



Business Continuity Management

Maintain, Audit & Rehearse

Exercising your business continuity plan & implement relevant changes prior to an emergency to protect your business process

21 – 22 Nov 2006 • Orchard Hotel Singapore

Conducted by:

Mr. Nathaniel Forbes

International Speaker & Trainer

Organised by

PARTNERS
Conference & Event Management Pte Ltd

Supported by





Business Continuity Management

Maintain, Audit & Rehearse

Exercising your business continuity plan & implement relevant changes prior to an emergency to protect your business process

21 – 22 Nov 2006 • Orchard Hotel Singapore

A scenario: A careless smoker starts a fire in the petrol station at the Golden Shoe Car Park in Raffles Place (Singapore) at lunch time on Thursday afternoon. The fire spreads to the food court upstairs (plumbed with cooking gas), and to the 1,000 cars parked upstairs. 40,000 people work in the nearby buildings (including OCBC Centre, UOB Plaza, Republic Plaza, OUB Centre, for example). Thousands more are in the restaurants and shops in the area. A lot of companies would be affected if there were an explosion.

Those people are about to need their business continuity plans (BCP's). Do you wonder when they were last tested? More importantly, when was the last time your company practiced your BCP?

- In your "fire drills," do you stand around in front of your building while someone takes attendance? Do you think that will help if there's an explosion?
- Your I.T. disaster recovery plan will help restore your systems quickly. If there's an explosion, is disaster recovery for the accounting system your top priority? Or is the focus on accounting for all your employees?
- Does your HR department have a current list of all employees – and visitors and vendors? If there's an explosion, will it really be useful the list is inside the building? Do the fire wardens have a copy of the current list – right now?

In this two-day course, see, read, hear and learn what other companies in Singapore do to rehearse, exercise and test their plans (and what the difference is). Read the exercise scenario used in May 2006 by two of Singapore's biggest institutions. Hear the material they used to train their Corporate Communications, Human Resources and Facilities teams. See a video debriefing of the Crisis Management Team leader. Learn what went well...and what went wrong.

This workshop is designed by Nathaniel Forbes with 9 years of BCP consulting experience that provides comprehensive, pragmatic and deeply practical step-by-step guide to Business Continuity audit. This is a strongly recommended course for those who are serious about having a dynamic Business Continuity plan that works real time!

In two days, you will learn:

- 5 ways to exercise your BCP.
- 2 proven ways to maintain and keep your BCP up-to-date as well as their pros and cons.
- 3 key departments in a crisis, and how to exercise and improve their capabilities.
- "Test", "exercise" and "rehearse", what is the difference?
- 5 ways to give exercises the visibility they deserve.
- 11 disaster scenarios you can use for exercise (Why one is better than another and how the scenario you choose will determine your exercise results).
- 14 steps before you exercise your BCP.

Who Should Attend:

CEOs, CTOs, CIOs, CFOs, COOs, SVPs, VPs, Directors, Heads, Seniors Managers & Managers of:

- Business Continuity
- Disaster Recovery
- Risk Management / Control / Operational Risk
- Compliance & Audit
- Operations
- Emergencies & Crisis Management
- Contingency Planning
- Information Technology & Telecommunications

Pre-Course Questionnaire

To ensure that maximum benefits are gained from this training, a detailed pre-course questionnaire will be sent to each participant upon registration to assess specific needs. Once completed and returned, Mr Nathaniel Forbes will analyse them to ensure appropriate deliverance level and relevant issues are addressed. This information will also be used to ensure relevant case studies are presented.

PROGRAMME OUTLINE

Maintenance

In this segment of the course, you will learn how to update your BCP. Wondering what questions to ask when your departments and their roles have changed? You will watch how we do it with our clients on video, and have opportunity to practice it with professional guidance.

If you bring a plan, the facilitator will help you to update it.

You will evaluate BCP plans that have been prepared for the following companies*:

- ABN Amro Bank
- AXA Insurance
- Cetelem
- Gillette
- Schroders Asset Management

* *Specific information about the company has been sanitised.*

Audit

This segment of the course will help you answer the following questions:

- Is this a good BCP?
- Will this BCP “work in a disaster”?
- Are you auditing the plan, or the ability to execute the plan?

You will learn what the important components in a BCP Audit are:

- Existence and accessibility
- Effectiveness based on detail of testing and maintenance
- Quality of general information in the plan
- Quality of the respective departmental plans

You will learn what questions auditors ought to ask, like these below:

- Are notification procedures defined?
- Is there an Emergency Response Team named at the location with team roles defined?
- Is the recovery site listed with directions and contact information?
- Are the Risk Management, Public Relations, Human Resource and Security procedures defined?
- Is there a process for employee notification during and after business hours?
- Is there a list of required hardware with all required recovery procedures defined?

Real BCPs from other companies in Asia and BCP Audit checklists will be handed out for you to evaluate.

Rehearsal

Actual BCPs will be handed out and you decide how to test them.

- Crisis Management Team/ Executive Management
- Operations/Bank Office/Administration
- Sales/Marketing
- Information Technology

Videos of actual BCP exercises from an European bank and an American consumer product company will be screened.

Rehearsal Case Study

An American consumer product company conducted their annual BCP exercise in June 2005, on a regular working day. Their pre-announced exercise responded to an avian influenza scenario that caused the company to deploy its staff in multiple recovery locations to mitigate the risk of infection striking all employees at once. The General Manager, was the infection carrier in the scenario, and so was purposely excluded from the Crisis Management Team (CMT) deliberations during the exercise.

Each location’s Business Continuity plan includes that site’s most important business tasks as well as the potential data loss, Recovery Time Objectives (RTO) and Minimum (staff) Operating Requirements (MOR). But these recovery strategies were developed on the assumption that employees would all be working at or outside the office, but no recovery strategy looked at both occurring simultaneously.

Exercise Objectives:

- Evaluate each department’s ability to conduct normal business functions for one day with staff deployed in multiple locations simultaneously.
- Demonstrate the CMT’s ability to control and deliver messages to employees and external parties, even when the general manager is unavailable or significantly impaired.

Crisis Management Exercise

Practice how Human Resource and Corporate Communications handle phone calls from public and employees for the following scenarios:

- Bird Flu
- Neighbouring building explosion
- Petroleum Tanker explosion

Evacuation and Assembly Exercise

Think fire drills are boring? We will go through the following questions with you, and recommend ways to make them more effective:

- Does your exercise have props like flags, vests and hats?
- Do you have trained fire wardens to facilitate the exercise?
- Is your evacuation site outside the impact radius?
- How do you know if all your staff is present?
- How fast can you find out?

TRAINING DELIVERABLES

At the end of the workshop, you will be able to take away:

- Sample exercise tasks
- Sample follow up list
- Sample testing scenarios
- Sample CMT tasks
- Sample Incident Action Plans
- Sample BCP Audit checklist

To maximise your learning at the workshop, you will learn from real case studies with **actual business continuity plans** prepared by Forbes Calamity Prevention for multinational companies in Asia.

Workshop Schedule

Registration 08:30 - 09:00 hours
Workshop 09:00 - 17:00 hours

Two tea-breaks and one luncheon will be provided for during the two-day training.



About the Workshop Leader

NATHANIEL L. FORBES is the founder and director of Forbes Calamity Prevention (FCP) Singapore. FCP manages business continuity, crisis and emergency plans for multinational companies.

From 1984 to 1992, Nathaniel was the founder and president of a U.S. company that pioneered electronic filing of U.S. individual income tax returns, using Electronic Data Interchange (EDI) and Electronic Funds Transfer (EFT). In 1992, he sold that company to the publicly-listed U.S. company, Intuit Inc., publishers of the accounting software Quicken and the tax preparation programs TurboTax and MacInTax.

Nathaniel was President of the Business Continuity Group, a chapter of the Singapore Computer Society from 1999 to 2001. He passed the Disaster Recovery Institute International (DRII) Certified Business Continuity Planner (CBCP) exam in 1998.

Besides providing expert advice on BCP, Nathaniel also delivers training in BCP and crisis management. He has trained numerous executives in Russia, Malaysia, Thailand, China, Philippines and Singapore. A popular speaker at conferences and seminars, Nathaniel also writes occasionally for international publications, like Continuity e-Guide, Continuity Central and International Association of Emergency Managers.

Nathaniel has lived, traveled and worked in Asia since 1973. He has lived in Singapore since January 1996.

Clients of the company includes:

- ABN Amro Bank
- AXA Insurance
- CCH Asia
- Crédit Industriel et commercial (Singapore)
- FedEx
- Gillette
- Heng An Standard Life Insurance
- OCBC Bank
- Schroder Investment Management
- Siemens
- Singapore Exchange
- Wolters Kluwer

What past delegates have said about his workshops...

Do-It-Yourself BCP (DIY BCP™) Workshop

"Attain a full understanding of what BCP is all about. It is not isolated to Computer Disaster Recovery alone, as commonly emphasized by themanagement or about a plane striking a building"
- A leading bank in Malaysia

"The simulation exercise was realistic, intense, well-thought out, and orchestrated in a way that was very close to what reality may present to us. In my role, I found a good mix - work under pressure and lots of fun."
- Juan Gallo, Human Resource Director, Gillette Management (S.E.A.) Pte. Ltd.

Crisis Management Exercise

"This exercise gave our Crisis Management Team the opportunity to worktogether in a very realistic, stressful crisis scenario."
- Daniel Tan Bak Hiang, Executive Vice President, Head of Operations, Singapore Exchange Limited

"As the party responsible for the bank's crisis management policy, the CM course has given me added dimensions to consider in improving the bank's crisis management process."
- Gary Chong, Risk Analyst, Group Risk - Operational Risk Management, Oversea-Chinese Banking Corporation

Special Introductory Session

Not sure whether this is the workshop for you? Here's your opportunity to hear first-hand from the workshop leader himself before signing up for the workshop.

Mr Forbes will be doing a luncheon presentation as follows:

"Business Continuity Management"

- Rehearse! Exercise! Test! If the fire alarm goes off right now, is your contingency plan ready?!

Date : 14 Sep 2006

Time : 12:00 – 13:45 hours

Lunch will commence at 12 noon and the presentation will begin at 12.45 pm. This is an hour presentation with Q & A included.

Venue : OCBC Bank Centre

Hosted by : The Executives Club, OCBC Bank

Cost : S\$28

To register, please contact

Partners Conference & Event Management Pte Ltd

(Reg. No. 200210370R)

Tel: 65-6288 1273 Fax: 65-6288 1293

Email: enquiries@partners-conference.com

www.partners-conference.com

Fees (nett per person)

Standard Workshop Fee S\$1,795 nett per pax

Register by 31 Aug 2006 S\$1,495 nett per pax (save S\$300!)

Register by 30 Sep 2006 S\$1,695 nett per pax (save S\$100!)

Enjoy group discounts off early bird fees when you register a team of 3 people from the same organisation.

Yes, please register me / us

Name of Delegates

1. _____

2. _____

3. _____

Designation

Email

Approving Manager

Name: _____ Designation: _____

Email: _____ Organisation: _____

Address: _____

Postal Code: _____ Country: _____ Tel: _____ Fax: _____

Methods of Payment

Bank Transfer

Account Name: **Partners Conference & Event Management Pte Ltd**

Account Number: 501-584692-001 (Bank Code: 7339)

Pay to: OCBC Bank (SWIFT Code: OCBCSGSG)

Branch: OCBC Centre

Cheque

Please make your crossed cheque payable to:

Partners Conference & Event Management Pte Ltd

Kindly mail your cheque and registration form to:

Partners Conference & Event Management Pte Ltd

30 East Coast Road #02-27 Paramount Shopping Complex
Singapore 428751