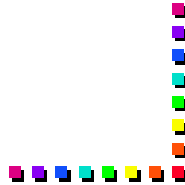




Continuity Planning for Disaster/Business Recovery



Continuity Planning for Disaster/Business Recovery

Large-scale disasters often highlight the need for customer support operations to be prepared with a complete and functioning contingency plan. But even an employee flu epidemic or a computer virus can create a situation that requires companies to implement a contingency plan to ensure business continuity. Unfortunately many companies only realize when it is too late that they need such a plan.

In this intensive, hands-on and interactive workshop you will:

- Learn about overall operational business recovery including the Business Continuity Management process
- Understand the essentials of business survival, including best practice frameworks and the elements that need to be considered/included in a business continuity plan
- Review guidelines for creating, testing and maintaining continuity plans as well as reviewing related maturity models
- Discuss the role of support in continuity planning and execution

Situational case studies and exercises will be used during the workshop.

Workshop evaluations and further information is available on the web at www.logicalprocess.com, or through email at info@logicalprocess.com

