

**2-day workshop seminar on:
“ BUSINESS CONTINUITY MANAGEMENT-----
DISASTER AND CRISIS MANAGEMENT; THE WAY
FORWARD FOR TODAY’S CORPORATE GOVERNANCE
AND BUSINESS RESILIENCE ” .**

Objective of this seminar:

One of the causes of many organisational and corporate failures was that an operation had failed and business is discontinued or interrupted because of a disaster or crisis. The Sept 11 2001 was a classic example of how a disaster could disrupt operations and business. How does one ensure its business survival? How do we ensure there is operational continuity or ‘business as usual’? Attending this seminar will enable one to master the rudiments of a BCM (business continuity management) programme, and how to journey and implement one’s BCM. BCM programme is more than just addressing systems and technology failures or disruptions which normally is mitigated by looking at one’s DRP (disaster recovery procedures). Indeed DRP is also part of BCM as a whole, where the whole organisation’s activities, systems, processes, operations and businesses are addressed.

As mandated by many regulators, BCP/BCM management is also becoming today’s global best practice as well as essential management programmes that critical industries and sectors are obligated to fulfill and have in place. Not only will BCM ensure survival and enhancing shareholders’ values, it also supports the board and management’s programme for its corporate governance, plus of course business resilience. Participants attending this seminar will learn and achieve the above objectives of BCM and training.

Seminar Contents/Workshop synopsis

		Topic	
1		UNDERSTANDING WHAT BCP/BCM IS ALL ABOUT	Day 1
	i	Introduction & definition of BCP.	
	ii	What BCP is.	
	iii	BCP policy statement.	
	iv	Business survival versus business-as-usual concept	
	v	Business resilience and corporate governance.	
	vi	Purposes/objectives of BCP.	
	vii	Various stakeholders that rely on your BCP.	
2		BCP FUNDAMENTALS	Day 1

	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		MEASURING OR QUANTIFYING BCP.	Day 1
	i	Know what disaster management cover.	
	ii	Mapping the outline of your BCP.	
	iii	Identifying your critical business/service functions.	
	iv	Importance of business impact analysis (BIA).	
4		CONTENTS OF A BCP	Day 1
	i	General introduction and overview.	
	ii	Plan invocation.	
	iii	Communication.	
	iv	Suppliers.	
	v	Appendices/supplementary documents.	
5		BCP JOURNEY	Day 1
	i	The need for a BCP time line in the BCP journey.	
	ii	Global plan versus tactical plan in a BCP.	
	iii	The importance of operational or business recovery site (BRS).	
	iv	Resources and facilities needed for BCP programme and BRS.	
	v	Cold BRS.	
	vi	Warm BRS.	
	vii	Hot BRS.	
6		THE BCP FRAMEWORK	Day 1
	i	Understanding the 5 step cornerstones or domains	
	ii	Cornerstone 1: Project mgt & team orientation.	
	iii	Cornerstone 2: Risk mgt, BIA, recovery strategies defined.	
	iv	Cornerstone 3: set up alternative facility; develop recovery plans.	
	v	Cornerstone 4: Education, awareness, training; scenario testing.	
	vi	Cornerstone 5: Plan maintenance programme.	
7		GETTING FAMILIAR WITH THE VARIOUS FORMS OF EMERGENCY, CRISIS, OR DISASTER	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		IMPLEMENTING THE 8 PHASES OF A BCP JOURNEY	Day 1
	i	Initiating the BCP project.	
	ii	Assessing business risk and impact of potential emergency.	
	iii	Preparing for a possible emergency.	
	iv	Disaster recovery phase.	
	v	Business recovery phase.	
	vi	Testing and business recovery process.	
	vii	Training staff in the business recovery process.	
	viii	Keeping the plan up to date.	
9		CRISIS ESCALATION GUIDE & MATRICES	Day 1
	i	Make it simple.	
	ii	The 2 or 3 level of hierarchy you need.	
	iii	Who calls the shot.	
	iv	How to communicate.	
	v	Infrastructure, means and enabler for escalation.	
10		RIGHT, FACTUAL & TIMELY COMMUNICATION IS CRITICAL	Day 2
	i	Formal communication, timely and factual.	
	ii	From highest authority/level.	
	iii	No other level/party authorized to communicate or be interviewed.	
	iv	Past examples of disasters with poor communication and involvement by the top mgt/board.	
	v	Calming the situation: manage victims, public needs, expectations and /requirements.	
11		ROLES OF VARIOUS PARTIES	Day 2
	i	Board of directors.	
	ii	Senior management.	
	iii	BCP Steering Committee.	
	iv	BCP Co-ordinator.	
	iv	BCP Working Group.	
	v	Others in the company, like Internal Audit, Risk Management, Compliance Dept, etc.	

12		7 Cs of BCP: CRITICAL ELEMENTS FOR SUCCESSFUL BCP PROGRAMME	Day 2
	i	Commitment from the top.	
	ii	Conducive environment and support/involvement of all and sundry.	
	iii	Costs and financial budget.	
	iv	Conduits: Co-ordination, infrastructure, system.	
	v	Communication: formal, official, high level and PR impactful.	
	vi	Constant updating, regular testing and servicing of the BRS.	
	vii	Change: manage change well to avoid 'surprises'.	
13		KEY ISSUES	Day 2
	i	Identify your key personnel and their reliefs / alternates.	
	ii	Frequency of emergency rehearsals, drills, and first aids.	
	iii	What are most important to save during disaster/crisis.	
	iv	Your BCP must cover your Head Office, regions, branches, overseas operations.	
14		DETAILED BCP OUTLINES AND DOCUMENTATIONS	Day 2
	<i>A</i>	<i>PREPARING FOR A POSSIBLE EMERGENCY</i>	
	i	Back-up and recovery strategies.	
	ii	Key BCP supplies and personnel.	
	iii	Key documents and procedures.	
	<i>B</i>	<i>DISASTER OR CRISIS RECOVERY PHASE</i>	
	i	Planning for handling the emergency.	
	ii	Notification and reporting during crisis/disaster recovery phase.	
	<i>C</i>	<i>BUSINESS RECOVERY PHASE</i>	
	i	Managing the business recovery phase.	
	ii	Business recovery activities.	
	<i>D</i>	<i>TESTING THE BUSINESS RECOVERY PROCESS</i>	
	i	Planning the tests.	
	ii	Conducting the tests.	
	<i>E</i>	<i>TRAINING STAFF IN THE BUSINESS RECOVERY PROCESS</i>	
	i	Managing the training process.	
	ii	Assessing the training.	
	<i>F</i>	<i>KEEPING YOUR BCP UP TO DATE (MANAGE CHANGE)</i>	
	i	Maintaining the BCP.	
	ii	Change controls for updating the BCP.	
	iii	Responsibilities for maintenance of each part of the plan.	
	iv	Test all changes to the plan.	
	v	Advise person in charge of the BCP training.	

15		FOR YOUR ORGANISATION, WHAT ARE AT STAKE, IF YOU HAVE NO BCP PROGRAMME?	Day 2
16		MYTHS & MISCONCEPTIONS IN BCP.	Day 2

Method of teaching/presentation:

1. Materials:
Notes, Bullet point presentation. Essays. Articles and newspaper cuttings.
2. Delivery:
Power Point notes Flip chart. Group discussions.
3. Case studies.
Practical cases and group exercises.
4. 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 People & Business*”. 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 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.

DrJ E Ruin's involvement in corporate 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, Nairobi Kenya, Seoul Korea, Bangkok and Khon Kaen Thailand, Mauritius, Brunei, Melbourne and Sydney Australia, Phnom Penh Cambodia, Manila Philippines, Brunei, Hanoi and Ho Chee Min City Vietnam, Kursk Russia, and in 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 director for 2007-2009.

He is 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.

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