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Course Catalogue



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FAILPROOF YOUR BUSINESS



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Process Excellence and Resilience... Creating Corporate Sustainability





MESSAGE FROM THE executive director

Dear valued customers, I would like to thank you all for attending our training workshops, and for your encouragement and participation. To enhance your corporate preparedness and to support your need for human resource development and talent management, we are happy to assist you with a wide range of training workshops to improve skill and professional competency of your teams. Continuity and Resilience (CORE) operates across a range of professional specializations in TRAINING & CONSULTANCY covering Crisis Management and Crisis Communications, Business Continuity, Disaster Recovery, Green IT, Information Security, IT Service Management, Project Management and Quality. Our mission is to promote and empower professionals with the appropriate skills and knowledge to help strengthen their management systems and enhance operational excellence in the business processes they work within. We also assist organizations to implement and conform to corporate standards in these domains, such as the ISO27001, BS25999, ISO9001, ISO14001 etc. We have partnered with British Continuity Institute (BCI) – UK for offering BCM Certification and with British Computer Society (BCS) – UK for offering the Green IT Certification. Once again, thank you for your constant support and I look forward to welcome you at our future training programmes ■

Dhiraj Lal, Executive Director

Green IT

The world is on the brink of an environmental crisis. The EU has issued stringent regulations on environmental compliance, and all the EU organizations and all their suppliers must comply, or may eventually lose their EU business. Other geographies are expected to issue similar regulations. It is expected that any organization that does not have a Green IT strategy in the next 5 years will be unable to compete with its peers. According to estimates, implementation of Green IT could result in cost savings of \$1 trillion, while also reversing the trend of global warming ■

GIT 050 Green IT for Senior Management

This short and highly effective workshop is designed specifically to provide Senior Management with a high level overview of Green IT concepts – business case, competitive scan, implementation roadmap, key success factors, roles and responsibilities, including how it will enhance their understanding of Carbon Footprint and knowledge about various calculators (Carbon, RoI, Payback Period, Total Cost of Ownership (TCO) and Cost Benefit Analysis (CBA) available for various Green IT actions.

Duration: 1 day

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand exactly what Green IT is, and its criticality and impact on any professional management
- Appreciate and articulate the business case and key drivers for Green IT implementation and deployment, including industry/competitive scan, and global and regional industry trends in Green IT etc. Gain a high-level understanding to Various Calculations (RoI, Payback Period, Cost Benefit Analysis etc.)
- Appreciate and articulate the Key Success Factors in Green IT implementation – including management roles and responsibilities, resourcing, project initiation, support and review etc

Who should attend?

- Senior Management (“C” level - CEO+1 down), Heads of Departments, Steering Committee members etc

GIT 100 1-day Workshop on Fundamentals of Green IT

This workshop is designed to assist participants to understand the Green IT concepts. The workshop will enable participants to believe the change that IT can bring in, the role that they all play in the Green IT initiatives. It will enhance their understanding of Carbon Footprint and knowledge about various calculators (carbon, RoI, Payback Period, Total Cost of Ownership (TCO) and Cost Benefit Analysis (CBA) available for various Green IT actions. Training methodologies include classroom training and hands-on exercises, video clippings, and discussions. The participants will also understand the risks associated with such changes and their mitigations.

Duration: 1 day

Benefits of the Workshop

- Definition of Green IT
- Impact of IT on Natural Resources
- Internal and External Drivers
- Introduction to Various Calculations (RoI, Payback Period, Cost Benefit Analysis etc.)
- Risks and Mitigations
- Cradle to Grave Scenario for the IT

Who should attend?

- Team – IT, Facilities, CSR, Sustainability, Green IT, Environment Health & Safety
- All employees in the organization
- Students, professionals, researchers, auditors, technocrats, bureaucrats, consultants etc.



GIT 300

3-day ISEB Foundation Certificate Workshop in Green IT

This workshop is designed to assist participants to understand the Green IT concepts and then start implementing from policy development, action plan development and deployment. The workshop will enable participants to apply principles of auditing IT in an organization (from energy consumption and carbon footprint perspective), undergo detailed calculations of carbon footprint, Return on Investment (RoI), Payback Period, Total Cost of Ownership (TCO) and Cost Benefit Analysis (CBA) for various Green IT actions. Training methodologies include classroom training and hands-on exercises, video clippings, quizzes, discussions and case studies. The participants will also understand the change management and risk management associated with Green IT actions, and will be fully equipped at the end to start good practices implementation in their own spaces (organizational/personal).

Duration: 3 days



Benefits of the Workshop

- Definition of Green IT
- Internal and External Drivers, Roles & Responsibilities
- Principles of Climate Change
- Policy, Strategy, Action, Program Plan Development
- Various Calculations (Carbon Footprint, RoI, Payback Period, Cost Benefit Analysis etc.)
- Change Management, Risk Management and Mitigations
- Vendor Selection
- Cradle to Grave Scenario for the IT
- Pass the exam on the last day, which will lead to the ISEB certification for Green IT professionals

Who should attend?

- Heads – IT, Facilities, CSR, Sustainability, Green IT, Environment Health & Safety
- Teams – IT, Facilities, Finance, CSR, Sustainability, Green IT, Legal, Procurement, Quality
- Internal and External Auditors responsible for auditing Green IT practices
- Those involved in special projects like CDM (Clean Development Mechanism), CDP (Carbon Disclosure Project), e-Waste Management, Energy Efficiency etc.



To Register for our Workshops, please write to us at courses@continuityandresilience.com

Information Technology Service Management

With almost all organisations so critically dependent on IT, IT Service Management (ITSM) has come to be one of the most critical elements of an effective and efficient IT setup.

IT Service Management typically covers a wide range of IT Service Management parameters, and relies heavily on the Best Practices framework based on ITIL (IT Infrastructure Library), which is the most widely used and accepted approach for IT Service Management guidelines and architecture. The ITIL Framework helps IT Managers to provide quality IT Services in an effective, efficient and economically viable and reasonable manner, and at the same time, fulfilling the Customers' needs, reasonable turnaround times and expectations. It can be tailored to any IT service provider (either internal or external third party) irrespective of their size or the technology in use.

Effective IT Service Management is based on principles adopted from the IT Infrastructure Library (ITIL) – of which ITIL v3 is the latest proponent. We offer highly specialised as well as basic courses in ITSM, based on ITIL and also the ISO20000 ■

ITIL 050 ITIL for Senior Management

This short and highly effective workshop is designed specifically to provide Senior Management with a high level overview of the ITIL best practice framework, which is critical to the effective and customer-focused functioning of any organization that is substantially reliant on IT – as almost organizations today are. By explaining the business case, competitive scan and case studies for ITIL, this workshop explains how ITIL can solve business problems and directly contribute to revenue and margins. Other topics touched upon are ITIL concepts and terminology, implementation roadmap and roles and responsibilities, improvements in operational efficiencies and spend, cycle time, improvements in customer relationships and financial metrics such as return on equity and revenue.

Duration: 3 hours approx.



Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand exactly what ITIL is, and its criticality for any professionally management organisation
- Appreciate the business case and key principles of ITIL implementation, including industry/competitive scan, and global and regional industry trends in ITIL etc.
- Gain a high level understanding of the Service Lifecycle, including objectives and business value for each phase of the Lifecycle
- Appreciate the Key Success Factors in ITIL implementation – including management roles and responsibilities, resourcing, project initiation, support and review etc.

Who should attend?

- Senior Management ("C" level - CEO+1 downs)
- Heads of Departments from across the organisation - including those from Line Functions (Customer-facing) and Staff functions (internal)
- ITIL/IT Service Management Steering Committee members etc.
- Location Heads/Senior Managers from across the country, responsible for ITIL in their own locations/geographies



ITIL 100

1-day Workshop on Fundamentals of ITIL

This workshop is designed to give an overview of the ITIL best practices framework. The course provides an overview and a modular introduction to the concepts, terms, definitions, benefits, objectives, and relationships within core IT service management processes and functions. Ideally suitable for the effective and customer-focused functioning of any organization that is substantially reliant on IT. The course is based on principles described in ITIL's Service Support and Service Delivery Standards, and is imparted through classroom training and individual/group exercises, videos and group discussions, Knowledge checks and quizzes are made use of in order to enhance the participant learning experience and knowledge retention.

Duration: 1 day

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Gain a high level understanding of the Service Lifecycle, including objectives and business value for each phase of the Lifecycle
- Understand exactly what ITIL is, and its criticality in the professional domain
- Appreciate the business case and key principles of ITIL implementation, and global and regional industry trends in ITIL etc.
- Appreciate the Key Success Factors in ITIL implementation

Who should attend?

- Heads of Departments from across the organisation - including those from Line Functions (Customer-facing) and Staff functions (internal)
- ITIL/IT Service Management Steering Committee members etc.
- Location Heads/Senior Managers from across the country, responsible for ITIL in their own locations/geographies

ITIL 300

3-day Workshop on ITIL V3 Foundation

The ITIL Foundation V3 training course provides a detailed, modular introduction to the concepts, terms, definitions, benefits, objectives, and relationships within core IT service management processes and functions, according to the ITIL best practice framework.

The course is based on principles described in ITIL's Service Support and Service Delivery Standards. The course prepares participants for the examination leading to the Foundation Certificate in IT Service Management.

ITIL Foundation is an instructor-led course which:

- Provides a practical understanding of ITIL version 3 key concepts, principles, processes, and functions
- Prepares students to pass the ITIL Foundation exam

Duration: 3 days

Benefits of the Workshop

- Introduction to Service Management
- The importance of Service Management
- Definition of a Service and Service Management
- The Need for a Service Culture
- Service Management as a Practice
- The Service Lifecycle
- Objectives and Business Value for Each Phase of the Lifecycle
- Main Goals and Value to the Business Provided by Each Lifecycle Phase
- Objectives, Business Value, Basic Concepts, Roles and Interfaces
- Objectives and Basic Concepts
- Key Principles and Models of ITSM

Who should attend?

- Service Desk
- Application Management
- Operations Management
- Technical Management

Information Technology Service Management



We also offer other workshops in ITIL v3 and ITIL v2

- ITL 110 - ITIL v3 Awareness
- ITL 120 - ITIL v3 Awareness e-Learning
- ITL 130 - ITILv3 Foundation with Simulation
- ITL 140 - ITIL v3 Foundation e-Learning
- ITL 150 - ITIL v3 Foundation Bridge
- ITL 160 - ITIL v3 Foundation Bridge e-Learning
- ITL 170 - ITIL v3 Managers Bridge
- ITL 180 - ITIL v3 Operation Support and Analysis
- ITL 190 - ITIL v3 Release, Control and Validation
- ITL 200 - ITIL v3 Service Offerings and Agreements
- ITL 210 - ITIL v3 Service Strategy
- ITL 220 - ITIL v3 Service Design
- ITL 230 - ITIL v3 Continual Service Improvement
- ITL 240 - ITIL v3 Mini e-Learning Workshop – Service Strategy
- ITL 250 - ITIL v3 Mini e-Learning Workshop – Service Design
- ITL 260 - ITIL v3 Mini e-Learning Workshop – Service Transition
- ITL 270 - ITIL v3 Mini e-Learning Workshop – Service Operation
- ITL280 - ITIL v3 Mini e-Learning Workshop – Continual Service Improvement
- ITL 290 - ITIL v3 Managing across the lifecycle
- ITL 300 - ITIL v2 Foundation
- ITL 320 - ITIL v2 Practitioner Support and Restore
- ITL 330 - ITIL v2 Practitioner Release and Control
- ITL 340 - ITIL v2 Practitioner Agree and Define
- ITL 350 - ITIL v2 Practitioner Plan and Improve
- ITL 360 - ITIL v2 Service Manager



To Register for our Workshops, please write to us at courses@continuityandresilience.com

IT Disaster Recovery

Disaster Recovery refers to the process, policies and procedures related to ensuring the resilience of technology infrastructure, including speedy and effective recovery / restoration of technology after a disaster or disruption. Per Gartner, protecting an organization's data and IT infrastructure in the event of a disruption is one of the top 3 concerns of today's CIO. Per statistics, 43% of companies that had a major loss of business data never reopen, and only 6% companies survive in the long-run.

IT is the backbone of every business. An IT disaster can cause a company wide disruption. Per Gartner, 2 out of 5 organizations that experience a severe disaster go out of business within five years.

Most organizations are now critically dependent on IT. The fact is that no business is immune to disasters, which can strike at any time, often without prior notice, and at the worst possible time. And when the IT fails down, most organizations are unable to function. At best, a severe disaster could merely incapacitate a business, allowing it to crawl back to normalcy over a period of time. At worst, the business can be permanently crippled, or may even shut down ■



ITDR 050 ITDR for Senior Management

This short and highly effective workshop is designed specifically to provide Senior Management with a high level overview of the IT DR framework – business case, competitive scan, implementation roadmap, key success factors, roles and responsibilities, including drivers such as corporate governance and compliance. Based on the BCI Good Practice Guidelines 2010 (GPG07), which have played a significant part in the development of the PAS56 and the BS25999-2:2007, this workshop also touches upon the main requirements of NFPA1600 (US and Canada) HB221 (Australia), APS 232 (Australia) and FSA (UK).

Duration: 3 hours approx

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand exactly what ITDR is, and its criticality for any professionally management organisation
- Appreciate and articulate the business case and key drivers for IT DR implementation, including industry/competitive scan, and global and regional industry trends in IT DR etc.
- Gain a high level understanding of the IT DR implementation roadmap, and the the 6 stages of the DR Lifecycle
- Appreciate and articulate the Key Success Factors in IT DR implementation – including management roles and responsibilities, resourcing, project initiation, support and review etc.

Who should attend?

- Senior Management ("C" level - CEO+1 downs), Heads of Departments
- IT & Technology Department Personnel under CTO / CIO / CXO



ITDR 100

1-day Workshop on Fundamentals of IT DR

This workshop is designed to give an overview of the deployment and management of IT-DR in a corporate set up. The workshop will take the participants through stages of the IT DR framework, implementation roadmap, key success factors, and roles and responsibilities and compliance issues. Loosely based on the approach advocated by the BCI Good Practice Guidelines 2010 (GPG07), which have played a significant part in the development of the PAS56 and the BS25999-2:2007, this workshop also briefly touches upon the main requirements of NFPA1600 (the US and Canada) and FSA (UK), as related to IT DR.

Duration: 1 day

Benefits of the Workshop

- Appreciate and articulate the value of IT DR, and its key drivers
- Understand the differences between IT Disaster Recovery and related terms such as Business Continuity Management and Disaster Management
- Walk through the stages of the IT DR Lifecycle and Planning Methodology, starting with IT DR Policy and Programme Management
- Gain a high-level understanding of the steps involved in creating a Disaster Recovery Plan, such as Risk Assessment, Business Impact Analysis, Recovery Strategy and Plan Development
- Appreciate and articulate the Management System elements such as IT DR Audit, Awareness and Training, Exercising, Testing, Maintenance and Plan Updation

Who should attend?

- All employees that are involved in or need to support the IT DR initiative within the organization. Particularly those from IT and IT DR-related domains, and also Business Representatives involved in specifying or managing IT DR requirements in a Crisis or Disaster situation
- Senior Management, Students, Academicians, IT Professionals, Technocrats, Bureaucrats, Consultants and other Professionals from unrelated domains
- Those keen to take full advantage of the member resources on the BCI website (www.thebci.org)



ITDR 200

2-day Workshop on Implementing IT Disaster Recovery Planning

This workshop is designed to enable the participants to appreciate the value of IT DR, and its key drivers. The workshop helps to understand the differences between Business Continuity Management, IT Disaster Recovery, Crisis Management and Emergency Response.

The participant is given a walk through the 6 stages of the IT DR lifecycle and Planning Methodology, starting with IT DR Policy and Programme Management. The workshop helps them gain a high-level understanding of the steps involved in creating a Business Continuity Plan, such as Risk Assessment, Business Impact Analysis, Recovery Strategy and Plan Development focused on IT - DR and appreciate the Management System elements such as IT DR Audit, Embedding Culture/Awareness and Training, Exercising, Testing, Maintenance and Plan Updation.

Duration: 2 days

Benefits of the Workshop

- All employees that are involved in or need to support the IT DR initiative within the organization. Particularly those from IT DR-related domains such as Crisis and Risk Management, Emergency Planning, Information Security, Operations, Facilities, Administration, HR, Audit, Legal and Compliance. Those who want to have merely a high-level understanding of the steps involved in implementing IT DR, such as Senior Management, Students, Researchers, Technocrats, Bureaucrats, Consultants and Professionals from unrelated domains.
- Those keen to take full advantage of the member resources on the BCI website (www.thebci.org)



IT Disaster Recovery

Who should attend?

- All employees that are involved in or need to support the IT DR initiative within the organization. Particularly those from IT DR-related domains such as Crisis and Risk Management, Emergency Planning, Information Security, Operations, Facilities, Administration, HR, Audit, Legal and Compliance
- Those who want to have merely a high-level understanding of the steps involved in implementing IT DR, such as Senior Management, Students, Researchers, Technocrats, Bureaucrats, Consultants and Professionals from unrelated domains
- Those keen to take full advantage of the member resources on the BCI website (www.thebci.org)

ITDR 500

5-day BCI Certification Workshop for IT - DR Professionals based on the Good Practice Guidelines (GPG)

The BCI Good Practice Guidelines have played a significant part in the development of the PAS56 and the BS25999-2:2007. As a global institute, the BCI Good Practice Guidelines 2010 (GPG07) also cover the main requirements of NFPA1600 (US and Canada) HB221 (Australia), APS 232 (Australia) and FSA (UK) – and hence is widely respected as being holistic and comprehensive. By linking the phases of the IT - DR Lifecycle directly to the 2 Management Practices and 4 Technical Practices, the GPG07 provides the right knowledge base for those wishing to become certified IT - DR practitioners through the BCI examination scheme. Training methodologies include classroom training, individual/group exercises, case studies, role-plays, videos and group discussions, Knowledge checks, quizzes and a mock exam are made use of in order to enhance the participant learning experience and exam preparation.

Duration: 5 days



Benefits of the Workshop

- Policy & Programme Management
- Embedding BCM in the Organization's Culture
- Determining BCM Strategy
- Developing and Implementing a BCM response
- Exercising, Maintaining and Reviewing
- Understanding the Organization
- Pass the exam on the last day, which can lead to the BCI certification for BCM professionals

Who should attend?

- Full-time or part-time Business Continuity Professionals interested in learning more about Global BCM Best Practices
- Auditors wanting to gain an in-depth understanding of BCM
- Professionals from BCM-related domains such as Crisis and Risk Management
- Emergency Planning, Information Security, Operations, Facilities, Administration, HR, Legal and Compliance
- Those who are looking to progress through the 4 levels of BCI certification (MBCI etc.)
- Those keen to take full advantage of the member resources on the BCI website (www.thebci.org)



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Business Continuity Management

No business is immune to disasters, which can strike at any time, without prior notice, and often at the worst possible time. At best, a severe disaster could merely incapacitate a business, allowing it to crawl back to normalcy over a period of time. At worst, the business can be permanently crippled, or may even shut down. According to Gartner, 40% of the organizations that experience a severe disaster go out of business within five years. It is estimated that implementation of a robust Business Continuity program can reduce the total loss to an organisation by more than 90% ■

BCM 050 BCM for Senior Management

This short and highly effective workshop is designed specifically to provide Senior Management with a high level overview of the BCM framework – business case, competitive scan, implementation roadmap, key success factors, roles and responsibilities, including drivers such as corporate governance and compliance. Based on the BCI Good Practice Guidelines 2010 (GPG07), which have played a significant part in the development of the PAS56 and the BS25999-2:2007, this workshop also touches upon the main requirements of NFPA1600 (US and Canada) HB221 (Australia), APS 232 (Australia) and FSA (UK).

Duration: 3 hours approx.

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand exactly what BCM is, and its criticality for any professionally management organization
- Appreciate and articulate the business case and key drivers for BCM implementation, including industry/competitive scan, and global and regional industry trends in BCM etc.
- Gain a high level understanding of the BCM implementation roadmap, and the the 6 stages of the BCM Lifecycle
- Appreciate and articulate the Key Success Factors in BCM implementation – including management roles and responsibilities, resourcing, project initiation, support and review etc.

Who should attend?

- Senior Management (“C” level - CEO+1 downs), Heads of Departments, Steering Committee members etc.

BCM 100 1-day Workshop on Fundamentals of BCM

This workshop is designed to give an overview of the six phases of the BCM Lifecycle and the steps required to implement a Business Continuity Management System. Training methodologies include classroom training and individual/group exercises, videos and group discussions, Knowledge checks and quizzes are made use of in order to enhance the participant learning experience and knowledge retention.

Duration: 1 day





Benefits of the Workshop

- Appreciate and articulate the value of BCM, and its key drivers
- Understand the differences between Business Continuity Management, IT Disaster Recovery, Crisis Management and Emergency Response
- Walk through the 6 stages of the BCM lifecycle and Planning Methodology, starting with BCM Policy and Programme Management
- Gain a high-level understanding of the steps involved in creating a Business Continuity Plan, such as Risk Assessment, Business Impact Analysis, Recovery Strategy and Plan Development
- Appreciate and articulate the Management System elements such as BCM Audit, Embedding Culture/Awareness and Training, Exercising, Testing, Maintenance and Plan Update

Who should attend?

- All employees that are involved in or need to support the BCM initiative within the organization. Particularly those from BCM-related domains such as Crisis and Risk Management, Emergency Planning, Information Security, Operations, Facilities, Administration, HR, Audit, Legal and Compliance
- Those who want to have merely a high-level understanding of the steps involved in implementing BCM, such as Senior Management, Students, Researchers, Technocrats, Bureaucrats, Consultants and Professionals from unrelated domains
- Those keen to take full advantage of the member resources on the BCI website (www.thebci.org)

BCM 110

1-day Interactive Workshop on Business Continuity in the Supply Chain

An increasing challenge for BCM Practitioners is how best to assess and include key suppliers of products and services in business continuity planning. Practitioners are often faced with questions such as:

- How well do you know your supply chain?
- What is the state of their continuity planning?
- Do you take their word for their BC planning and preparation or do you undertake an audit?
- What about their key suppliers? How far down the supply chain do you go?
- What strategies should be considered and implemented?

When any organisation is involved in the consideration and selection of suppliers, there are numerous factors to consider including price, quality, support, credit worthiness etc. How does a BC Manager ensure that BC considerations form part of the supplier selection process? And delivers credible value to the organisation?

This BCI workshop is aimed at answering some of the questions above, as well as providing some guidelines for developing an integrated corporate approach to supply chain management.

Duration: 1 day

Benefits of the Workshop

- Identify and analyze threats to your organization
- Minimize risk to your company and resources when disaster strikes
- Recover quickly when disaster strikes
- Familiarize and prepare staff to react quickly, decisively and appropriately
- Gain the skills required to develop a detailed business continuity plan
- Test and evaluate your business continuity plan

Who should attend?

- Who are looking to develop some practical guidelines
- These two sessions will provide ideas and information for those relatively new to the subject
- CEOs & CFOs responsible for Corporate
- Governance, adherence and certification
- Senior Managers or Risk Heads with direct responsibility for Business Continuity/Security
- Business Continuity Coordinators & Program Managers
- CTOs, CIOs, COOs, Operations Heads and Project / Transition Managers
- Hands-on Business Continuity/Disaster Recovery professionals and BCP Practitioners
- Anyone responsible for or involved in managing the Business Continuity Management process
- The External or internal auditors

BCM



BCM 210

2-day Workshop on Conducting an effective BIA

This workshop is designed to take the participant through the steps required to develop a complete understanding of the business impact analysis process, and the critical steps required to conduct BIA in their organizations to a great effectiveness and with high efficiency.

The class is set in a highly interactive environment with a strong mix of both lecture and hands-on experience. The students will work together to simulate a true BCP project and handle a case study that is designed to meet all types of business and organizational challenges. The Workshop helps imbibe within the participants the concept that a thorough Business Impact Analysis (BIA) is the backbone of an effective Business Continuity Management Program.

Duration: 2 days



Benefits of the Workshop

- Develop and implement an organizational-wide Business Impact Analysis (BIA) data Collection approach
- Evaluate BIA information, summarize and present the findings to senior management
- Formulate recommendations and next steps to start or enhance a business continuity program
- Identify the time critical/ sensitive business functions/ processes of an organization
- Understand relationship between RTO, RPO, MTPoD and establish the same for various processes/ functions
- Understand Peak Period Conflicts and managing the same
- Identify key products and services (functions/ processes) for the organization
- Identify the Key Recovery Requirements and the resources for the same

Who should attend?

- BCM Heads, Program/ Project Managers
- Full-time or part-time Business Continuity Professionals or Consultants
- Disaster Recovery Professionals
- Members of the BCM Team, department BCM coordinators, Recovery and support team
- IT and Information Security Professionals
- Risk Management Professionals
- Auditors (in fields of BC Program, Compliance, Information Security, Internal/External, Finance)

BCM 300

3-day Integrated Workshop Covering the BCM Lifecycle

"This program is a specifically developed integrated BCM workshop and has been designed to provide a holistic learning experience for professionals and covers the BCM lifecycle. The workshop helps the participants to understand the BCM framework, the terminology and the BC Planning Methodology. It also helps to understand the difference between BCM, Disaster Recovery, Crisis Management and Emergency Response. The workshop also helps the participants to understand the benefits of implementing a Business Continuity

Management System (BCMS) based on BS 25999 best practices standard. To gain an appreciation of the criticality of the criticality of Crisis Management, and its key drivers, the participants are made to a crisis simulation exercise to understand how a crisis situation unfolds.

Duration: 3 days

Business Continuity Management

Benefits of the Workshop

- Gain appreciation of the criticality of BCM, and its key drivers
- Understand the critical steps involved in creating a Business Continuity Plan, such as Risk Analysis
- Business Impact Analysis, Recovery Strategy and Plan Development
- Understand how the internationally acclaimed BS 25999 provides a basis for understanding, developing and implementing business continuity within an organization
- Understand how a crisis situation unfolds
- Effectively manage crisis communications with external and internal entities, and the public
- Familiarize and prepare staff to react quickly and decisively
- Minimizing risk to your company and resources when disaster strikes

Who should attend?

- BCM Heads, Co-ordinators, Program/ Project Managers
- Full-time or part-time Business Continuity Professionals and Consultants
- Auditors wanting to gain an in-depth understanding of BCM
- Senior Management who may comprise the Crisis Management Team of the organization, responsible for managing the situation at a Leadership level
- Members of the BCM Team, department BCM co-ordinators, recovery and support team
- IT and Information Security professionals
- Business owners/ managers who want to safeguard their investment from losses caused by unplanned disruptions

BCM 500

5-day BCI Certification Workshop for BCM Professionals based on the Good Practice Guidelines (GPG)

The BCI Good Practice Guidelines have played a significant part in the development of the PAS56 and the BS25999-2:2007. As a global institute, the BCI Good Practice Guidelines 2010

(GPG07) also cover the main requirements of NFPA1600 (US and Canada) HB221 (Australia), APS 232 (Australia) and FSA (UK) – and hence is widely respected as being holistic and comprehensive. By linking the six phases of the BCM Lifecycle directly to the 2 Management Practices and 4 Technical Practices, the GPG07 provides the right knowledge base for those wishing to become certified BCM practitioners through the BCI examination scheme. Training methodologies include classroom training, individual/group exercises, case studies, role-plays, videos and group discussions, Knowledge checks, quizzes and a mock exam are made use of in order to enhance the participant learning experience and exam preparation.

Duration: 5 days

Benefits of the Workshop

- Policy & Programme Management
- Embedding BCM in the Organization's Culture
- Determining BCM Strategy
- Developing and Implementing a BCM response
- Exercising, Maintaining and Reviewing
- Understanding the Organization
- Pass the exam on the last day, which can lead to the BCI certification for BCM professionals

Who should attend?

- Full-time or part-time Business Continuity Professionals interested in learning more about Global BCM Best Practices
- Auditors wanting to gain an in-depth understanding of BCM
- Professionals from BCM-related domains such as Crisis and Risk Management, Emergency Planning, Information Security, Operations, Facilities, Administration, HR, Legal and Compliance
- Those who are looking to progress through the 4 levels of BCI certification (MBCI etc)
- Those keen to take full advantage of the member resources on the BCI website (www.thebci.org)



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Business Continuity Management LA

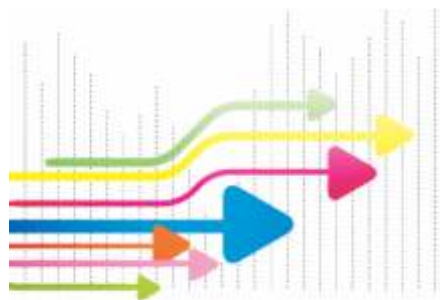


BCM 220

2-day BCM Internal Auditor Workshop based on the BS 25999

This workshop is designed to assist participants to be able to conduct effective audits of their Business Continuity Management System (BCMS). The workshop will enable participants to apply principles of auditing to the BCM domain, including activities such as conducting on-site audit activities and generation of audit findings using techniques such as observation, sampling, interviews, analysis of records and documentation review. Training methodologies include classroom training and hands-on exercises, including an audit of real-life documents on which to develop and practice auditing skills. The workshop will also cover interviewing skills, role-playing and extensive documentation review through which to simulate the steps involved in performing BCM Audits.

Duration: 2 days



Benefits of the Workshop

- Understand the differences between the BS 25999 Part 1 and Part 2
- Appreciate and articulate the contents of the BS 25999-2:2007 (Specifications) and the BS 25999-1:2006 (Code of Practice)
- Plan and Lead an audit in line with principles of the ISO 19011:2002
- Manage successful audit communications, interviews and meetings, including daily updates identify non-conformities, articulate and present audit findings
- Write a succinct audit report
- Conduct opening, closing, and follow-up audit meetings

Who should attend?

- Business Continuity, IT and Information Security Professionals at all levels
- Internal and External Auditors responsible for auditing business continuity practices
- Lead Auditors/Auditors responsible for other Management Systems

BCM 310

3-day Accelerated BCM Lead Auditor Workshop based on the BS25999 flyer

This intensive and accelerated workshop is designed to assist participants to be able to plan, lead and manage effective audits of their Business Continuity Management System (BCMS).

The workshop will enable participants to apply principles of auditing to the BCM domain, including activities such as assessing audit scope and auditor competencies, audit planning and advance preparations, and conduct of on-site audit activities such as documentation review, generation of audit findings, non-conformities and audit conclusions. Training methodologies include classroom training and hands-on exercises, including an audit of real-life documents on which to develop and practice auditing skills. It will also cover interviewing skills, role-playing and group workshops, and a case study in which to simulate the steps involved in planning and managing BCM Audits.

Duration: 3 days

BCMLA

Benefits of the Workshop

- Understand the differences between the BS 25999 Part 1 and Part 2
- Appreciate and articulate the contents of the BS 25999-2:2007 (Specifications) and the BS 25999-1:2006 (Code of Practice)
- Plan and Lead an audit in line with principles of the ISO 19011:2002
- Manage successful audit communications, interviews and meetings, including daily updates
- Identify non-conformities, articulate and present audit findings
- Write a succinct audit report
- Conduct opening, closing, and follow-up audit meetings
- Prove their competence by passing the 2-hour exam held on the last day of the workshop

Who should attend?

- Business Continuity, IT and Information Security Professionals
- Internal and External Auditors responsible for auditing business continuity practices
- Lead Auditors/Auditors responsible for other Management Systems
- Business continuity managers and other BCM professionals (BCI, DRII, BCMI certified)
- Consultants in BCM and other relevant domains such as Infosec, ITSM, ERM etc.

BCM 510

5-day BS25999 Lead Auditor Workshop

This workshop is designed to provide participants with the skills and knowledge to conduct and lead effective business continuity management system audits in accordance with the requirements of BS 25999-2:2007 and ISO 19011:2002 guidelines for auditing of Management Systems. The workshop explains the principles and practices of independent auditing for a business continuity management system and guides participants through the entire audit process, from planning and managing an audit program to reporting of audit results. Participants will gain the necessary auditing skills through a balance of formal classroom tutorials, auditor-auditee role-plays, group workshops, and debriefs/discussions.

Duration: 5 days

Benefits of the Workshop

- Understand the differences between the BS 25999 Part 1 and Part 2
- Appreciate and articulate the contents of the BS 25999-2:2007 (Specifications) and the BS 25999-1:2006 (Code of Practice)
- Plan and lead an audit in line with principles of the ISO 19011:2002
- Manage successful audit communications, interviews and meetings/daily updates
- Identify non-conformities, articulate and present audit findings
- Write a succinct audit report
- Conduct opening, closing, and follow-up audit meetings
- Prove their competence by passing the 2-hour exam held on the last day of the workshop

Who should attend?

- Business Continuity, IT and Information Security Professionals
- Internal and External Auditors responsible for auditing business continuity practices
- Lead Auditors/Auditors responsible for other Management Systems
- Existing lead auditors in other schemes
- Business continuity managers and other BCM professionals (BCI, DRII, BCMI certified)
- Consultants in BCM and other relevant domains such as Infosec, ITSM, ERM etc.



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Crisis Management



It is said that it takes years and years of nurturing to build a reputation, but only moments to tarnish it. Crisis Management and Crisis Communications often comprise the initial response from any organization.

Only after effective response does effective recovery and restoration commence. Effective Crisis Management is critical for an organization to protect the reputation and image of the company – while ineffective or inappropriate crisis management could effectively destroy the future of the company.

Conversely, Effective Crisis Management in the face of a disaster situation could even help enhance the image of the company, and in the long run contribute in a major way to the growth and proliferation of the company. Proactive and effective Crisis Management could prevent an incident from escalating, and save valuable assets such as human life, physical assets, reputation and financials – and thus perhaps even change the course of history ■

CMT 100 1-day Workshop on Fundamentals of Crisis Communication

This workshop is for senior management and committed professionals who would be seeking to appreciate principles of effective crisis communications and media management.

Duration: 1 day

Benefits of the Workshop

- Protect the organization from threats and reputational damage through an effective crisis communications plan
- Formulate arguments for a compelling crisis communications plan
- Build sound communications strategies to address key stakeholders expectations. Spokesperson's role in a crisis
- Learn about considered responses what format for which people
- Minimize information leaks
- Improve press and public relations
- Effective handle Media interactions/Press Conferences

Who should attend?

- Senior Management who comprise the Crisis Management Team of the Organization
- Media Spokespersons and Media Handlers
- Crisis and Emergency Management Teams
- All personnel involved in Emergency Response. Members of the BCM Team.
- Those from the authorities (police, hospital, other emergency department)
- Managers of any large office, manufacturing facility or service establishment
- Members of the BCM Team, department BCM co-ordinators, recovery and support team members
- Faculty and Students of Education Institutions

CMT 110 1-day Simulation Exercise on Crisis and Disaster Management

This Exercise focuses on Simulating real-life scenarios for the participants and how they react to crisis situations as they unfold, experience first-hand the challenges of Emergency Response and gain an appreciation of the critical need for proactive planning, exercising and maintenance, as Emergency Response skills and techniques. This fast-paced exercise is conducted primarily through role-plays in a simulated real-life disaster situation, to which participants will need to respond. The workshop also covers theory of crisis management, and some videos to enhance the learning experience.

Duration: 1 day





CRISIS COMM

Benefits of the Workshop

- Familiarize and prepare staff to react quickly, decisively and effectively
- Be able to recover and resume time-sensitive business operations within reasonable timelines
- Minimize risk to your company and resources when disaster strikes
- Be able to set up and operate a command centre effectively
- Document, track, monitor and control events and actions
- Effectively manage crisis communications with external and internal stakeholders
- Gain an appreciation of the criticality of Crisis Management, and its key drivers

Who should attend?

- Senior Management who may comprise the Crisis Management Team of the organization, responsible for managing the situation at a Leadership level
- Operational Managers and all personnel involved in Emergency Response
- Managers responsible for Risk Management, Physical Security, Facilities, HR and Administration
- Members of the BCM Team, department BCM coordinators, recovery and support team
- IT and Information Security professionals
- Managers of any large office or operating facility
- Internal and External Auditors responsible for auditing business continuity practices
- Lead Auditors/Auditors responsible for other Management Systems

Courses In Crisis Management And Communications

- CMT 101 - Essentials of Crisis Management; This workshop lays the groundwork in Crisis Management discipline.
- CMT 102 - Issues Management; Implementation of an issues management function enables firms to systematically identify and manage strategically relevant issues.
- CMT 210 - Media Communications in a Crisis; This workshop focuses on media relations, communications, and reputation management. It teaches how to speak publicly during a crisis and includes essential elements for reputation management.
- CMT 220 - Risk Communication; Risk communication helps prevent crises and protects and enhances stakeholder relationships and organizational reputation.
- CMT 140 - Influence with Integrity; Cutting edge communication skills and personal congruence are the foundation of strong leadership. The audience includes individuals responsible for motivating, persuading and influencing others.
- CMT 150 - Crisis Team Leadership Development; This workshop teaches management how to work in a team and make decisions under extreme conditions. It helps participants figure out what's important and what's not when making a decision.
- CMT 160 - Incident Management Plan; Writing the Incident Response Plan is an important step in getting BS 25999 certification. Its objective is to develop and implement procedures for response to and stabilization of the situation.
- CMT 180 - Planning for Communications Crisis; CM 180 provides a documented framework to enable an organization to manage any crisis event regardless of cause.
- CMT 200 - Staying Resilient During a Crisis; The workshop focuses on crisis and reputation management by looking at case studies of successful and failed organizations.
- CMT 210 – Emergency Response; CM 210 equips participants with effective responses during a crisis helping the organisation ensure life safety, minimizing impact on its assets, and resuming critical business operations.
- CMT 220 – Incident Command System; This is a workshop for BC managers to understand the ICS structure, and to learn how to co-ordinate with public agencies. ICS provides a framework for the organisation to manage incidents affecting it.
- CMT 230 - Leaders of Resilient Organisations; This workshop focuses on leadership qualities that support the development of a resilient organization. Leadership in times of crisis helps some organizations survive crises better than others.



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Environment Management



An Environmental Management System (EMS) provides a framework for managing environmental responsibilities efficiently in a way that is integrated into the overall operations. ISO 14001 sets out how to go about putting in place an effective EMS. The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact-ensure similar terminology for other standards too ■

EVM 050

Environment Management for Senior Management

This short and highly effective workshop is designed specifically to provide Senior Management with a high level overview of Environment Management, highlight it as a business case, use competitive scans, implementation roadmap, key success factors, roles and responsibilities, including drivers such as corporate governance and compliance. This informative workshop provides an overview of EMS and highlights awareness of national and international regulatory initiatives.

Duration: 3 hours

Benefits of the Workshop

- Understand exactly what EMS is, and its criticality for any professionally management organisation
- Appreciate and articulate the business case and key drivers for EMS implementation, including industry / competitive scan, and global and regional industry trends
- Gain a high level understanding of the EMS implementation roadmap
- Appreciate and articulate the Key Success Factors in EMS implementation – including management roles and responsibilities, resourcing, project initiation, support and review etc.

Who should attend?

- Senior Management (“C” level - CEO+1 downs)
- Heads of Departments from across the organisation - including those from Line Functions (Customer-facing) and Staff functions (internal)
- Location Heads/Senior Managers from across the country, responsible for EMS in their own locations/geographies

EVM 200

2-day Workshop on the Fundamentals of Environment Management

This workshop has been designed specifically to provide a framework for managing environmental responsibilities efficiently in a way that is integrated into the overall operations. The workshop enables the participants to understand the implementation roadmap, key success factors, and their roles and responsibilities in the background of the ISO 14001. The standard is designed to address the delicate balance between maintaining profitability and reducing environmental impact. – ensure similar terminology for other standards too.

Duration: 2 days

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand the scope of an Environment Management System
- Appreciate the relevance of ISO14001 and EMS to your business
- Understand the EMS planning and implementation cycle
- High level introduction to EMS auditing

Who Should Attend?

- Managers for environment, quality, health and safety, project managers or any staff developing and implementing an EMS

EVM



EVM 210

2-day Internal Auditor Workshop based on the EN 16001

This workshop has been designed based on the principles and practices of effective management systems process audits in accordance with ISO 19011:2002.

Duration: 2 days

EVM 200

2-day Internal Auditor Workshop based on the ISO 14001

The workshop has been designed to assist participants to develop skills to conduct audits against the requirements of the ISO 14001. Training methodologies include classroom training, role-plays and audit of real-life documents/Case Study on which to develop and practice EMS auditing skills.

Duration: 2 days

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand EMS and its importance
- Carry out Audits of the EMS against the clauses of the ISO 14001
- Manage successful audit communication, logistics, interviews and meetings
- Draw up audit findings and validate corrective actions

Who Should Attend?

- EMS, HR, Quality and other professionals, who are keen to understand principles of auditing
- Existing Auditors of other management Systems, who need to understand the intricacies of EMS, in order to perform effective EMS audits
- Independent Consultants planning to provide EMS audit and assurance services
- Those responsible for EMS audits and preparedness of suppliers, such as Vendor Management, Operations, Procurement etc.

EVM 310

3-day Workshop on Energy Management / BS EN 16001

This workshop has been designed to help organizations improve energy efficiency, reduce greenhouse gas emissions and drive down energy costs. The standard applies to all energy-related activities under the control of an organization.

Duration: 3 days

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand the requirements of EN 16001
- Produce a plan for implementation
- Identify and justify the resources required for implementation
- Facilitate development of processes, policies, objectives, energy aspects, documentation and measurement techniques

Who Should Attend?

- Facilities Managers, Energy Managers, Consultants and individuals interested in implementing the standard or improving their energy efficiency

EVM 410

4-day Lead Auditor workshop based on the EN 16001

This workshop provides the skill set to evaluate, monitor and improve the effectiveness of an EN 16001 energy management system.

Duration: 4 days

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Interpret the requirements of EN 16001 in the context of an audit
- Explain the role of an auditor to plan, conduct, report, and follow up on an energy management system audit Plan, conduct, report and follow up on an Energy Management System audit based on good process identification, sampling, and questioning techniques

Who Should Attend?

- Energy Managers, Environmental or Quality Managers, Consultants and others interested in auditing an energy management system



EVM

EVM 500

5-day Lead Auditor Workshop based on the ISO14001

The workshop has been designed to assist participants to be able to plan, lead and manage an effective EMS system audit in accordance with the requirements of the ISO 14001 and ISO 19011:2002. Training methodologies include classroom training, role-plays, interviews and audit of a sample organization/ real-life documents on which to develop and practice auditing skills. This workshop can be packaged with a certification in EMS

Duration: 5 days

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand EMS and its importance
- Understand ISO 14001 auditing techniques
- Design the audit scope, coverage, number of days and resourcing
- Lead the audit of the EMS system against the clauses of the ISO 14001
- Conduct effective opening and closing meetings, and also successful audit management and communication
- Draw up audit findings and determine audit outcome
- Manage successful audit communication, logistics, interviews and meetings
- Articulate and present audit findings and identify non-conformities
- Write and present an audit report
- Maintain ongoing oversight to ensure closure of gaps identified

Who Should Attend?

- EMS, HR, Quality and other professionals, who are keen to understand principles of auditing
- Existing Auditors of other management Systems, who need to understand the intricacies of EMS, in order to perform effective EMS audits
- Independent Consultants planning to provide EMS audit and assurance services
- Those responsible for EMS audits and preparedness of suppliers, such as Vendor Management, Quality, Operations, Procurement etc.



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Information Security

It is often said that Information is Power. As the name suggests, Information security seeks to help organizations maintain appropriate controls over information – possibly one of the most strategic assets for any organization. The ability for the right person to access the right information at the right time can help organizations save millions of dollars – conversely, the unavailability or loss of information can lead to huge fines, penalties and long-term damage to the organization.

Government and Industry regulations in many countries now make Data Privacy violations punishable by law. With such regulations, confidentiality, Integrity, and availability of data and information become possibly the most important compliance issue for management, regulators and customers. Information has always been a key strategic resource for management of organizations – without this the organization may come to a halt. Effective Information security procedures can help protect this information, which is a vital strategic asset ■

ISEC 050

Information Security for Senior Management

This short and highly effective workshop is designed specifically to provide Senior Management with a high level overview of the Information Security framework – business case and case studies, competitive scan, implementation roadmap and roles and responsibilities. It also covers drivers such as corporate governance and compliance.

The reality is that in today's electronic world, the convenience and easy access to information come packaged together with some huge threats and risks. Among them are the risks that valuable information will be lost, stolen, changed, or misused. Information recorded electronically is more vulnerable than if the same information is printed on paper and locked in a secure location. Even unskilled but perseverant intruders and hackers can steal or tamper with sensitive information and potentially cause huge damage to the reputation and credibility of the organization. These include stringent fines and penalties, and the possibility of being shut down by regulators or being shunned by customers. So this workshop covers for Senior Management the three vital security concepts of information confidentiality, integrity, and availability.

Duration: 3 hours approx.

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand exactly what Information Security is, and its criticality for any professionally management organisation
- Appreciate the value of reconfiguring IT resources in a manner that services and information, when delivered, meet quality, fiduciary and security needs
- Appreciate the business case and key drivers for Information Security implementation, including industry/competitive scan, and global and regional industry trends
- Gain a high level understanding of the Information Security implementation roadmap, and the Key Success Factors in Information Security implementation – including management roles and responsibilities, resourcing, project initiation, support and review etc.

Who should attend?

- Senior Management ("C" level - CEO+1 downs)
- Heads of Departments from across the organisation - including those from Line Functions (Customer-facing) and Staff functions (internal)
- Information Security Steering Committee members etc.
- Location Heads/Senior Managers from across the country, responsible for Information Security in their own locations/geographies

ISEC

ISO/IEC20000 sets a standard for the quality of the provision of IT services to be used by suppliers and customers of these services, enabling them to increase confidence in service provision, assess the ITSM capability, demonstrate service quality by independent assessment and certification and exploit compliance with the standard for marketing opportunities ■

ISEC 100

1-day Workshop on Fundamentals of Infosec

This workshop is designed to give an effective overview of the Information Security framework – business case and case studies, competitive scan, implementation roadmap and roles and responsibilities. This workshop provides an insight into the main concepts of IT Governance according to CobiT and how they can be applied. Control Objectives for Information and Related Technology (CobiT) is an IT Governance, control framework and maturity model.

CobiT's purpose is to align IT resources with an enterprise's business objectives so services and information, when delivered, meet quality, fiduciary and security needs. The workshop, conducted through a mix of classroom training and individual/group exercises, group discussions, Knowledge checks and quizzes achieves to maximise the participants learning experience through an interactive approach.

Duration: 1 day

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Understand exactly what Information Security is, and its criticality for any professionally management organisation
- Gain a high level understanding of the Information Security and appreciate the value of reconfiguring IT resources in a manner that services and information, when delivered, meet quality, fiduciary and security needs
- Understand the implementation roadmap, and the Key Success Factors in Information Security implementation
- Appreciate the business case and key principles of Information Security implementation, and global and regional industry trends in Infosec etc.

Who should attend?

- Heads of Departments from across the organisation - including those from Line Functions (Customer-facing) and Staff functions (internal)
- Information Security Steering Committee members etc.
- Location Heads/Senior Managers from across the country, responsible for Information Security in their own locations/geographies

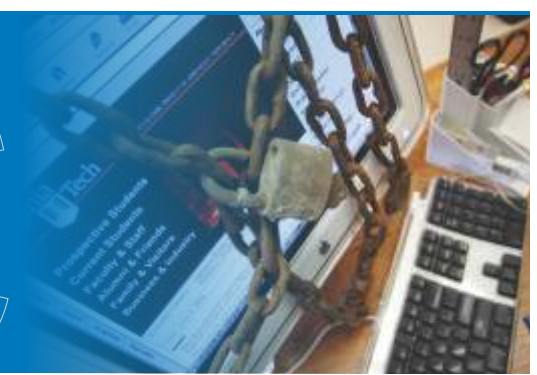


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We also offer the following workshops in Information Security/ ISO 27001:

- ISC 220 - Wireless Security; This workshop focuses on the latest security standards, like 802.1x/EAP types used in WLANs, how to locate and triangulate rogue access points and implement Wireless Intrusion Prevention Systems.
- ISC 210 - Introduction to ISO 27001; This workshop introduces the features of the ISO/IEC 27001 standard and the benefits that can be gained by adopting it.
- ISC 230 - Implementation of ISO 27001; This workshop shows delegates how to effectively implement an ISO 27001 Management System.
- ISC 240 - Lead Implementer for ISO 27001; This workshop helps in effective implementation of an ISO 27001 Management System.
- ISC 2400 - Internal Auditor for ISO 27001; Provides a foundation in all aspects of the audit process, enables the delegate to identify potential and actual security weaknesses.

ISEC



ISEC 210 2-day Workshop on Operating System Security

The Operating System Security is an ideal course for anyone charged with securing Operating systems. From securing a desktop, to the high availability options available on the platform, to directory services options, this course is going to be a swift overview of Windows 2003, Linux and Sun Solaris.

Duration: 2 days



Benefits of the Workshop

Throughout this course we will focus on reviewing existing exploits and the basic concepts and challenges of securing the Operating Systems. We then move on to the standard security measures that should always be employed, and the usability implications of each.

- General Windows 2003 Security
- Attacking Window System Information
- Physical Security
- Securities Policies
- User Rights Assignment
- Operating System Security
- Network Security
- IIS Security
- User and Group Security
- File System Security
- Operating System
- Backup and Emergency Procedures
- Network Security

Who should attend?

- If you're a newcomer to the field of information security but a long time user of these Operating Systems or a newcomer to these Operating Systems but a long time information security expert, this is the course for you. You will develop skills that will help you to bridge the gap between the Operating Systems administrators and the security administrators in most organizations; and you will learn the ins and outs of keeping your data private.

ISEC 300 3-day Workshop for Certified Information Security Consultant

The IT Governance Foundation course provides an overview of the main concepts of IT Governance according to CobiT and how they can be applied. Control Objectives for Information and Related Technology (CobiT) is an IT Governance, control framework and maturity model. CobiT's purpose is to align IT resources with an enterprise's business objectives so services and information, when delivered, meet quality, fiduciary and security needs. It is also intended as a mechanism to balance IT risks and returns through an interactive approach combining lecture, discussion and exercises.

Duration: 3 days

Benefits of the Workshop

- To understand the concepts and the differences between Corporate Governance and IT Governance
- To understand the structure and the objectives of CobiT framework
- To understand the concepts and the terminology used in CobiT framework
- To understand the relationship between CobiT and other market practices
- To understand how CobiT can be used as a tool to upgrade activities within the organization
- To simulate the application of the concepts learned inside the organizational environment through classroom activities
- To know the existing products offered by ISACA related to CobiT

Who should attend?

IT professionals and business managers involved or interested in the IT Governance or regulatory domains.

ISEC



ISEC 510

5-day Lead Auditor Workshop based on the ISO/IEC 20000

This is an intensive 5-day course based on the requirements of ISO/IEC 20000:2005 Information Technology - Service Management. The caliber of your lead auditor is crucial to the performance of your audit team, and ultimately to the success of your management system. This comprehensive five-day course provides hands-on training to ensure that your lead auditor thoroughly understands the role and acquires the expertise needed to perform it effectively.

Duration: 5 days

Benefits of the Workshop

- Managing an audit programme
- Planning an audit
- The role of the checklists
- Organizing an opening meeting
- Performing an audit
- Organizing a closing meeting
- Recording nonconformities
- Auditing reports
- Evaluating corrective action

Who should attend?

- The course is aimed at personnel who already have an understanding of ISO/IEC 20000
- Managers who are leading and planning audit activities
- Persons who have been given the responsibility to audit an IT Service Management System
- Those who wish to understand the standard so they may implement a system that meets the requirements of ISO/IEC 20000



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Six Sigma

To achieve Six Sigma, a process must not produce more than 3.4 defects per million opportunities. Reduction in defects automatically translates to reduction in costs, higher quality, morale and customer satisfaction. According to the Six Sigma Academy, Black Belts save companies approximately \$230,000 per project and can complete four to 6 projects per year. Our workshops equip participants to improve their Six Sigma skills, right upto master black belt level ■



SSM 100

1-day Workshop on the Fundamentals of Six Sigma

This workshop has been developed as a highly effective programme that gives an overview of the Six Sigma process including its history, typical methodologies employed and its benefits.

Duration: 1 day

Benefits of the Workshop

Upon completion of this workshop, participants should be able to understand:

- Meaning of Six Sigma as a metric
- Different application areas - Operational, Transactional, Design
- The DMAIC process improvement roadmap
- Key Six Sigma Tools and typical Implementation Approaches

Who should attend?

Senior Management who have to evaluate or deploy Six Sigma

We also offer the following workshops in Six Sigma:

- SSM 110 – Green Belt for IT Services; This workshop trains participants to improve business processes in BPO units and trains them in DMAIC methodology.
- SSM 310 – Advanced Green Belt in Six Sigma; Participants learn in detail about the tools necessary to successfully participate in Problem Solving and DMAIC improvement projects.
- SSM 200 – Black Belt for IT Services; This workshop provides the participants thorough understanding of tools in Six Sigma and their application in an ITES environment.
- SSM 500 – Transactional Black Belt in Six Sigma; Participants receive a thorough exposure to the tools and methods necessary to successfully lead Lean DMAIC improvement projects.

SSM 500

5-day Workshop on Green Belt in Six Sigma

This workshop has been designed to provide the tools necessary to participate in Problem Solving and DMAIC improvement projects.

Duration: 5 days

Benefits of the Workshop

Upon completion of this workshop, participants should be able to understand:

- Problem solving, basic statistics and displays of data
- Process mapping and measurement techniques
- Six sigma tools like SIPOC, QFD Matrix, Data Integrity, Sigma computation, ANOVA, Chi square test, FMEA and Control Charts
- DMAIC process improvement roadmap

Who should attend?

HR, Quality, Operations, Production and materials managers, and Management consultants

Occupational Health and Safety

BS OHSAS 18001 is the internationally recognized assessment specification for occupational health and safety management systems. This is increasingly being adopted by organizations across all industries, is compatible with the ISO 14001 ■



OHS 200

2-day Workshop on Occupational Health and Safety/ OHSAS 18001

BS OHSAS 18001 is the internationally recognized assessment specification for occupational health and safety management systems. This is increasingly being adopted by organizations across all industries, is compatible with the ISO 14001.

Duration: 2 days

Benefits of the Workshop

Upon completion of this workshop, participants should be able to understand/ implement:

- OHSAS 18001, the implementation process and PDCA
- Identification of legal and requirement of OHSAS 18001:2007
- The initial status review, planning and implementing the system

Who Should Attend?

Health, Safety, Quality and Environmental Managers

OHS 510

5-day IRCA Lead Auditor Workshop based on the OHSAS 18001

The workshop has been designed to enable the participants to understand the principles and practices specific to auditing for conformance to OHSAS 18001 norms and regulations.

Duration: 5 days

Benefits of the Workshop

Upon completion of this workshop, participants should be able to:

- Establish purpose and scope of an OH&S management system
- Conduct an audit in line with OHSAS 18001 requirements
- Write nonconformity and audit reports and follow up audit activities

Who Should Attend?

Those who have some occupational health and safety background



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clients



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For queries please contact us at info@continuityandresilience.com