

Please select the topics relevant to your needs. We will prepare a training course to suit your needs.  
Please email [jacob@jaba.com.sg](mailto:jacob@jaba.com.sg) if you need explanation or if you have other training requirements.

Select

## 1 Understanding BCM

- 1.1 Introduction to BCM
- 1.2 Reasons to implement BCM?
- 1.3 Total Business Resilience Management
- 1.4 BCM Best Practices and Standards
- 1.5 ISO 223012012: key requirements
- 1.6 Difference in major incidents: with BCM or without BCM


## 2 Designing a BCM System

- 2.1 Understanding the organisation's needs for business continuity
- 2.2 Top management Policies and Requirements
- 2.3 Scoping the project coverage, key attributes and objectives
- 2.4 Structuring the BCM Organisations and teams
- 2.5 Designing BCM operative system, processes, procedures, etc
- 2.6 Setting risk Appetites for impacts of risks and threats
- 2.7 Developing the BCM Policy Manual
- 2.8 Common system errors and pitfalls


## 3 Training: BCM Project Manager

- 3.1 Project Team and Resources
- 3.2 Project Milestone implementation timetable
- 3.3 Support from Top Management & Senior Managers
- 3.4 Engaging external BCM resource persons, if necessary
- 3.5 Training and equipping of BCM personnel
- 3.6 Leadership: keeping to project
- 3.7 Project management issues


## 4 Training: BCM Team (BUs)

- 4.1 Principles of risk management and business continuity
- 4.2 Key Elements of ISO 223012012 that are adopted
- 4.3 BCM Terminologies: MAD, MBCO, RTO, RPO, Risk Appetite
- 4.4 Risk Assessment and Review
- 4.5 Business Impact Analysis (BIA)
- 4.6 Critical Business Functions
- 4.7 BC Plans: Risk Management Actions
- 4.8 BC Plans: First Response Actions
- 4.9 BC Plans: Incident Response
- 4.10 BC Plans: Crisis Management Actions
- 4.11 BC Plans: Critical Personnel
- 4.12 BC Plans: Critical Resources
- 4.13 BC Plans: Critical Data/Business Information
- 4.14 BC Plans: Critical Support (External)
- 4.15 BC Plans: Mandatory BC Plans
- 4.16 BC Plans versus Incident Management Plan


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		Select
4.17	Personnel Emergency Recall	<input type="checkbox"/>
4.18	Crisis Management System (principle)	<input type="checkbox"/>
4.19	Crisis Communications (principle)	<input type="checkbox"/>
4.20	Exercising and rehearsals	<input type="checkbox"/>
<b>5 Crisis Management System</b>		
5.1	Crisis Management Process: System JaBCM 4A	<input type="checkbox"/>
5.2	Crisis Management Structure	<input type="checkbox"/>
5.3	Crisis Management Team	<input type="checkbox"/>
5.4	Personnel Recall	<input type="checkbox"/>
5.5	Crisis Command Centers	<input type="checkbox"/>
5.6	Assessing incident, preparing Incident Management Plan	<input type="checkbox"/>
5.7	Crisis Management leadership	<input type="checkbox"/>
<b>6 Crisis Communications System</b>		
6.1	Crisis Communications Process	<input type="checkbox"/>
6.2	PR/Media Team, and Spokesperson	<input type="checkbox"/>
6.3	Crisis communications - audiences	<input type="checkbox"/>
6.4	Communication messages	<input type="checkbox"/>
6.5	Communication channels	<input type="checkbox"/>
<b>7 BCM System Maintenance</b>		
7.1	Calendar of BCM Activities	<input type="checkbox"/>
7.2	System Review & Updating	<input type="checkbox"/>
7.3	Internal Audit, and corrective actions	<input type="checkbox"/>
7.4	Exercising and rehearsals (Desktop/Simulation)	<input type="checkbox"/>
7.5	Continual Improvements	<input type="checkbox"/>
7.6	Awareness and Employee Participation	<input type="checkbox"/>
7.7	Management Review	<input type="checkbox"/>
7.8	Certification/surveillance audit	<input type="checkbox"/>
<b>8 BCM Auditor Training</b>		
8.1	Highlights of ISO 19011: management system auditing	<input type="checkbox"/>
8.2	Developing the Audit Plan: over several months/years	<input type="checkbox"/>
8.3	Preparing an Audit Plan: areas of audit, audit focus, audit criteria	<input type="checkbox"/>
8.4	Conducting an internal audit: do's and don'ts	<input type="checkbox"/>
8.5	Audit approach: documentation, discussion and demonstration	<input type="checkbox"/>
8.6	Audit Findings: writing audit statement, nonconformity	<input type="checkbox"/>
8.7	Managing Corrective Actions	<input type="checkbox"/>
8.8	Summary of Audit Findings from audit team	<input type="checkbox"/>
8.9	Distilling Key Issues	<input type="checkbox"/>
8.10	Recommendations and Followup	<input type="checkbox"/>
8.11	Audit: sample audit findings	<input type="checkbox"/>
8.12	Preparing an Audit based on a case study	<input type="checkbox"/>