

Every delegate receives
“BC Framework”
CD- ROM Including
- Risk & Impact Analysis Forms
- BC Plan Examples
- Checklists
Normal retail price: US\$ 395

Risk Management for Information & Communications Technology

Who Should Attend:

Chief Information Officers, IT and Communications directors and managers, Computer and Telecommunication Managers and senior staff, Project Managers, Application Managers, Risk Managers, Insurance Managers, Auditors, Premises Managers, Facility Managers, Property Managers, Estate Managers, Health & Safety Professionals, Fire Officers, and all professionals with risk responsibilities related to Information and Communications technology.

Seminar Objectives

This 3 day interactive seminar / workshop will combine theory and practice to provide delegates with professional training in the principles and practices of Risk management. On completion, delegates will have all the necessary skills to understand legal obligations in respect of risk management and to undertake risk assessment, impact analysis and risk management for their Information and Communication Technology.

This interactive course will contain case studies and practical workshops with scenarios based on real experience.

Seminar Content

Day One

Introduction

- What is Risk Management?
- Why Risk Management
- Risk Management and Quality
- The Importance of Business Leadership
- Enterprise Risk Management
- Risk Assessment – Concept and Perception of Risk
- Corporate and Financial Governance and Compliance Issues
 - Basel II
 - Gramm-Leach- Bliley, Sarbanes-Oxley Act
 - FSA Guidelines, International Accounting Standards (IAS)
 - Cadbury, Greenbury, Hampel, Turnbull, Sharman & Higgs Reports
 - ISO 27001 Information Security Standard
 - BS25999 Business Continuity Management and PAS 77 IT DR standards; other National Standards and Guidelines
- Risk & The Law – laws, regulations and other compliance requirements relating to risk, including HACCP and FDA compliance
- Control of Major Accident Hazards Regulations
- Health & Safety issues

Risk Management Structure

- Enterprise Risk Management & Operational Risk Management
- Defining Hazards, Threats and Risks
- Relationships among the 5 Risk facets
- Short term and long-term Risk
- Risk Perspectives

Understanding risk impact on the business

- What Business Impact Analysis is
- How to conduct a Business Impact Analysis
- Life-cycle costs
- Risk Management Planning
- The role of Disaster Recovery and Business Continuity Management

Close of Day One

DAY TWO

Managing the different types of Risk facing IT and Communications Technology

- Operation Risk
- Managing Development & Project Risk
- Handling Lifecycle Risk
- Technical Risk management
- Contractor Risk management
- Software Risks
- Security Risks
- People Risks

Integrating Risk management into everyday operations

- IT Architecture Planning and Management
- IT Infrastructure Planning and Management
- IT Operational Management
- Critical Component Failure Analysis
- How Service Level Agreements can help
- Continuous Availability, Neverfail services and non-stop computing

IT & Communications Disaster Recovery & Business Continuity

- Emergency management, Disaster Recovery & Crisis Management Organisation
- Developing IT Disaster Recovery & Business Continuity Plans
- Implementing the Plan
- Reviewing, Testing and Maintaining the Plan

Close of Day Two

Note: content and order may vary depending on the interests of the delegates.

Your Seminar Leader

Andrew Hiles, BA, FBCI, MBCS, MIMIS, is a Director of Kingswell International - an international consultancy specialising in managing business risk and delivering service. Clients Kingswell have included American Express, Arab Insurance Group, BBC, Clydesdale Bank, Prudential Assurance, Hewlett-Packard and AT&T. He has undertaken

consulting for blue chip organizations, and presented highly acclaimed workshops, in the Middle East for many years.

Andrew was founder and Chairman of the first international user group for business continuity and disaster recovery professionals; the founding director of the Business Continuity Institute, the Business Continuity world's international professional association; and a founder of the World Food Safety Organisation.

Before founding Kingswell, Andrew had wide-ranging experience in business consultancy and in information technology management - including security, contingency planning, management and computing experience in the Royal Air Force; business consultancy, organisation and methods and information services in London Transport; business consultancy and projects management with The Post Office; and over 10 years of consultancy assignments for leading UK and European companies. He was Computer Services manager at AEA Technology's Harwell Laboratory.

He has delivered over 250 seminars, presented at Henley, Cranfield and GEC Management Colleges and on television. Andrew has published numerous articles and is the author *Business Continuity Management: Best Practice*, and *Risk Analysis & Business Impact Assessment – Best Practice*. both published by Rothstein Associates Inc. 2002 and of Guide to Risk Management, published by the Institute of Chartered Accountants of England and Wales.

Hear what delegates have to say about Andrew's seminars:

“ It was very informative and has given me the tools which I can use in my organisation.”

Khalid Muhammad Al Kindy, Project Manager

Ministry of Defence, Oman

Business Continuity Planning,

“Excellent.”

Seif Said AlBusaidy, Senior Manager

Central Bank of Oman

Business Continuity Planning

Books

Hiles A.N. *Business Continuity Management: Best Practice*. Published by Rothstein Associates Inc. revised ISBN 0-9641648-3-3. This book explicitly covers all the ten areas of business continuity competence required for membership of the Disaster Recovery Institute International (DRII) and the Business Continuity Institute (BCI).

Hiles A.N. (Editor and main contributor) *The Definitive Handbook of Business Continuity Management*, John Wiley & Sons. ISBN 078-0-4750-51638-6 (HB)

Hiles A.N. *Enterprise Risk Assessment & Business Impact Analysis – Best Practices* ISBN 1-931332-12-6 Published by Rothstein Associates Inc. Covers many techniques and methods of risk and impact assessment with detailed examples and checklists.

Hiles A.N. *Guide to Risk Management*. Published by the Institute of Chartered Accountants of England and Wales, 2002.

Hiles, A. N. *The Complete Guide to IT Service Level Agreements, Matching Service Quality to Business Needs..* Revised and enlarged 2002 edition ISBN 0-9641648-2-5 published by Rothstein Associates Inc. The standard work on IT Service Level Agreements.

Hiles, A. N. *E-Business Service Level Agreements: Strategies for ISPs, ASPs, *SPs and CLECS*. Published by Rothstein Associates Inc. The first book to deal specifically with e-commerce Service Level Agreements.

Hiles, A. N. *Service Level Agreements, Winning a Competitive Edge for Supply and Support Services*. ISBN 0-9641648-4-1 published by Rothstein Associates Inc. This book applies Service Level Agreements to services other than IT. Real case studies and example SLAs are provided ranging from Human Resources, Logistics, through Training, Livestock Handling, Logistics and Field Service Engineering.

Andrew's books are required or referenced reading at universities across the USA, Canada and the Middle East.

All books can be obtained from:

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