

BC Training, Awareness and Promotion

Following on from our [summer bulletin](#) on managing the Business Continuity Management (BCM) process, we are going to take a look this time at **training, awareness and promotion**. One of the greatest challengers facing the person responsible for business continuity is being able to raise the profile of BCM within the organisation. The benefits though are numerous. If management are trained and staff are aware of what is expected of them during an incident, it leads to increased confidence, faster response times and more rapid business recovery.

Training

Different people within an organisation will need different levels of BC training.

Senior management need to understand the rationale behind BCM as well as their strategic role and responsibilities.

The Incident Management Team needs to understand not only the general principals of BC but have an in-depth knowledge of the plan.

Procurement need to understand the importance of supply chain resilience so business continuity can be built into contracts.

Training can be done either by formal courses approved by the BCI, or in-house such as presentations at team meetings.

Running an exercise to test the plan also acts as a practical training session which will increase confidence as well as making the plans more robust.

Awareness

For the majority of staff that don't have a specific role to play during an incident, formal training may not be necessary. However, they should be aware of the plans and what is expected of them if an incident occurs. They should know how to get ongoing information and the communications and reporting structure.

Adding a piece on BC to the staff induction programme means that all new staff are made aware from the very beginning of their employment. Hosting the plans on the company intranet makes them readable by all.

The last Forum event was:

Planning a Business Continuity Exercise

This very informative session was held at BT Adastral Park in January. The slides and accompanying workbook are now available on our web site forum page.

http://www.suffolkresilience.com/business_continuity/business_continuity_forum.html

New on our web site:

Free business continuity software (yes, free!)

New BC booklet from AXA insurance

www.suffolkresilience.com click on Business Continuity

Business Continuity Awareness Week

22nd-26th March 2010

Log onto the website to find hints and tips on raising business continuity awareness within your organisation.

<http://www.thebci.org/BCAW2010activities.html>

Register for the BCAW launch event: "One Step Ahead: The BCM Advantage", which features expert contributions from around the world in a unique video conference that will be streamed live to enable viewers to put questions in real time to participants. (Places to view live are limited).

<http://www.businesscontinuityawarenessweek.org/>

There are podcasts from experts on a variety of BC topics. Just click on the media icon for the webcast schedule.



Forthcoming Forum Events

If you have any suggestions for future forum events or to book this free event below, please give Lesley Fayers a call on 01473 264099 or email Lesley.fayers@suffolk.gov.uk

Business Impact Assessment 8th April 09:45 – 12:45 followed by lunch Willis, Friars Street, Ipswich. IP1 1TA

- The scope and objectives of the BIA.
- BIA methodology.
- Identifying critical functions and threats.
- Identifying resources.
- BC threats and business risk, how do they fit?
- Data gathering methods.

The Business Impact Assessment is the cornerstone of business continuity. This half-day workshop looks at the skills, knowledge and resources required to successfully build an organisation's BIA.