BC/DR Operational Excellence and Recovery Training Course

15 – 19 March 2027
Milan

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Ref: 1250_192352 **Date:** 15 – 19 March 2027 **Location:** Milan **Fees:** 5700 Euro

Overview

BC/DR Operational Excellence and Recovery Training Course is a one-week advanced course for continuity, disaster-recovery, crisis, risk, and assurance professionals who need a BC/DR Operational Excellence and Recovery Pack. The course connects operational resilience, business impact analysis, recovery objectives, crisis coordination, disaster-recovery runbooks, exercises, performance indicators, corrective actions, and continual improvement. Participants convert disruption risks into controlled recovery decisions. Agile Leaders Training Center presents BC/DR operational excellence through measurable readiness and recovery evidence.

Who Should Attend

- Teams responsible for business continuity governance and critical-service resilience
- Teams responsible for technology disaster recovery and restoration priorities
- Teams responsible for crisis coordination, emergency response, and executive decisions
- Teams responsible for operational risk, assurance, audit, and control testing
- Teams responsible for facilities, supply-chain, and third-party continuity
- Teams responsible for exercises, performance evidence, and corrective actions

The course assumes participants manage continuity, recovery, risk, or crisis activities and leaves out introductory risk concepts and platform-specific technical configuration.

Departments and Industries

The course supports functions and sectors that must sustain critical products, services, systems, and facilities during disruption.

- Business continuity, operational resilience, risk, compliance, and assurance departments
- Technology operations, cybersecurity, disaster recovery, and service-management teams
- Financial services, insurance, healthcare, telecommunications, and data services
- Energy, manufacturing, logistics, transport, and infrastructure operations
- Public services, education, hospitality, and professional-services organizations

Learning Objectives

By the end of this course, participants will be able to:

- Analyze critical services, dependencies, and disruption risks
- Build business impact and recovery-requirement evidence
- Apply continuity and disaster-recovery strategy selection
- Use crisis structures and recovery runbooks during disruption
- Evaluate exercises, indicators, and control effectiveness
- Prioritize corrective actions and continual improvement

Course Agenda

Day 1: BC/DR Governance and Critical Services

- ISO 22301:2019 BCMS Context and Governance Map
- Critical Product and Service Prioritization Matrix
- Process, Technology, People, Facility, and Supplier Dependency Map
- Disruption Risk and Existing-Control Assessment
- BC/DR Roles, Authorities, and Escalation Chart

Day 2: Impact and Recovery Requirements

- Business Impact Analysis Interview and Evidence Plan
- Maximum Tolerable Period of Disruption Decision Table
- Recovery Time Objective and Recovery Point Objective Worksheet
- Minimum Business Continuity Objective Capacity Profile
- Recovery Requirement Traceability Register

Day 3: Continuity and Disaster-Recovery Solutions

- ISO 22313:2020 Continuity Strategy Selection Method
- People, Premises, Technology, Information, and Supplier Solution Matrix
- NIST SP 800-34 Rev. 1 Contingency Strategy Sequence
- Disaster-Recovery Runbook and Restoration Wave Design
- Continuity Solution Cost, Risk, and Feasibility Comparison

Day 4: Crisis Control and Performance Improvement

- Crisis Activation, Command, and Decision Log
- Situation Report and Stakeholder Communication Rhythm
- Exercise Objective, Scenario, Inject, and Evaluation Plan
- BC/DR Performance Indicator and Control Dashboard
- Corrective-Action Ownership and Continual-Improvement Loop

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Day 5: BC/DR Recovery Practice

- Exercise: Critical-Service and Dependency Diagnosis
- Exercise: Impact and Recovery-Objective Calibration
- Exercise: Crisis Activation and Restoration-Wave Simulation
- Exercise: Evidence Review and Corrective-Action Challenge
- Capstone Exercise: BC/DR Operational Excellence and Recovery Pack

Practical Exercises

The course uses suggested activities that connect disruption evidence to recovery decisions and improvement ownership.

- Suggested activity: trace a critical service through process, system, facility, supplier, and people dependencies.
- Suggested activity: calibrate recovery objectives against operational impacts, resource constraints, and restoration sequencing.
- Suggested activity: run a crisis decision cycle using activation criteria, situation reports, and an action log.
- Suggested activity: convert exercise evidence into indicators, corrective actions, owners, and closure criteria.

FAQs

Who should attend the BC/DR Operational Excellence and Recovery Training Course?

The course suits professionals responsible for continuity, disaster recovery, operational resilience, crisis response, risk, technology recovery, and assurance. It assumes practical responsibility for continuity or recovery activities.

How does BC/DR operational excellence differ from introductory business continuity training?

BC/DR operational excellence integrates impact evidence, recovery objectives, solution design, crisis control, exercises, performance indicators, and corrective action, while introductory training focuses on terminology and basic lifecycle awareness.

How do business impact analysis and recovery objectives support BC/DR recovery?

Business impact analysis identifies critical activities, dependencies, impacts, and time sensitivity, while recovery objectives translate that evidence into restoration priorities, resource requirements, and solution decisions.

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What makes a BC/DR exercise useful for operational excellence?

A useful BC/DR exercise has explicit objectives, credible disruption conditions, observable decisions, evidence capture, evaluation criteria, accountable corrective actions, and closure tracking.

Conclusion

The course links governance, critical services, impact analysis, recovery objectives, continuity solutions, crisis control, exercises, indicators, and improvement. Participants take back a BC/DR Operational Excellence and Recovery Pack containing decision, runbook, exercise, measurement, and action artifacts. The pack makes readiness, recovery priorities, control evidence, and improvement ownership easier to test and govern.