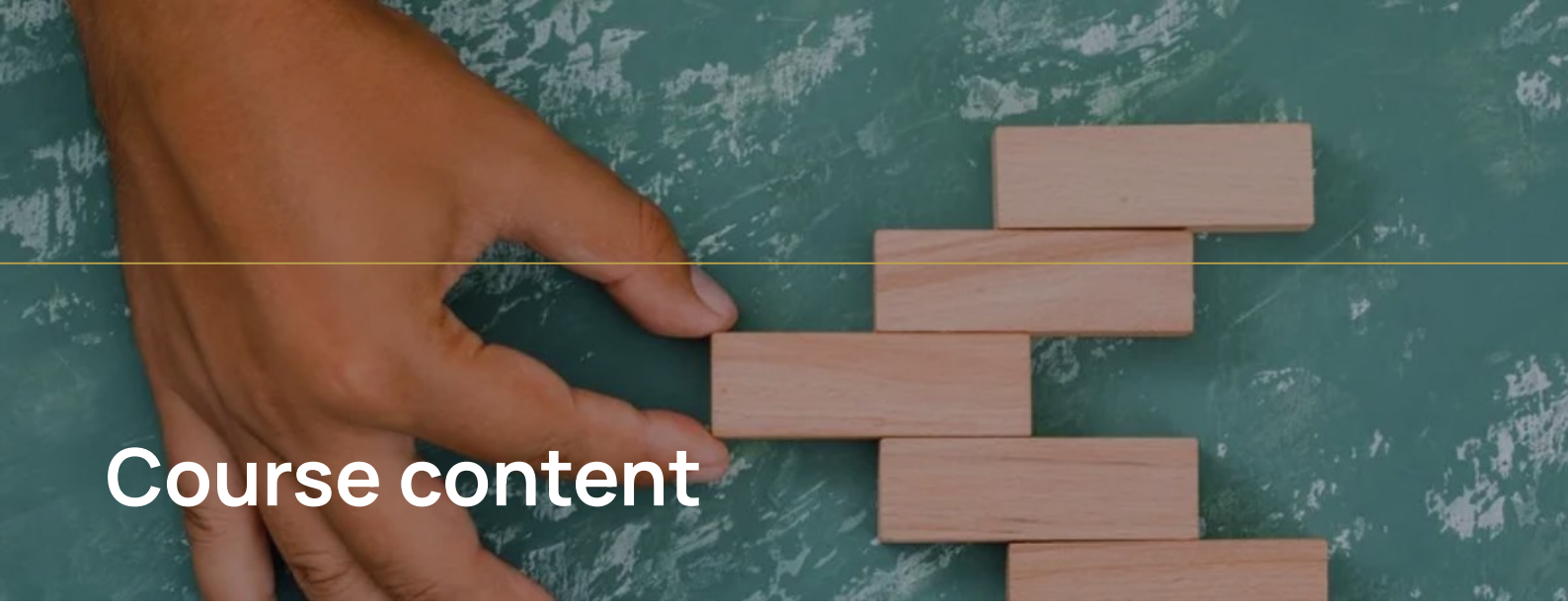
Organisations face increasing risks from natural disasters, cyber threats, and operational disruptions. Effective Business Continuity Management is essential for minimising downtime and ensuring critical functions continue. Participants will explore how to identify vulnerabilities, assess potential impacts, and develop robust plans that protect assets and maintain service delivery during crises. By mastering these skills, professionals can enhance their organisation's resilience, safeguard stakeholder interests, and ensure a swift recovery from disruptions. This course empowers participants to make informed decisions regarding resource allocation and risk mitigation strategies, which are crucial for maintaining operational integrity in challenging circumstances.
This course equips professionals with the skills to create and implement BCM plans aligned with recognised standards such as ISO 22301. Participants will engage in practical exercises to develop response strategies, conduct thorough risk assessments, and establish effective communication protocols. These capabilities are vital for safeguarding organisational reputation and stakeholder trust. Additionally, participants will learn to test and refine their BCM systems, ensuring they remain effective and relevant in the face of evolving threats and challenges. By the end of the course, attendees will be prepared to lead BCM initiatives, fostering a culture of preparedness and resilience within their organisations.

## 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

The course employs a blend of interactive workshops, case studies, and simulations to facilitate hands-on learning. Participants will engage in group discussions to analyse real-world scenarios, allowing them to apply BCM principles in practical contexts. Specific exercises, such as developing Business Continuity Plans and conducting risk assessments, will enable participants to create tangible outputs. By working collaboratively, they will produce comprehensive BCM plans and risk assessment reports, demonstrating their understanding and application of the concepts taught throughout the course. This approach ensures that participants not only learn theoretical aspects but also gain practical skills that can be immediately applied in their organisations.



# Course content

## Course objectives

By the end of this course, participants will be able to:
• Analyse the principles of Business Continuity Management and its importance in organisational resilience.
• Develop a Business Continuity Plan (BCP) that addresses potential risks and recovery strategies.
• Assess organisational vulnerabilities through a structured risk assessment process.
• Design communication strategies to ensure effective information flow during a disruption.
• Implement BCM standards, including ISO 22301, in organisational practices.
• Evaluate the effectiveness of BCM systems through testing and maintenance protocols.

## Target audience

This course is suitable for:
• Business Continuity Managers responsible for developing and implementing BCM strategies.
• Risk Management Professionals focused on identifying and mitigating organisational risks.
• IT Managers tasked with ensuring technology resilience and data recovery.
• Operations Managers involved in maintaining critical business functions during disruptions.
• Compliance Officers ensuring adherence to regulatory BCM standards.

## Target competencies

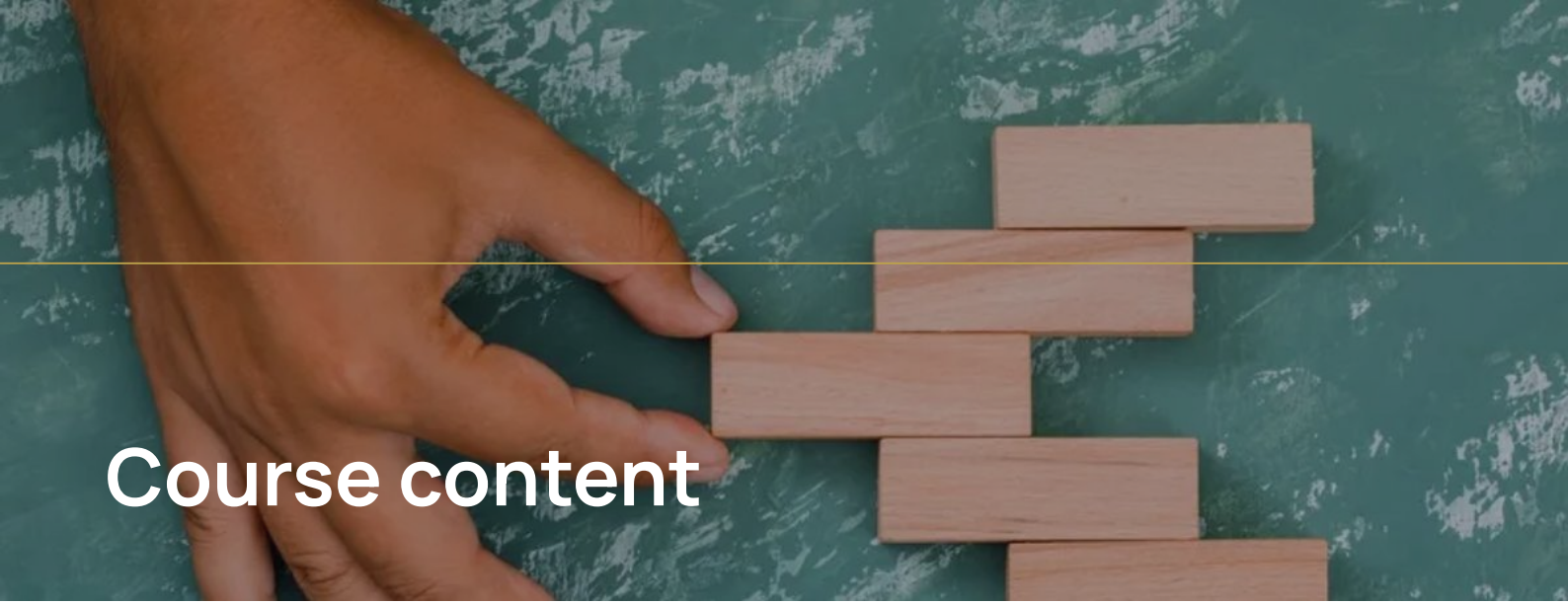
Participants will develop competencies in:
• Conducting thorough risk assessments to identify vulnerabilities.
• Creating comprehensive Business Continuity Plans tailored to organisational needs.
• Implementing BCM standards and frameworks effectively.
• Facilitating training and awareness sessions for staff on BCM protocols.
• Testing and reviewing BCM plans to ensure ongoing effectiveness.
• Establishing clear communication channels for crisis management.

## Course outline

### Day 1: Foundations of Business Continuity Management

Applied activity: Participants will analyse a fictional company's BCM framework, identifying strengths and weaknesses in their current approach. They will discuss how to enhance resilience based on best practices and prepare a presentation for stakeholders.
Output: A report summarising the analysis and recommendations for improving the BCM framework.

| | |
|---|---|
| **09:00–09:54** | Introduction to Business Continuity Management and its significance for organisations. |



# Course content

| | |
|---|---|
| 09:54–10:48 | Overview of BCM standards, including ISO 22301 and their relevance. |
| 10:48–11:00 | Key components of a Business Continuity Plan (BCP) and its structure. |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Key components of a Business Continuity Plan (BCP) and its structure. (continued) |
| 12:12–13:06 | Understanding the BCM lifecycle: analysis, design, implementation, and maintenance. |
| 13:06–14:00 | Roles and responsibilities in BCM within an organisation and stakeholder engagement. |

## Day 2: Risk Assessment and Business Impact Analysis

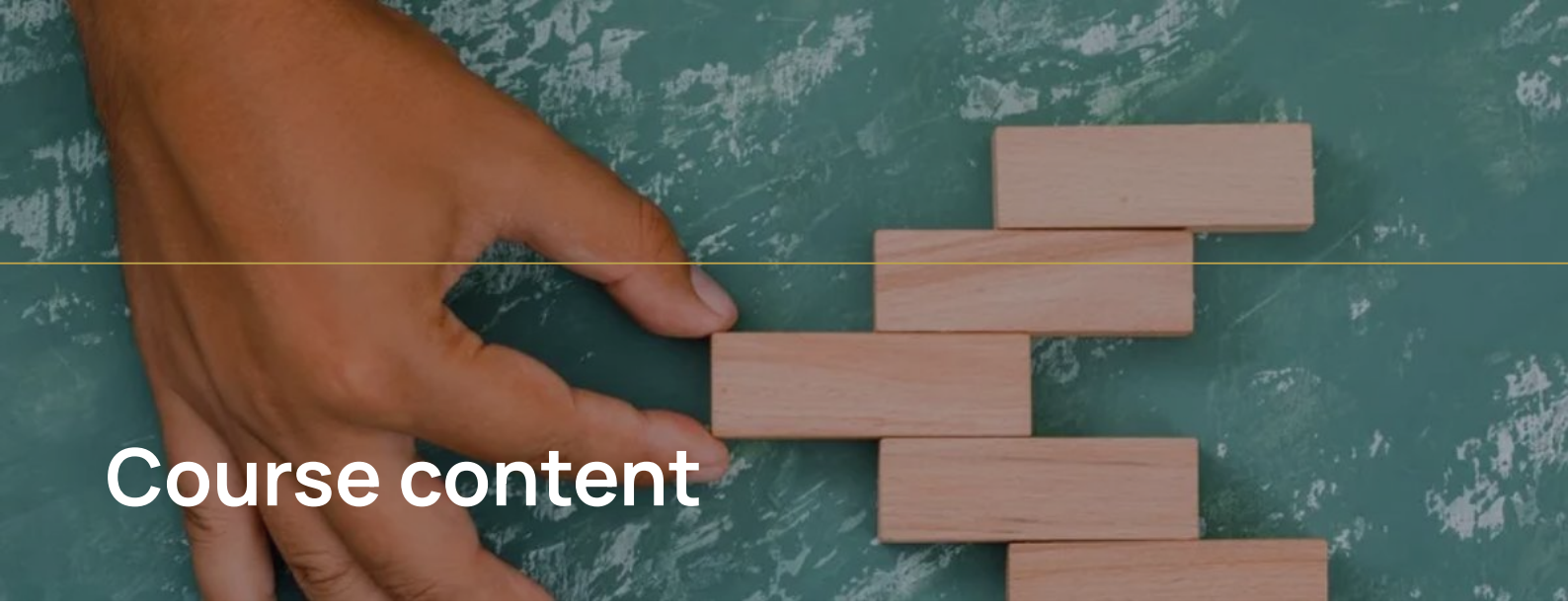
Applied activity: In small groups, participants will perform a BIA for a fictional organisation, identifying critical processes, potential impacts of disruptions, and recovery priorities. They will present their findings to the class for feedback and discussion.
Output: A completed Business Impact Analysis document outlining critical functions and recovery priorities.

| | |
|---|---|
| 09:00–09:54 | Conducting a Business Impact Analysis (BIA) to identify critical functions and dependencies. |
| 09:54–10:48 | Methods for assessing risks and their potential impact on operations and resources. |
| 10:48–11:00 | Prioritising recovery strategies based on BIA findings and organisational needs. |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Prioritising recovery strategies based on BIA findings and organisational needs. (continued) |
| 12:12–13:06 | Developing risk assessment matrices and tools to evaluate threats. |
| 13:06–14:00 | Integrating risk assessment with overall BCM strategy for comprehensive planning. |

## Day 3: Developing Effective Business Continuity Plans

Applied activity: Participants will draft a Business Continuity Plan for a fictional scenario, incorporating recovery strategies, roles, and communication protocols. They will work in pairs to critique each other's plans and suggest improvements.
Output: A draft Business Continuity Plan ready for implementation and testing.

| | |
|---|---|
| 09:00–09:54 | Step-by-step process for creating a Business Continuity Plan, including templates and guidelines. |
| 09:54–10:48 | Incorporating recovery strategies for various types of disruptions, including IT and operational risks. |
| 10:48–11:00 | Establishing roles and responsibilities within the BCP to ensure accountability. |
| 11:00–11:30 | **Coffee break** |



# Course content

| | |
|---|---|
| 11:30–12:12 | Establishing roles and responsibilities within the BCP to ensure accountability. (continued) |
| 12:12–13:06 | Creating a communication plan for stakeholders during a crisis and ensuring clarity. |
| 13:06–14:00 | Reviewing and updating the BCP regularly to reflect changes in the organisation. |

## Day 4: Implementing and Testing BCM Systems

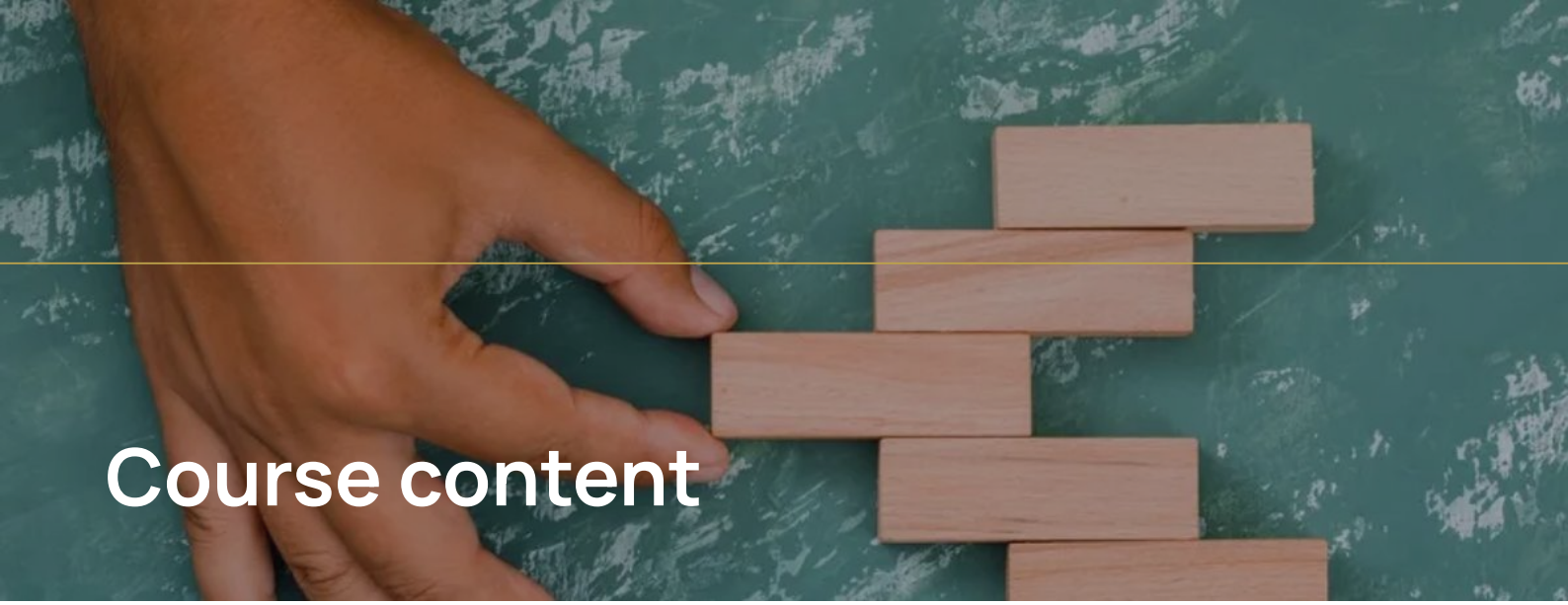
Applied activity: Participants will design a testing and training programme for their drafted BCP, outlining objectives, methods, and evaluation criteria. They will create a mock drill scenario to test their plans in action.
Output: A comprehensive testing and training programme document, including a mock drill scenario.

| | |
|---|---|
| 09:00–09:54 | Strategies for implementing BCM plans across an organisation, including training and resources. |
| 09:54–10:48 | Developing training and awareness programmes for staff to ensure preparedness. |
| 10:48–11:00 | Testing BCM plans through simulations and drills to evaluate effectiveness. |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Testing BCM plans through simulations and drills to evaluate effectiveness. (continued) |
| 12:12–13:06 | Evaluating the effectiveness of BCM systems post-testing and identifying areas for improvement. |
| 13:06–14:00 | Continuous improvement of BCM processes based on feedback and evolving threats. |

## Day 5: Integrating BCM into Organisational Culture

Applied activity: Participants will create a presentation to propose a BCM integration strategy for their organisation, including stakeholder engagement, communication plans, and training initiatives. They will present their strategies to the group for critique.
Output: A presentation deck outlining the BCM integration strategy, including key engagement tactics.

| | |
|---|---|
| 09:00–09:54 | Strategies for embedding BCM into organisational culture and daily operations. |
| 09:54–10:48 | Engaging leadership and stakeholders in BCM initiatives to foster support. |
| 10:48–11:00 | Communicating the value of BCM to all staff levels for buy-in and participation. |
| 11:00–11:30 | **Coffee break** |
| 11:30–12:12 | Communicating the value of BCM to all staff levels for buy-in and participation. (continued) |
| 12:12–13:06 | Monitoring and reviewing BCM effectiveness regularly to ensure relevance. |
| 13:06–14:00 | Case studies of successful BCM integration in organisations and lessons learned. |



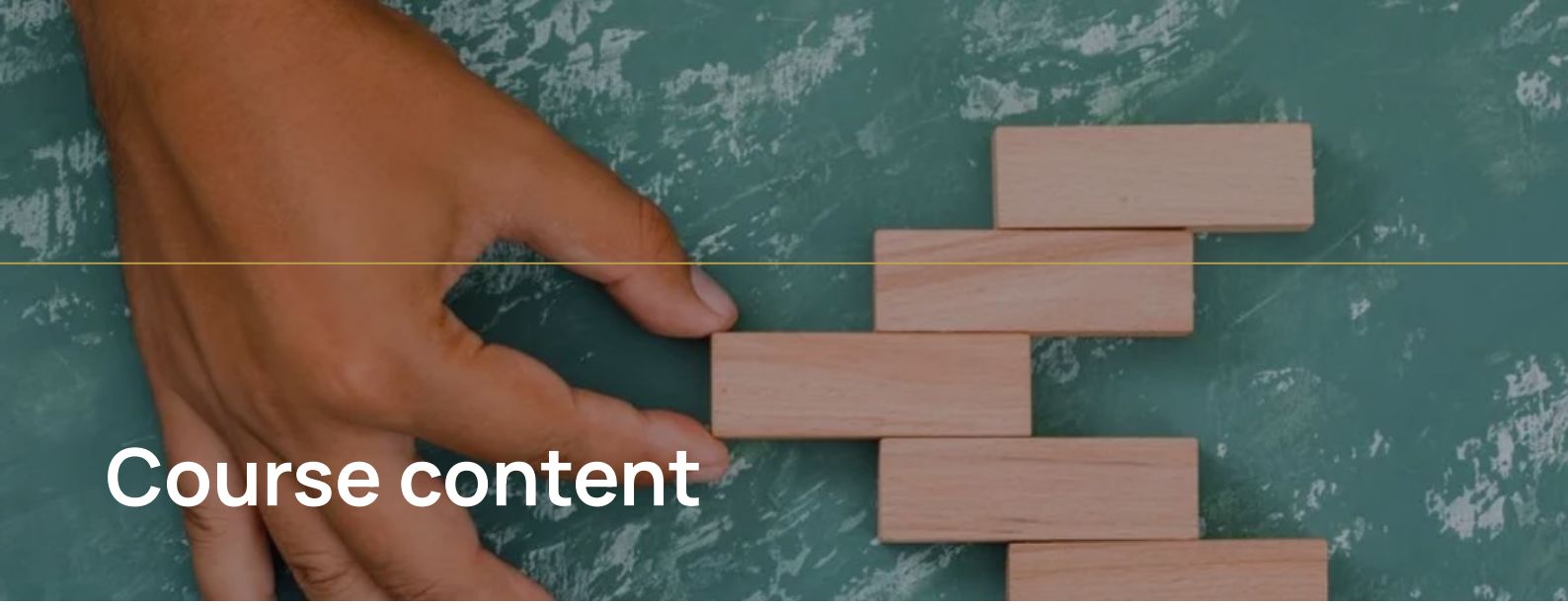
# Course content

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.

## Dates, venues and fees

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

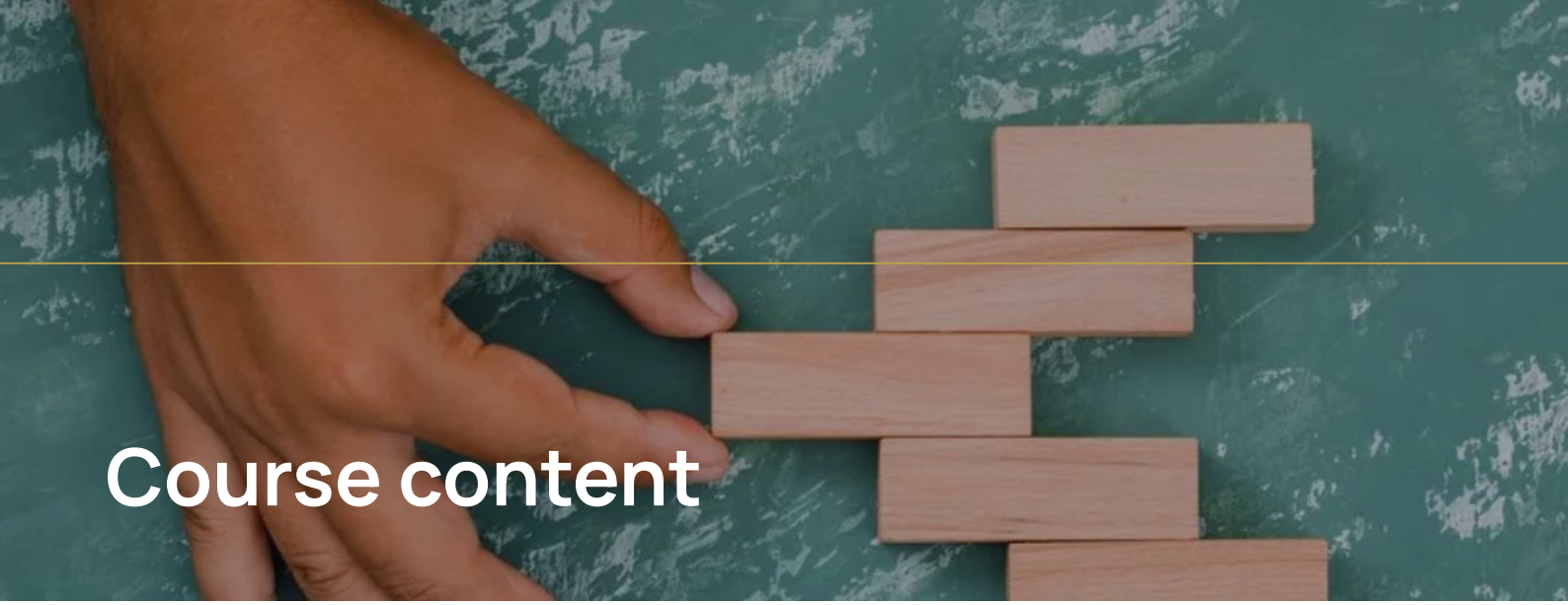
| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Istanbul<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **€2,650.-** |
| Online<br>Confirmed dates | 16 Nov 2026 | 20 Nov 2026 | **€1,250.-** |
| Amsterdam<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **€2,540.-** |
| Online<br>Confirmed dates | 7 Dec 2026 | 11 Dec 2026 | **€1,250.-** |
| Singapore<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **€2,820.-** |
| Online<br>Confirmed dates | 14 Dec 2026 | 18 Dec 2026 | **€1,250.-** |
| London<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 4 Jan 2027 | 8 Jan 2027 | **€1,250.-** |



# Course content

## Dates, venues and fees (continued)

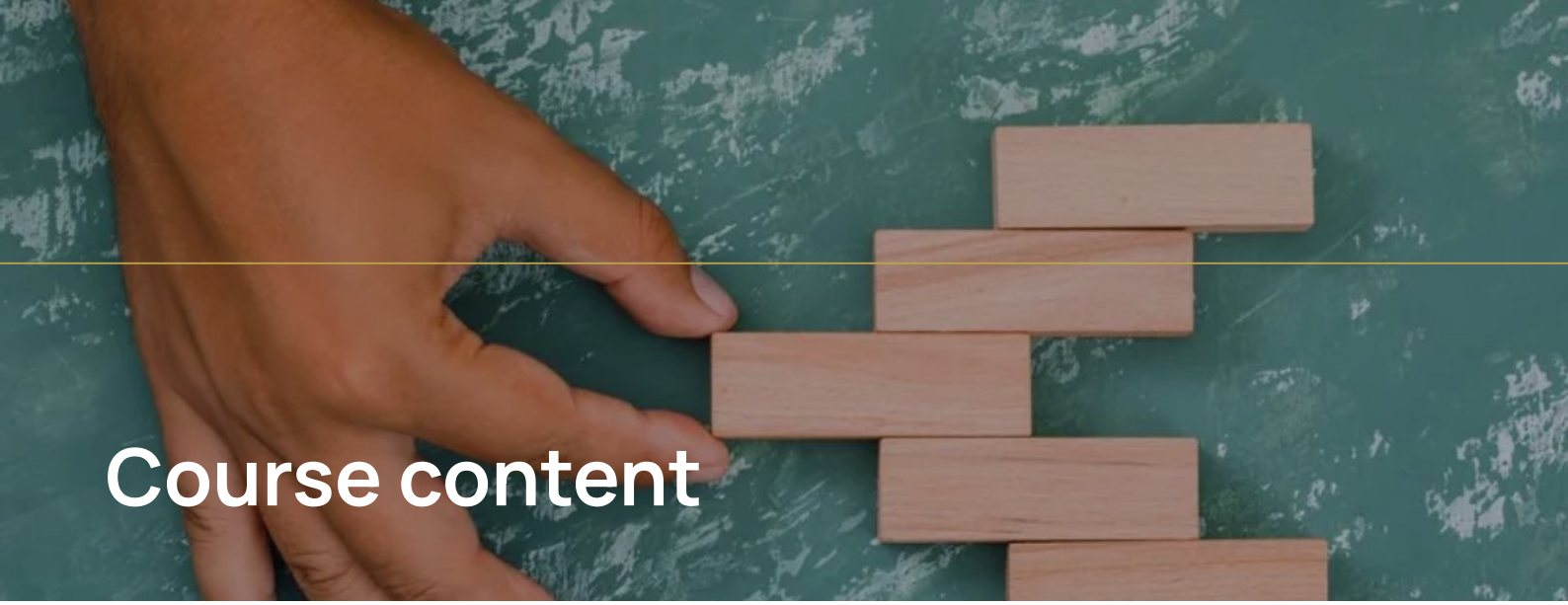
| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Rome<br>Confirmed dates | 11 Jan 2027 | 15 Jan 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 11 Jan 2027 | 15 Jan 2027 | **€1,250.-** |
| Dubai<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **€3,150.-** |
| Online<br>Confirmed dates | 18 Jan 2027 | 22 Jan 2027 | **€1,250.-** |
| Frankfurt<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **€2,650.-** |
| Online<br>Confirmed dates | 1 Feb 2027 | 5 Feb 2027 | **€1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 15 Feb 2027 | 19 Feb 2027 | **€1,450.-** |
| Online<br>Confirmed dates | 15 Feb 2027 | 19 Feb 2027 | **€1,250.-** |
| Paris<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **€2,860.-** |



# Course content

## Dates, venues and fees (continued)

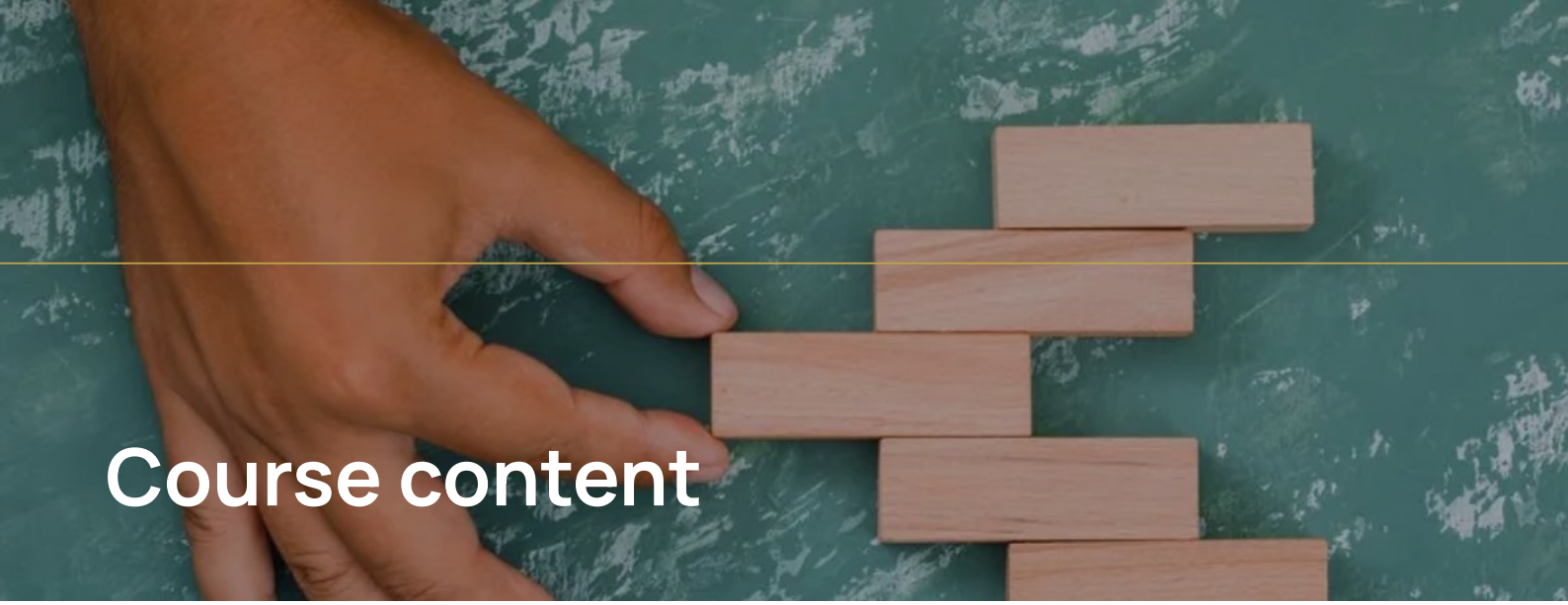
| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Online<br>Confirmed dates | 1 Mar 2027 | 5 Mar 2027 | **€1,250.-** |
| Istanbul<br>Confirmed dates | 15 Mar 2027 | 19 Mar 2027 | **€2,650.-** |
| Online<br>Confirmed dates | 15 Mar 2027 | 19 Mar 2027 | **€1,250.-** |
| Vienna<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **€2,940.-** |
| Online<br>Confirmed dates | 22 Mar 2027 | 26 Mar 2027 | **€1,250.-** |
| Amsterdam<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **€2,540.-** |
| Online<br>Confirmed dates | 5 Apr 2027 | 9 Apr 2027 | **€1,250.-** |
| Singapore<br>Confirmed dates | 19 Apr 2027 | 23 Apr 2027 | **€2,820.-** |
| Online<br>Confirmed dates | 19 Apr 2027 | 23 Apr 2027 | **€1,250.-** |



# Course content

## Dates, venues and fees (continued)

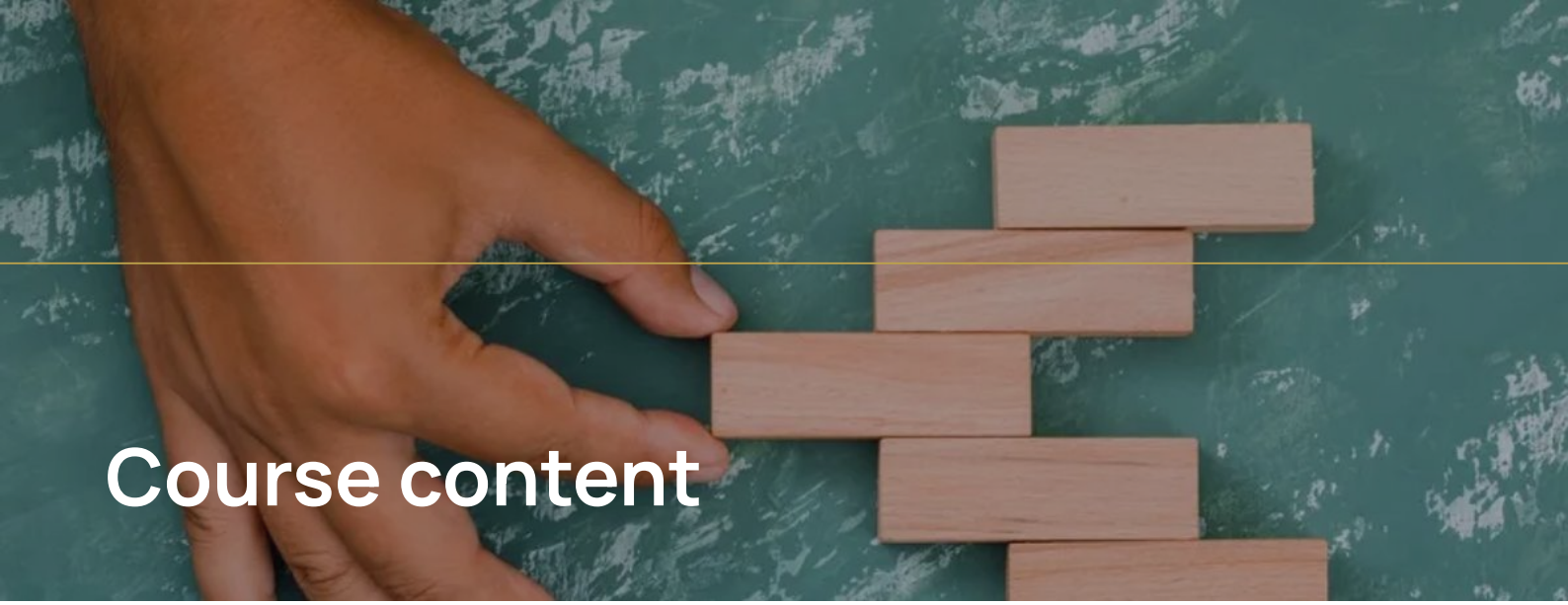
| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| London<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 3 May 2027 | 7 May 2027 | **€1,250.-** |
| Dubai<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **€3,150.-** |
| Online<br>Confirmed dates | 17 May 2027 | 21 May 2027 | **€1,250.-** |
| Cape Town<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **€1,890.-** |
| Online<br>Confirmed dates | 24 May 2027 | 28 May 2027 | **€1,250.-** |
| Frankfurt<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **€2,650.-** |
| Online<br>Confirmed dates | 7 Jun 2027 | 11 Jun 2027 | **€1,250.-** |
| Kuala Lumpur<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **€1,450.-** |



# Course content

## Dates, venues and fees (continued)

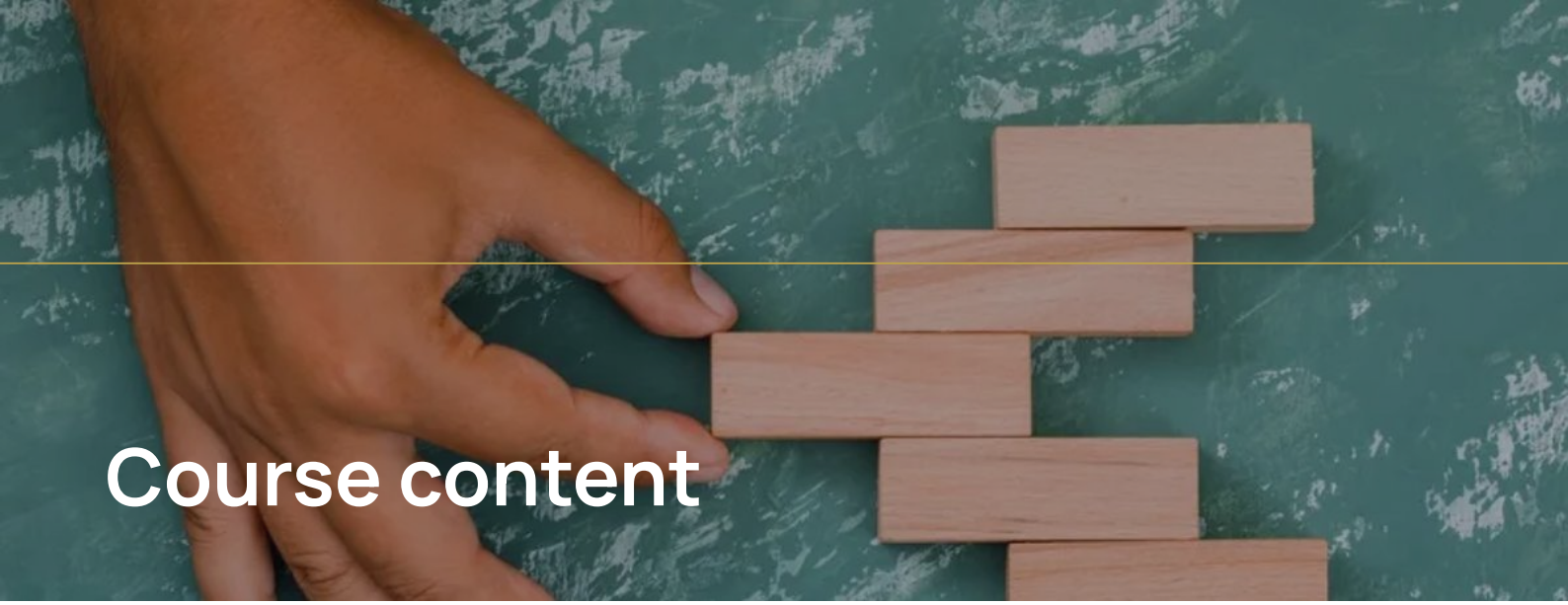
| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Online<br>Confirmed dates | 21 Jun 2027 | 25 Jun 2027 | **€1,250.-** |
| Paris<br>Confirmed dates | 5 Jul 2027 | 9 Jul 2027 | **€2,860.-** |
| Online<br>Confirmed dates | 5 Jul 2027 | 9 Jul 2027 | **€1,250.-** |
| Istanbul<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **€2,650.-** |
| Online<br>Confirmed dates | 19 Jul 2027 | 23 Jul 2027 | **€1,250.-** |
| Barcelona<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **€2,840.-** |
| Online<br>Confirmed dates | 26 Jul 2027 | 30 Jul 2027 | **€1,250.-** |
| Amsterdam<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **€2,540.-** |
| Online<br>Confirmed dates | 2 Aug 2027 | 6 Aug 2027 | **€1,250.-** |



# Course content

## Dates, venues and fees (continued)

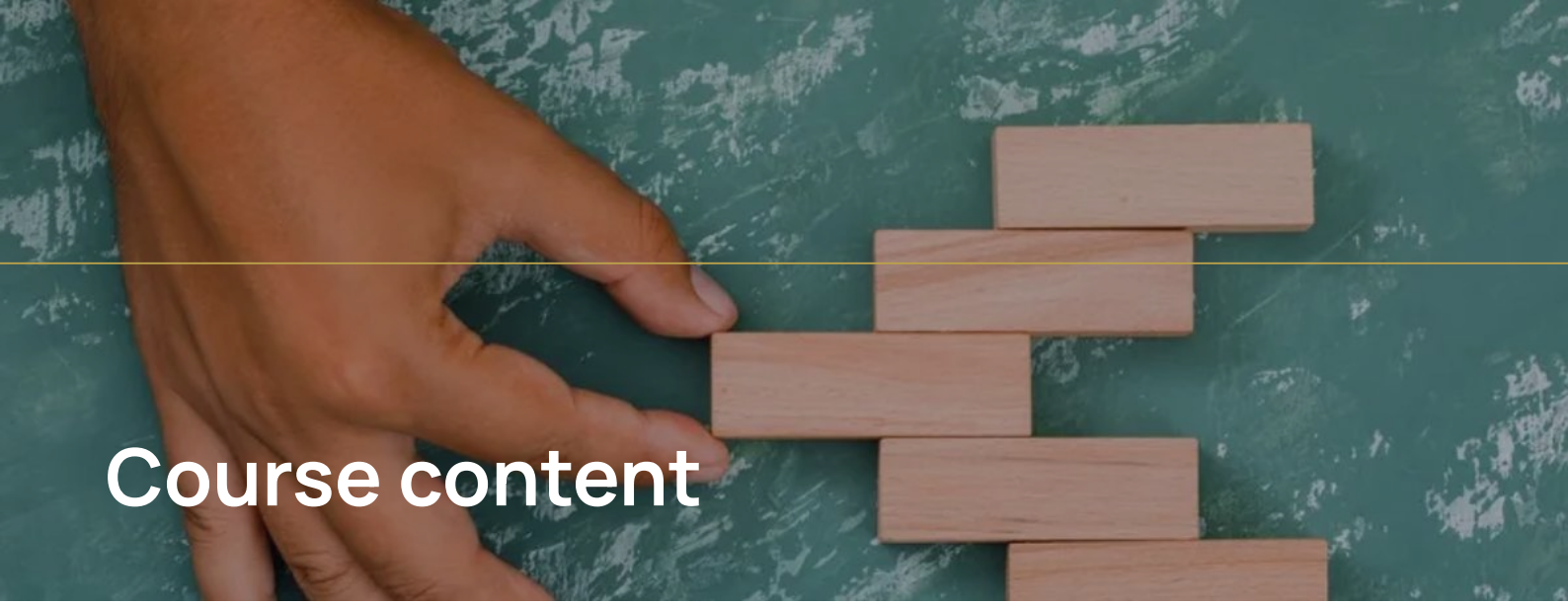
| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Singapore<br>Confirmed dates | 16 Aug 2027 | 20 Aug 2027 | **€2,820.-** |
| Online<br>Confirmed dates | 16 Aug 2027 | 20 Aug 2027 | **€1,250.-** |
| London<br>Confirmed dates | 6 Sept 2027 | 10 Sept 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 6 Sept 2027 | 10 Sept 2027 | **€1,250.-** |
| Dubai<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **€3,150.-** |
| Online<br>Confirmed dates | 20 Sept 2027 | 24 Sept 2027 | **€1,250.-** |
| Rome<br>Confirmed dates | 27 Sept 2027 | 1 Oct 2027 | **€2,450.-** |
| Online<br>Confirmed dates | 27 Sept 2027 | 1 Oct 2027 | **€1,250.-** |
| Frankfurt<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **€2,650.-** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Online<br>Confirmed dates | 4 Oct 2027 | 8 Oct 2027 | **€1,250.–** |
| Kuala Lumpur<br>Confirmed dates | 18 Oct 2027 | 22 Oct 2027 | **€1,450.–** |
| Online<br>Confirmed dates | 18 Oct 2027 | 22 Oct 2027 | **€1,250.–** |
| Paris<br>Confirmed dates | 1 Nov 2027 | 5 Nov 2027 | **€2,860.–** |
| Online<br>Confirmed dates | 1 Nov 2027 | 5 Nov 2027 | **€1,250.–** |
| Istanbul<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **€2,650.–** |
| Online<br>Confirmed dates | 15 Nov 2027 | 19 Nov 2027 | **€1,250.–** |
| Cape Town<br>Confirmed dates | 22 Nov 2027 | 26 Nov 2027 | **€1,890.–** |
| Online<br>Confirmed dates | 22 Nov 2027 | 26 Nov 2027 | **€1,250.–** |



# Course content

## Dates, venues and fees (continued)

| Venue | Start date | End date | Fee (EUR) |
|---|---|---|---|
| Amsterdam<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **€2,540.-** |
| Online<br>Confirmed dates | 6 Dec 2027 | 10 Dec 2027 | **€1,250.-** |
| Singapore<br>Confirmed dates | 13 Dec 2027 | 17 Dec 2027 | **€2,820.-** |
| Online<br>Confirmed dates | 13 Dec 2027 | 17 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

info@smart-horizon.eu
Amsterdam
The Netherlands

View the latest course details online