Operational Resilience through Continuity Planning Training Course

28 December 2026 – 1 January 2027
Addis Ababa

AGILE LEADERS
Training Center

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Ref: 648_223866 **Date:** 28 December 2026 – 1 January 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Operational Resilience through Continuity Planning Training Course is a one-week course for continuity managers, resilience leaders, risk managers, crisis coordinators, and continuity owners who leave with an Essential Service Resilience Blueprint. Participants connect service outcomes, dependency networks, impact tolerance decisions, coordinated continuity strategies, integrated playbooks, simulation evidence, and capability measures. The course addresses fragmented departmental plans by organizing them around services that must remain available during disruption. Agile Leaders Training Center frames operational resilience through continuity planning as a service-centered management practice.

Who Should Attend

- Continuity functions responsible for coordinating plans across business units and support services
- Operational resilience functions responsible for service outcomes, dependencies, and disruption readiness
- Risk functions responsible for scenario exposure, control assumptions, and recovery decisions
- Crisis coordination functions responsible for connecting command arrangements with service restoration
- Departmental continuity owners responsible for maintaining usable response and recovery playbooks

The course assumes participants already contribute to continuity, resilience, risk, crisis coordination, or service management and leaves out basic awareness, certification preparation, and technical recovery configuration.

Departments and Industries

The course supports departments and industries that coordinate essential services across shared resources and external dependencies.

- Business continuity, operational resilience, enterprise risk, and crisis management
- Operations, technology, facilities, supply chain, and service management
- Banking, insurance, telecommunications, and professional services
- Energy, transportation, manufacturing, and utilities
- Healthcare, education, public services, and hospitality

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Learning Objectives

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

- Analyze essential services and accountable outcomes
- Build dependency networks and impact evidence
- Evaluate disruption scenarios against service tolerances
- Compare coordinated continuity strategy options
- Apply integrated playbook and simulation methods
- Prioritize capability gaps and resilience improvements

Course Agenda

Day 1: Essential Services and Governance

- Essential Service Outcome Map
- Resilience Accountability and Decision Matrix
- Service Ownership Boundary Canvas
- Stakeholder Impact Expectation Register
- Continuity Planning Architecture Model

Day 2: Dependencies and Impact Tolerances

- End-to-End Service Dependency Network
- Business Impact Analysis Evidence Grid
- Impact Escalation Timeline Method
- Service Tolerance Decision Record
- Critical Resource Concentration Map

Day 3: Scenarios and Coordinated Strategies

- Severe-but-Plausible Scenario Library
- Single-Point Dependency Stress Test
- Continuity Strategy Coordination Matrix
- Shared Resource Allocation Model
- Service Recovery Sequence Board

Day 4: Integrated Playbooks and Capability

- Cross-Functional Continuity Playbook Structure
- Crisis-to-Recovery Handover Protocol
- Simulation Objective and Inject Planner
- Resilience Capability Indicator Set
- Capability Gap Improvement Backlog

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Day 5: Service Resilience Practice

- Exercise: Trace an Essential Service Dependency Failure
- Exercise: Challenge a Service Tolerance Decision
- Exercise: Coordinate Competing Recovery Strategies
- Exercise: Evaluate Simulation and Capability Evidence
- Capstone Exercise: Essential Service Resilience Blueprint

Practical Exercises

The course uses suggested activities to apply service-centered continuity planning across operating environments.

- Suggested activity: map the end-to-end dependencies of a payment service and identify concentration points.
- Suggested activity: set evidence-based tolerance decisions for a hospital scheduling service.
- Suggested activity: coordinate recovery strategies for a transport operation sharing technology and facilities.
- Suggested activity: evaluate a telecommunications simulation and prioritize capability improvements.

FAQs

Who suits operational resilience through continuity planning and what does it assume?

Operational resilience through continuity planning suits continuity, resilience, risk, crisis, and service owners who already contribute to impact analysis, dependency mapping, planning, exercises, or recovery decisions.

How does operational resilience planning differ from general business continuity training?

Operational resilience planning organizes continuity decisions around essential service outcomes, dependencies, tolerances, and cross-functional capability, while general business continuity training introduces the wider management discipline.

Why does dependency mapping matter for operational resilience?

Dependency mapping reveals the people, technology, facilities, suppliers, information, and shared resources that an essential service needs, allowing planners to test concentration and recovery assumptions.

How do service tolerances guide continuity strategies?

Service tolerances provide decision boundaries for comparing strategy options, resource tradeoffs, recovery sequences, and escalation needs under disruption scenarios.

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How is operational resilience capability improved after exercises?

Operational resilience capability improves when observations are linked to service outcomes, evidence gaps, accountable owners, priority criteria, planned actions, and follow-up validation.

Conclusion

Participants leave with an Essential Service Resilience Blueprint containing the outcome map, dependency network, tolerance record, scenario library, strategy matrix, integrated playbook, simulation plan, and capability backlog. The blueprint replaces isolated departmental documents with a connected service view. It supports coordinated recovery decisions and evidence-based resilience improvement.