

- **Business Continuity Planning (BCP)**
- BCP **templates** and resources
- Process improvement & **training** in Disaster Recovery (DR), ITIL and BCP
- **Audit preparation** & health checks (HB221, DRII, BCI, APRA, CobiT)
- **Pandemic** preparedness
- BCP/DR tests & **crisis simulations**

**Business As Usual**

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# BUSINESS CONTINUITY & DISASTER RECOVERY MANAGEMENT

**Public courses: 3-day & 2-day program**

**Melbourne 13-15 February 2012**

**Sydney 19-21 March & 22-23 March 2012**



**Course components:**

- **Monday to Wednesday:** 3-day BCM/DR training course **and/or**
- **Thursday and Friday:** 2-day advanced BCP Testing & Compliance workshop

**Contact us also for scheduled courses throughout Feb and March 2012 in:**

**Kuala Lumpur (Malaysia) – Doha (Qatar) – Dubai (UAE) – Singapore**

# Business Continuity and Disaster Recovery Planning

How well is *your* business prepared for the next power outage, flu outbreak, IT failure, fire or cyclone? Is your Business Continuity Plan (BCP) non-existent, or perhaps limited to IT outages and backup tapes? Then this program gives you all the tools to develop a practical, compliant, *holistic* Business Continuity Plan in 8 straightforward steps using the 'Business As Usual' framework. You can finally achieve a plan that helps you continue 'business as usual' before, during and after any disaster.

## Who should attend?

Those either directly or indirectly involved in Business Continuity or Disaster Recovery processes or projects - in *any* industry, and in *any* size organisation:

- IT and business managers/staff
- Disaster Recovery managers/practitioners
- Business Continuity managers/specialists
- Risk managers/analysts
- Security managers
- Auditors and Compliance managers
- IT, Risk and/or BCM consultants
- Human Resource and OH&S managers/specialists
- Crisis managers
- Emergency response planners
- Business analysts
- IT/business strategy managers
- Senior managers/executives

This course has no prerequisites.

## Add-on course option

This course can be done independently, or you could add:

- 2-day Advanced BCP Testing and Compliance workshop

## 3 DAY COURSE - OVERVIEW

The Business Continuity Management (BCM) & Disaster Recovery (DR) implementation workshop (3 Days) is an extremely practical course. It provides you with a range of **templates** and **real-life examples** to enable you to develop an easy-to-maintain, holistic and user-friendly Business Continuity Plan (BCP) that helps you to continue business 'no matter what'. In fact, during the workshop you will **create part of your organisation's BCP**. This course has excellent take-away value.

This 3-day course helps you prepare for the international DRII and BCI qualifying examinations

## COURSE COMPETENCIES

- Learn from a BC/DR consultant with >15 years experience how to best implement BCM 'end-to-end'
- Gain **practical experience** during role-plays, **interactive exercises**, discussions and the 'Business As Usual' **BCM team-building boardgame**
- Learn the *8-step best practice 'Business As Usual' BCP model* that keeps the process simple
- Understand the right questions to ask when choosing a Recovery Site provider
- Learn how to **simplify BCP document maintenance**
- Understand the various ways to conduct **BCP/DR tests, rehearsals and exercises**  
Gain practical ideas for '*selling*' BCP internally in your organisation and **achieving buy-in from all levels**

# Advanced Business Continuity workshop

## BCP Testing & Compliance

How do you know if your Business Continuity Plan (BCP) will really enable you to continue critical parts of your business, if you have never *tested* it? Will your BCP prove *compliant* with APRA, Australian Standards, British Standards or other guidelines during the next Audit? This workshop will provide you with the necessary skills and templates to *confidently tackle complex aspects* of Business Continuity Management and Disaster Recovery: BCP Testing and BCP Compliance issues.

### Who should attend?

Those either directly or indirectly involved in Business Continuity or Disaster Recovery processes or projects - in *any* industry, and in *any* size organisation:

- IT and business managers/staff
  - Disaster Recovery managers/practitioners
  - Business Continuity managers/specialists
  - Risk managers/analysts
  - Security managers
  - Auditors and Compliance managers
  - IT, Risk and/or BCM consultants
  - Human Resource and OH&S managers/specialists
  - Crisis managers
  - Emergency response planners
  - Business analysts
  - Disaster Recovery testers
  - IT/business strategy managers
  - Senior managers/executives
- This course has no prerequisites.

### Add-on course option

This course can be done independently, or you could combine it with:

- 3-day Business Continuity & Disaster Recovery Plan implementation course

### 2 DAY WORKSHOP - OVERVIEW

The Advanced Business Continuity workshop (2 Days) provides you with **practical, tested and tried scripts and templates for conducting realistic and feasible BCP Tests**. You will start **preparing your next BCP Rehearsal** during the workshop, so you will take home practical information that you can immediately apply.

Participants will also perform mini **assessments of their BCP against specific Business Continuity Management (BCM) related standards and guidelines** that are relevant to their industry. In addition, this workshop will provide you with checklists and real-life examples.

### WORKSHOP COMPETENCIES

- Gain practical experience during role-plays, **interactive exercises**, discussions and assessments
- Learn from a BC/DR consultant with >15 years experience *how to best perform realistic BCP tests without jeopardising the live environment*
- Understand (and perform **gap analysis** for your process) in relation to a range of standards relevant to BCM, including AU/NZ HB221/292, APRA, BS25999, ISO 22399, NFPA1600, COBIT DS4, ITIL SCM, Sarbanes-Oxley, Basel-II and others that affect you
- Understand **what motivates auditors** and learn how to align your information to their requirements
- Practice how to achieve **buy-in for your next BCP test/rehearsal**.

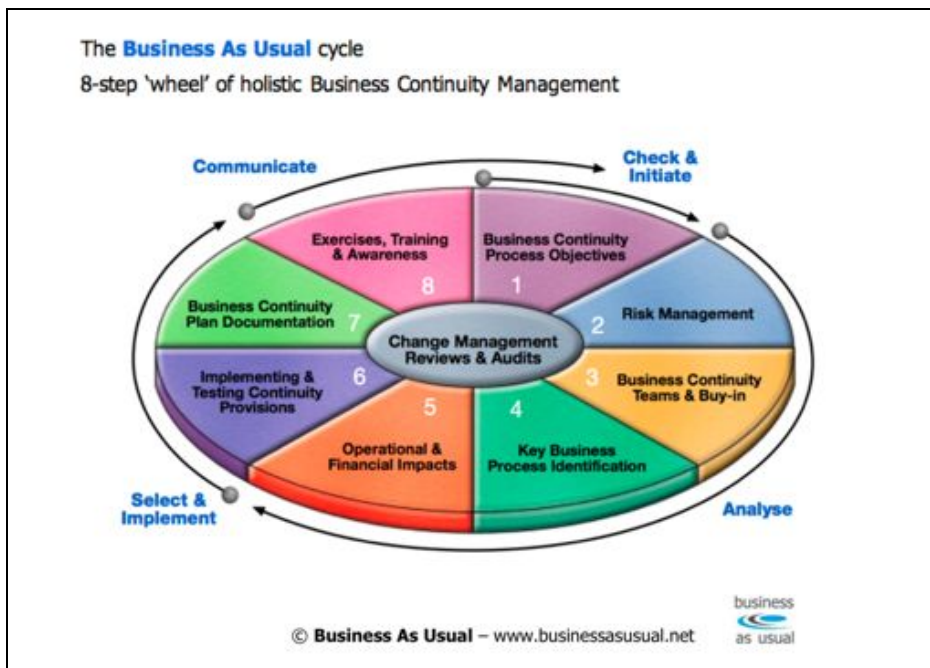
## Business As Usual (BAU) – Capability statement

Business As Usual specialises in gap analysis, benchmarking, testing/review, process improvement and training services (including templates and best-practice frameworks) in the areas of:

- Business Continuity Management (BCM) / Business Continuity Planning (BCP);
- Disaster Recovery (DR) planning; and
- IT Service Continuity Management (ITSCM) processes.

BAU is able to deliver training according to industry best practices. BAU has extensive experience in developing and testing BCPs and training staff/managers across a range of industries, and specialises in *Finance industry* related Business Continuity processes.

BAU's services are performed in accordance with BS25999, ISO22399, APRA (GPS222/APS232/CPS232/SPS232 and related) Prudential Standard for BCP, CobiT, Australian Standard HB221 and the ITIL framework. The best-practice model that is at the basis of BAU's training/consultancy projects is depicted below.



BAU services include internal BCM audits, benchmarking exercises, achieving organisational buy-in and awareness of BCP/DR, facilitating BCP rehearsals/exercises, preparing Executive Board presentations, integrating IT Service Continuity with overall Business Continuity plans and conducting Business Process Improvement projects. Clients range from SMEs to larger Corporates as well as Government agencies/departments.

Ms Rinske Geerlings, Managing Director of Business As Usual and the Principal Consultant who will be your trainer, has 15 years experience in BCP, IT Management and Business Process Improvement work – gained during roles in Financial Services, Consulting and Training work across Europe and Australasia.

Ms Geerlings has MBCI accreditation (British Business Continuity Institute), has Certified Business Continuity Planner accreditation (CBCP – US based DRII / Disaster Recovery Institute International), has a Master degree in Engineering and holds a range of IT and Project Management certifications including ITIL, CobiT and Prince2. She is also a Board member of the Australian IT Service Management Forum (itsMF).

## Clients

*Australia-based* customers of BAU's consulting and/or training services are, amongst others:

Government departments/agencies	Department of Defence, CorpTech (Queensland Government IT, DPW), Department of Health (VIC), Gippsland Water (VIC), Australian Tax Office, Department of Immigration, Worksafe (VIC), State Library of NSW, Legal Aid NSW, Australian Federal Police, Agimo (Federal Government), Department of Industry & Investment (NSW), Tourism Australia, DETA, Federal Court of Australia, Wentworth Shire Council, RAC (WA)
Banking/finance/insurance	St George Bank, NIB Insurance, CMC Markets, Westpac, Bendigo & Adelaide Bank, Victoria Teachers Credit Union, State Street, Flexirent
Hospitality/retail	Toga Hospitality Group, Federal Hospitality Group, Lagardere (travel retail services)
Transport/utilities/manufacturing	PMP Limited, Lonely Planet, Port Waratah Coal Services (PWCS), Boeing, Energex (QLD), Toll Group, Leighton Contractors, Knorr Bremse, Woolworths, Qantas
IT/telecommunication	Opticon (UXC), LucidIT (UXC), Datacom, Kaz Group, Fujitsu
Other	Thales Group, KBR, McKays Lawyers (QLD), CPA Australia, Barrington, Janellis, Queensland Law Society, WorldVision, Learning Links, G4S Security, ARK Group

*International* customers of BAU's consulting and/or training services are, amongst others:

Africa	Government - Five central banks: Uganda, Tanzania, Kenya, Rwanda and Burundi
Asia-Pacific	Shell Petroleum (Brunei Darussalam), Revera (NZ), ISACA (PNG), Affin Bank (Malaysia), Alliance Bank (Malaysia), BASF (Malaysia), Guinness (Malaysia), Malaysia Airports, UNI Strategic (Malaysia), Coreventus (Malaysia), Zenith (Malaysia), Bank Negara (Malaysia), Port Authority (Singapore), Central provident Fund Board (Singapore), Bangkok Bank (Thailand), Central Bank of Thailand, Development Bank of Philippines, Bank South Pacific (PNG), Bank of Ceylon (Sri Lanka)
Europe	Scenter (Netherlands), Munt Opera (Belgium)

For detailed information on BAU's services, refer to [www.businessasusual.net.au](http://www.businessasusual.net.au).

## Your trainer: Ms Rinske Geerlings – Managing Director of Business As Usual

Ms Rinske Geerlings has been specialising in Business Continuity (BC) Planning, Disaster Recovery (DR) and business process implementations for 15 years. She built extensive hands-on experience during permanent roles in banking, as well as Senior Management consulting and training roles.



Rinske is often sourced as a panel expert or speaker on Disaster Recovery subjects such as Terrorism, SARS and Avian Flu, and the related implications for Small & Medium Enterprises (SMEs) as well as major businesses. Key topics include *'Developing practical Business Continuity Plans'*, *'How to promote BCP across your organisation'* and *'How to perform successful DR exercises'*.

Her company **Business As Usual** assists organisations with BC Health Checks (pre-audit assessments), executive/board presentations, benchmarking exercises, Disaster Recovery rehearsals, training, marketing and awareness programs. It also provides Business Process Improvement services - including (Sarbanes-Oxley) compliance, cost efficiency and productivity enhancement - and assists with integration of BCP/DR and ITIL (IT Infrastructure Library).

Practical skills gained during Rinske's engagement in Europe and Australasia form the basis of her in-depth knowledge about process improvement in business and IT organisations. She also played an active role in the development of the current Australian Prudential Regulation Authority (APRA) standard for BCP (which affects banks and insurance companies) through her involvement in the AllFinance Forum.

### Core skills and achievements

- As Business Continuity manager at Rabobank (2001-2005) implemented BC processes, achieved buy-in from all levels, introduced easy-to-maintain documentation structures and ensured staff awareness. Responsible for budget up to \$1m, managed Business Unit relations and interim managed 30 specialists. Managed the implementation of a Diesel Generator, including liaison with technical contractors and managing regular tests.
- Extensive experience in facilitating in-depth Business Continuity Management courses, having trained >150 individuals across Australasia in the first year of managing her own business. In the same period, she regularly spoke at events globally - with over 1,000 delegates attending her interactive speeches.
- Holds a Master's degree in Engineering, is certified CBCP by the Disaster Recovery Institute International (DRII), MBCI by the Business Continuity Institute (BCI), and also holds the ITIL Master Certificate.
- Managed major efficiency initiative in finance (2006) resulting in 30% productivity increases (equating to >\$7.8m), whilst successfully facilitating organisational change and bringing together the right teams.
- Hands-on IT (ITIL) process improvement/consulting experience, including Change and Configuration Management, whilst consulting at PinkRoccade and in permanent roles at Rabobank (1994-2000).

- Successfully implemented cost efficiencies resulting in a reduction of company travel expenses by 25%, maintaining particular focus on coaching managers and retaining staff support for changes initiated.
- Elected NSW Young Business Woman of the Year (2004) and Australian Woman of the Year (2010) by Business and Professional Women ([BPW - http://www.bpw-international.org](http://www.bpw-international.org)).
- Involved in United Nations business forums and non-government organisations (NGO) in voluntary roles.
- Holds Master of Industrial Design Engineering (Delft University of Technology, Netherlands) - Honours (Cum Laude) and final mark 9 out of 10. Rinske also holds the Prince2 Project Management certificate.

## Specific experience of the trainer relevant to this program

### **Australian Prudential Standard**

Ms Rinske Geerlings of BAU played an active role in the development of the current Australian Prudential Regulation Authority (APRA) standard for BCM (which all commercial banks and insurance companies must comply with since 2005) through extensive involvement in the quarterly meetings of the AllFinance Forum.

### **Implemented BCM end-to-end in finance industry**

Whilst in a *permanent BC Manager role* within a global rural lending bank (Rabobank), Ms Geerlings implemented an entire Disaster Recovery and Business Continuity Management process 'from scratch' by using best-practice process methodologies and widely accepted standards, including Australian Standard HB221, the APRA (Prudential) Standard, ITIL and Prince2.

Ms Geerlings *managed the DR/BC process on a day-to-day basis* for 4 years before handing it over and supervising her successor for a further 2-year period, whilst she focused on *Sarbanes-Oxley* compliance and large-scale efficiency improvement projects.

### **Advanced BCP Testing in Finance industry**

Apart from years of desktop, technical and live testing at Rabobank, recent clients include St George Bank (one of the top 4 banks in Australia) where an integrated live BCP Test was prepared and facilitated, including top management participation as well as 14 essential Business Units.

### **Certified by the British Business Continuity Institute (BCI)**

MBCI accredited ([BCI](http://www.bci-uk.org) has an instrumental role in the development of the British Standard BS25999). Also holds certification from various other institutes, including the Disaster Recovery Institute International (DRII) in the US.

## Highly experienced trainer and facilitator

Ms Geerlings has trained 100s of people by means of in-house and public courses in the Asia, European, African, Australian, New Zealand and broader Pacific regions. Thousands of professionals have heard her speak at conferences across the world on topics related to BCP, Disaster Recovery, Business Process Improvement and IT Management related topics.

## Testimonials – Training/workshop participants

- *"Best training course I have attended. Rinske was knowledgeable, patient, and provided thought-provoking exercises, and examples. Many Thanks."* (Donna Brennan, Australian Research Council)
- *"Thanks Rinske, I thought the course was brilliant and I also learnt a lot from the discussions with the other participants. This is a very useful secondary benefit of the course."* (R. Evans - Snowy Hydro Ltd)
- *"Thank you for making the course a really fantastic learning experience."* (P. Mattiuzzo - IBM Consultant)
- *"Thanks for the great course. Your format, delivery and content are excellent. You have obviously invested many hours into development, and your real world examples from your (very) extensive experience add heaps. I learnt a lot. Some of which I've already utilised. Thanks again!"* (P. Howley - World Vision Australia)
- *"Very informative! Instigated ideas, thoughts and questions to take back to the workplace"* (Continuity Forum delegate, Melbourne)
- *"A range of useful topics were covered, including how to use tools to better identify the Business Continuity process objectives and how to utilise the many templates at different stages to easily collect and present information."* (BCM course participant, Singapore)
- *"Thought-provoking, and well researched. Knowledgeable presenter"* and *"Very interesting - Lots of good ideas"* (CPA Australia participants, Sydney)
- *"Rinske successfully delivered the contents to suit every member from different environments of work"* (DR/BCP Workshop participant, Brunei Darussalam)
- *"Lots of material - very good and on topic", "Good, practical, work-through examples", and "Very knowledgeable in BCP. Great ideas presented."* (Sydney IT workshop delegates)
- *"Rinske is very enthusiastic about the topic and this made a potentially dry subject matter enjoyable"* (BCM Course participant, Canberra)
- *"Excellent, very clear and useful"* and *"Good examples and tips"* (IT conference participants, Sydney)
- *"The course had some exercises and role plays to get students to practice and incorporate materials learnt. This was very useful"* (BCM course delegate, Singapore).

Recommendations can also be found on <http://www.linkedin.com/in/businessasusual>

## PUBLIC COURSE – BOOKING FORM

### CANDIDATE DETAILS

ORGANISATION NAME

FULL NAME DELEGATE 1

EMAIL

DELEGATE 2

EMAIL

DELEGATE 3

EMAIL

DELEGATE 4

EMAIL

DELEGATE 5

EMAIL

ADDRESS

EMAIL ADDRESS

TELEPHONE

MOBILE

### INVOICE CONTACT DETAILS FOR CORPORATE BOOKING

FULL NAME & TITLE

COMPANY NAME

EMAIL ADDRESS

ADDRESS

TELEPHONE

MOBILE

### COURSE DETAILS

COMPONENT	DATES	QTY	PRICE INCL GST	TOTAL AMOUNT
BUSINESS CONTINUITY & DISASTER RECOVERY PLANNING	MON-WED	....	AU\$2,409 p/p (if < 3 delegates)	
			AU\$2,168 p/p (if ≥ 3 delegates)	
ADVANCED BUSINESS CONTINUITY TESTING & COMPLIANCE	THU+FRI	....	AU\$1,683 p/p (if < 3 delegates)	
			AU\$1,515 p/p (if ≥ 3 delegates)	
COMBINATION 3 DAY + 2 DAY *** 500 DISCOUNT! ***	MON-FRI	....	AU\$3,542 p/p (if < 3 delegates)	
			AU\$3,188 p/p (if ≥ 3 delegates)	

### DIETRY REQUIREMENTS / SPECIAL NEEDS

**DO ANY DELEGATES HAVE ANY SPECIAL FOOD REQUIREMENTS OR ALLERGIES?**



## TERMS AND CONDITIONS

1. Business As Usual will deliver the course content as advertised or described in our course brochures.
2. Business As Usual reserves the right to cancel or re-schedule any public course with at least 10 days notice. Delegates not able to attend a re-scheduled course will be refunded the invoiced value.
3. Copyright exists on all materials supplied in any form. Copying, transfer or storage by whatever means may only be performed with the express written permission of the director of Business As Usual.
4. Cancellation and course transfer requests must be made by e-mail to Business As Usual ([info@businessasusual.net.au](mailto:info@businessasusual.net.au)). Ensure you receive confirmation.

### Course cancellation fees

Earlier than 28 days of the course start date: no charge  
Earlier than 14 days of the course start date 20% of the full fee  
Earlier than 7 days of the course start date 50% of the full fee  
Within 7 days of the course start date 100% of the full fee

### Course transfer fees

Transferring to an alternative course incurs the following charges:

Earlier than 28 days of the course start date: no charge  
Earlier than 14 days of the course start date 10% of the full fee  
Earlier than 7 days of the course start date 25% of the full fee  
Within 7 days of the course start date 50% of the full fee

### Course replacements

Delegates may be replaced with alternatives if they are unable to attend. Requests must be made by e-mail to Business As Usual ([info@businessasusual.net.au](mailto:info@businessasusual.net.au)). Ensure you receive confirmation.

If you have any queries please do not hesitate to contact us on +61 407 077094 or via email: [info@businessasusual.net.au](mailto:info@businessasusual.net.au).

Fax (+61 430 10 7896) or email this form back ([info@businessasusual.net.au](mailto:info@businessasusual.net.au)) to register.

We look forward to welcoming you on our course.