



Kingswell

Effective Risk Management

An interactive workshop designed to transfer skills and explore the specific risk issues and solutions facing the in-company client. The course may be supported by video illustrations of real risk and crisis issues. Interactive exercises are provided.

WHY YOU SHOULD ATTEND

Risk is everywhere around us. Increasingly the law requires risk to be managed – and, in some cases, failure to do so may result in **personal liability**, in other cases, in **compliance failure**. The organisations that survive and thrive are those that assess, manage – and even use – risk for business advantage.

This course provides **comprehensive coverage** of risk analysis and impact analysis methods, techniques and practices, presented in **easy to understand language**. It de-mystifies the risk management process and offers step-by-step solutions, as well as identifying **tools for risk control** and numerous sources of further help – many free. Packed with examples and case studies, it will be an **invaluable aid** to all those who have to conduct risk and impact analysis.

The course provides a guide to **best practice** and a lucid insight into the sophisticated and sometimes arcane risk management techniques and practices used in key risk management disciplines.

The course is developed from 20 years experience gained in high-risk enterprises and backed by over ten years of international consulting in blue chip companies and government bodies.

This interactive 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 and impact analysis in your organisation.

Outline

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
- Risk & The Law – laws, regulations and other compliance requirements relating to risk
- 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
- Managing workload staffing and people risks
- Risks relating to confidentiality of information
- Business, Financial, Location, Environmental, Technology, Infrastructure and Supply Chain risks
- Pandemic Planning
- Risk Reporting

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

Incident Management – Fire, Flood, Bomb Threats etc.

- Incident control
 - Planning
 - Procedures
 - Manual
 - Room (command centre)
 - Communication

- Organisation
- Team
- Team action
- Crisis logistics
- Dealing with stress and trauma
- Damage assessment and salvage

Co-ordination with Public Authorities

- Example of national arrangements for responding to a disaster
- International response to a disaster

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

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

IT & Communications Disaster Recovery & Business Continuity

- BSI Guide to Business Continuity Management (PAS 56) and other National Standards and Guidelines
- Developing IT Disaster Recovery & Business Continuity Plans
- Implementing the Plan
- Reviewing, Testing and Maintaining the Plan

Different Types of Crises and how to handle them

- Physical crisis
- Environmental crisis
- Reputation crisis

Reputation Protection Public Relations and Crisis Communication

- Handling complaint and Inquiry – costs and statutory deadlines
- Political and regulatory issues
- Ensuring stakeholders are kept informed
- Handling official enquiries
- Developing a PR strategy
- Understanding the media
- Establishing guidelines for dealing with the media
- Communication with employees, customers and suppliers
- Inter-departmental communications
- Using internet and intranet

Your Workshop Leader

Andrew Hiles, BA, FBCI, MBCS, MIMIS, is a Director of Kingswell - an international consultancy specialising in managing business risk and delivering service. Clients of Kingswell have included Allied Breweries, BBC, Clydesdale Bank, National Grid, Prudential Assurance, Hewlett-Packard and AT&T.

Andrew was founder and, for some 15 years, Chairman of the first international user group for business continuity and disaster recovery professionals. Andrew was also 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 globally, presented at Henley, Cranfield and GEC Management Colleges and on television. Andrew has published numerous articles and is the author *Risk Analysis & Business Impact Assessment – Best Practice*. Business, and *Continuity Management: Best Practice* published by Rothstein Associates Inc.

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

Thank you for a valuable 3-day course. It was worth travelling from Cyprus!

Georgios A Korellis
Managing Director
Odyssey Consultants

Andrew held my attention in a subject which initially I thought would not be easy to maintain interest in. (The course) has exceeded my expectations.

Saleem Fureed
CS Operations manager
One 2 One

Overall reaction was that the programme offered the right depth of information, varied approaches and real life situations. Speaker very knowledgeable in a practical way, excellent delivery. Very useful information and practical guidance.

Sonia Tello
Quality & BCM Analyst
One 2 One

It seems a good well-balanced introduction to what is a very broad subject.....

Peter Brooks
Data Centre Co-ordinator
Siemens Business Services

Very useful and interesting course. Enjoyed meeting other practitioners and sharing their views.

Martyn Hamley
BC Co-ordinator
MOD Procurement Agency

Very knowledgeable on the subject. Kept interest sustained.

Steve Thomas
Business Recovery Manager
Yorkshire Electricity

Obviously a seasoned presenter of courses with a wide ranging background from which actual events can be quoted to put certain areas in context.

David Thompson
Operational Risk Analyst
Royal Bank of Scotland Plc

Excellent. The programme was well structured and delivered professionally by the speaker with plenty of real-life examples. One of my main objectives was to gain more insight into the subject and how it can be applied to my work plan. The exercises in conjunction with lecture met my objectives.

Amin Rahman
The Court Service