

# ITIL Business Continuity Workshop

## Scheduled Public and On-Site Courses Available

This is a case study based workshop. Participants work together to develop a detailed Business Continuity Management Plan. During this workshop you will gain in-depth knowledge and the necessary understanding about ITIL Business Continuity Management best practices and how they can be applied to your organization.

This three-day certified IT Service Manager Instructor led workshop guides attendees through identifying BCM interfaces with business and IT functions and processes, developing dependencies of other Service Management functions, processes and information, and implementing procedures that facilitate interfaces and dependence with ITSM processes.

### Pre and Post Course Learning Aides Included

#### Location:

Dallas, TX - Austin, TX - Washington, D.C.

#### Audience:

Individuals involved in implementing, administering, or managing technology assets for a business, government, or non-profit organization. Business managers tasked with managing the provisioning of IT services should take this course, regardless of technology experience.

#### Prerequisites:

This workshop has no prerequisites. However students should have working experience with the ITIL framework.

### Students will learn to:

- Define the organization's BCM objectives and scope.
- Plan activities involved in the BCM process.
- Describe costs, benefits and problems associated.
- Identify weakness, resolutions, and improvements.
- Understand the skills and resource requirements needed to develop a BCM Plan.
- Develop suitable BCM policy to that support key business processes.
- Recognize business processes, and how to identify critical service components
- Estimate the potential damage/loss to an organization as a result of disruption
- Identify risk reduction measures and recovery options
- Incorporate education and awareness communications and staff roles
- Design crisis management team and rapid communication processes for the organization
- Analyze and Justify tool strategies

