Certificate in IT Disaster Recovery Planning

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Course content

Why Attend

This course provides participants with concrete solutions, strategies and insights into the delivery of an effective IT infrastructure and disaster recovery plan with the goal of establishing resilience measures to protect their organizations' IT.

Using tested processes and procedures, participants will analyze the risks and impact to IT operations that threats might cause. A framework for building operational resilience will be provided to deliver an effective response for safeguarding the organizations technology interests and value-creating activities.

This practical course provides participants with a framework that considers ISO 27031, ISO 20000, ITIL and ISO 22301, aligned with the Business Continuity Institute (BCI) Good Practice Guidelines (GPG) 2013 and NCEMA 7000-2012.

Course Methodology

This course will be highly interactive and includes group discussions, videos, case studies and syndicate work.

Risk Evaluation, BIA and High Level IT DR Plan Templates will be applied during the course and given for use after the course. Supporting information, such as Steering Committee Terms of Reference (ToR's), Change Management, DR Test Strategy and testing processes and procedures will also be made available.

It includes specific templates for carrying-out a Business Impact Analysis (BIA) as well as completion of an IT DR Plan (DRP) that participants will be able to take away for use in their own organizations.

Course Objectives

By the end of the course, participants will be able to:

Consider policies, objectives, targets, processes and procedures that are relevant to managing risk and improving IT Readiness for Business Continuity (IRBC)
Apply best practice to build IT infrastructure and operational sustainability, including security of the environment
Describe the processes and procedures to carry out a risk evaluation and identify risks, threats, hazards, vulnerabilities and weaknesses that could affect your organization
Review the key components of asset, human, change and supply chain management that are specific to IT
Discuss the components of a successful IT Disaster Recovery (DR) Program, including data management and the key components that are necessary to carry out a technology Business Impact Analysis (BIA)
Estimate the Maximum Tolerable Period of Disruption (MTPD), to then identify the relationship with Recovery Time Objective (RTO) and Recovery Point Objective (RPO)
Produce a High Level IT Disaster Recovery Plan

Target Audience

IT managers and professionals, including Disaster Recovery (DR) managers or anyone responsible for, or involved with, Disaster Recovery Plans (DRP), Business Continuity Plans (BCP) and/or technology and IT auditing.

Course content

Course Outline

IT infrastructure
The issue of resilience
ISO 27031 Relationship with Information Security Management System (ISMS)
Data center and IT infrastructure
Operational sustainability
Data center site infrastructure tier standard
Elements of operational sustainability
Infrastructure strategy and policy
The strategy – how and depth
The policy requirements
Site and building protection
Network and information systems protection

Risk evaluation and Business Impact Analysis (BIA)
Site and building risk assessment
PESTLE analysis (Political, Economic, Sociological, Technological, Legal, Environmental)
Types of BIA; strategic, tactical and operational
Implementation methods for technology BIA

Managing recovery plans
Processes and procedures for supply chain management using a 3PQ (Third Party Questionnaire) approach, aligned with BSI PAS 7000
On and off-site data and information storage, including emergency response arrangements
Change management processes and procedures for day-to-day requirements
Risk control measures for critical supporting equipment and systems

Understanding IT Disaster Recovery (DR) and reviewing the main activities
DR lifecycle, including resources and training
IT DR as part of the ISMS
Scope of IT elements and requirements

IT disaster recovery plans
Building technology recovery plans
Plan ownership and structure, and roles and responsibilities of IT DR Team
Data and information sources, and internal and external dependencies
Best practice considerations using ISO 27301, as well as ISO 20000 and ITIL
Managing and recovering end-user computing and communications technology and infrastructure
Recovery options
Developing, implementing and testing
Ownership and plan structure
Roles and responsibilities of BC Champion and Team Leaders
Command, Coordination, Communications and Intelligence (C3i)
Role of the command center and essentials
Equipment and supporting information
Producing Situation Reports (SITREPS)
Types of testing/exercising
Major incident response
Defining an "incident" and the escalation process
Establishing Command, Coordination and Communications (3C)
Clarifying the role of the Network Operations Centre (NOC)
Emergency response and plan invocation
Consideration of the supporting information, equipment and systems required
Production of Situation Reports (SITREPS), activity logging and tools
Post incident review
Learning from incidents
The value of post-incident review
Post-incident process

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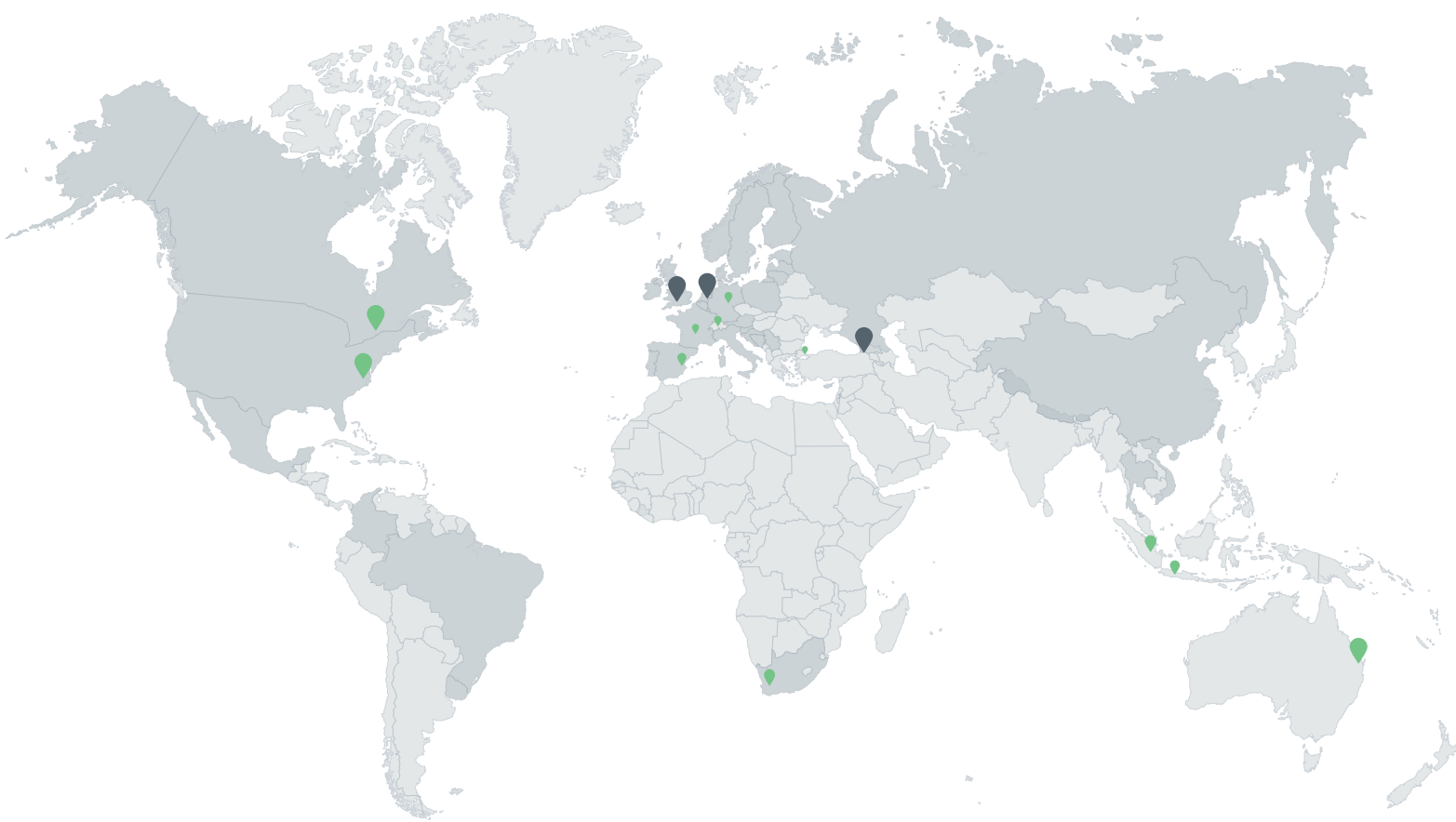
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