



Quality Management & Operational Excellence

Organizational Resilience and Business Continuity Excellence

Course Introduction

In an era marked by unpredictable challenges, from pandemics to operational disruptions, organizations must strengthen their resilience to mitigate risks and swiftly recover from setbacks. This course equips participants with practical tools and proven strategies to proactively manage risks and develop reactive plans to ensure operational continuity.

Participants will gain actionable insights into implementing a robust Business Continuity Management System (BCMS), using industry best practices tailored to their sector. Through scenario-based simulations, templates, and frameworks, this course ensures participants are prepared to design, test, and execute effective continuity plans.

Aligned with global standards such as UAE NCEMA 7000:2021, the Business Continuity Institute (BCI) Good Practice Guidelines (GPG) v7, and ISO 22301:2019, the course culminates in a hands-on exercise to solidify learning outcomes.

Course Methodology

This course is highly interactive, incorporating:

- Group discussions
- Case studies
- Scenario-based simulations
- Practical templates for immediate application

Participants will receive resources such as Business Impact Analysis (BIA) and Business Continuity Plan (BCP) templates, exercise planning tools, and Steering Committee Terms of Reference (ToR) guidelines for post-course implementation.

Target Audience

- Business Continuity Managers (BCM)
- Crisis Managers (CM)
- IT Disaster Recovery Managers (DRM)

- Auditors of Disaster Recovery Plans

Learning Objectives

- Develop an operational BCMS aligned with UAE NCEMA 7000:2021, BCI GPG v7, and ISO 22301:2019.
- Identify and implement components of a successful BCM program, including policies, strategies, and tools.
- Conduct comprehensive Business Impact Analyses (BIA) to meet organizational requirements.
- Design, develop, and execute Business Continuity Plans (BCP) and exercises.
- Establish an auditable BCMS in compliance with updated UAE standards.

Course Outline

- **01 DAY ONE**

- Business Continuity and Resilience Foundations**

- Value of Business Continuity for organizations
 - Key components of organizational resilience
 - Overview of UAE NCEMA 7000:2021, BCI GPG 2018, and ISO 22301:2019

- **02 DAY TWO**

- Developing a BCM Program**

- Leadership roles and BC policy requirements
 - Strategies for effective contingency planning
 - Understanding stakeholders, regulations, and standards

- **03 DAY THREE**

- Embedding Business Continuity in Organizations**

- Competency frameworks and training needs analysis

- Building awareness and fostering a culture of resilience

Conducting a Business Impact Analysis (BIA)

- Strategic, product/service, and process-level BIAs
- Risk assessment integration with BIA

• 04 DAY FOUR

Designing Business Continuity Plans (BCP)

- Ownership, structure, and roles
- Responsibilities of BC Champions and Team Leaders

• 05 DAY FIVE

Implementing Continuity Measures

- Emergency response, crisis management, and IT disaster recovery
- Development and execution of actionable plans

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
June 15, 2025	June 19, 2025	5 days	4250.00 \$	KSA - Riyadh
July 13, 2025	July 17, 2025	5 days	2150.00 \$	Virtual - Online
Sept. 29, 2025	Oct. 3, 2025	5 days	4250.00 \$	UAE - Abu Dhabi
Dec. 29, 2025	Jan. 2, 2026	5 days	4950.00 \$	Greece - Athens