

Asia Knowledge

Building a cost effective business continuity and disaster recovery framework.

An exclusive workshop for banks, financial institutions and insurance covering the latest developments on the Basel II norms

Dates: 10th, 11th, 12th of June, 2004

Venue: Taj Lands End, Mumbai

Workshop Leader: Andrew Hiles, UK



IS
your
company
prepared to deal
with **DISASTER ??**

Dear Reader,

As you are aware, Business Continuity Planning and Disaster Recovery Planning has become fundamental to the survival of every organization. So much so that it has now been made mandatory by the regulatory and governing bodies of India.

Although the September 2001 attacks and the recent bomb blasts in Mumbai made the point, it's not always true that sensational terrorist acts are the only risks large companies face. It could be anything that threatens the function, finances and reputation of your company sfkfedfodf.

Sound BCP and DRP is essential, yet many enterprises side-step this issue or hold plans which are clearly out of date.

Organizations cannot possibly prepare for every scenario but the more extensive the planning and preparation, the better prepared is the organization to react to the unexpected. In view of these facts, Asia Knowledge has decided to take up this critical issue by inviting one of the world's preeminent educators and experts on BCP and DRP.

We have created a unique training module specially designed for various functional heads and senior management of Banks and large Financial Institutions in India. Created after substantial research and using the model laid down by RBI and SEBI, this three-day practical workshop will provide delegates with a clear strategy and uncomplicated solutions that will help you design a strong Crisis & Business Continuity Management Framework for your organization.

Andrew Hiles, your workshop leader, has delivered over 250 seminars in the UK and around the world. Andrew is also the founding director of the Business Continuity Institute. He has published numerous articles and is the author of Business Continuity Management: Best Practice.

After going through the program details, we are confident that you would not want to miss out on this one-of-a-kind event!

Yours truly



Prasanna Arumugam
Head of operations
Asia Knowledge Associates

ASSOCIATE PARTNER



DESIGN PARTNER

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WHY YOU SHOULD ATTEND

Disaster can strike any business, anywhere, any time: yet less than a third of organisations have comprehensive disaster recovery plans. Most organisations experiencing a disaster simply do not survive. At best, those without plans lose market share and profits. An effective disaster recovery plan is essential for mission critical Information Technology and Telecommunications services.

The Basel II international accord for banking places requirement for effective risk management on banks and this is increasingly being applied to insurance companies. RBI has conducted a study covering all banks in India to finalise a policy approach for Basel II. In the USA, Gramm-Leach-Bliley regulation for the finance industry make risk management and information security a legal requirement and the responsibility of the Board. The UK Finance Sector regulatory body, the FSA, issued a paper that includes a section with guidance on Business Continuity Management for implementation in 2004. Around the world, financial legislation requires protection of assets by prudent planning and auditors are increasingly insisting on disaster recovery plans. In this accord, RBI and SEBI have made it mandatory for all banks, mutual funds and financial institutions to have an ongoing business continuity and disaster recovery plan.

This seminar shows how to meet these demands to ensure continuity of business processes.

At this event you will:

- Learn how to initiate and control the Business Continuity programme
- Learn proven techniques to assess and reduce risk and impact
- Review the role of insurance and appreciate its limitations
- Understand why many plans fail
- Gain the latest techniques to make business recovery planning easier
- Discover how to organise for survival
- Learn how to write an effective business continuity plan
- Appreciate the role of software tools
- Examine real-life case studies - and their lessons
- Find sources of help
- Cover all topics for certification by the Business Continuity Institute and Disaster Recovery Institute International

This event shows:

- how to help your business survive by effective planning
 - the key risks to business and the impact of them
 - how to make a cost case for spend on business recovery
 - how to create an effective disaster recovery organisation
 - how to write action-oriented disaster recovery plans
- and:**
- covers plans for Information Services and other key business processes
 - reveals techniques and short cuts to make the planning process easier
 - shows how to save time and money by using proven models based on real experience

Highlights of Nasscom-KPMG 2003 survey:

- ** The business risks covered by corporate under BCM are Customer end risks (78 percent); Supplier end risks (60 percent);
- ** IT hardware and software risks (80 percent); Business core process risks (78 percent); Business partner risks (52 percent).
- ** BFSI (40 percent) and software and service providers (35 percent) attach the maximum importance to BCM initiatives.
- ** 71 percent of respondents did not have a corporate-wide, documented and tested business continuity plan.

RBI & SEBI Guidelines:

Information systems audit policy for the banking and financial sector. Working group for information systems security for the banking and financial sector
Department of Information Technology
Reserve Bank Of India, Mumbai

The IS auditing Standards define the mandatory requirements for IS auditing and reporting.
CHIEF GENERAL MANAGER
MUTUAL FUNDS DEPARTMENT
MFD/CIR/15/19133/2002
September 30, 2002
All Mutual Funds Registered with SEBI
Unit Trust of India
Association of Mutual Funds in India

Risk Management System

The risk management practices in various areas of operations of mutual funds are covered in the operating manual under 3 categories:
(i) Existing industry practices
(ii) Practices to be followed on mandatory basis, and
(iii) Best Practices to be followed by all mutual funds.

All mutual fund shall follow the practices which have been indicated as mandatory in the operating manual.

These are -
(i) risk management function should be assigned to compliance officer or internal risk management committee or to an external agency
(ii) disaster recovery and business contingency plans, and
(iii) mutual funds should take insurance cover against certain risks.

For reference - <http://www.sebi.gov.in/circulars/2002/cirmfd15.jsp>



Successful completion of this course will provide delegates with one year 'Affiliate Membership' of the BCI.

About the Business Continuity Institute:

The Business Continuity Institute (BCI) was established in 1994 to provide opportunities to obtain guidance and support from allow professionals. The Institute provides an internationally recognised status in relation to the individuals experience as a continuity practitioner. The BCI has over 1450 members in 41 countries. The wider role of the BCI is to promote the highest standards of professional competence and commercial ethics in the provision and maintenance of business continuity planning and services.

The Aims and Objectives of the BCI

- To define the professional competencies expected of business continuity professionals
- To provide an internationally recognised Certification scheme for the business continuity profession.
- To provide a programme of Continuous Professional Development to enable members to maintain their professional competencies.
- To initiate, develop, evaluate and communicate BCM thinking, standards and good practices
- To influence policy makers, opinion formers and other stakeholders worldwide in BCM issues

Benefits of BCI membership

- The benefits of achieving a membership in the Business Continuity Institute are significant and include:
- For Fellow, Member and Associate possession of an internationally renowned professional qualification in business continuity (there are members working in every continent of the world).
- For Fellow, Member and Associate, recognition by employers and purchasers of services of your ability to undertake business continuity assignments with professional competence and integrity.
- The use of an Institute Library of business continuity publications, as it is developed, or a discount is offered on the purchase of material from an outside source. Reading lists.
- Discounts of a range of products and services, these are continually being updated
- Discounts of training courses, conferences and seminars
- Receipt of 'Continuity, the BCI journal, that will keep you in touch with the latest developments in the business continuity profession
- Receipt of Business Continuity trade magazine and the Source, the BCI handbook.
- Access to the BCI Internet web site Members Only pages.. The site provides the 'Virtual Institute' where there is an opportunity to have a dialogue with other members of the Institute and review the Institute's published materials.
- Inclusion in the BCI Consultancy Register
- Access to the BCI Candidate Register, Career Help and Assistance and Consultancy Management in association with Euro Search and Selection.
- Discounts on Professional Indemnity Insurance
- Networking with members through virtual and local forums

PAS 56

BSI, in conjunction with the Business Continuity Institute and Insight Consulting, has just published a guide which clearly establishes the process, principles and terminology of BCM. PAS 56 Guide to Business Continuity Management describes the activities and outcomes involved in establishing a BCM process and provides recommendations for good practice. It provides a generic BCM framework for incident anticipation and response and describes evaluation techniques and criteria. PAS 56 is applicable to all organizations, regardless of size or industry sector, and is intended for use by those charged with defining, developing, implementing and managing a BCM programme in their organization.

DAY 1 - The activities and practices of business continuity management for banks & financial institutions

8.30 am - Registration and Tea

8.45 am - Introduction and objectives of Day One

1. Project Initiation & Management [9.00 am]

- Definition of terms
- The Project
- Awareness & Training Programmes

2. Risk Evaluation & Control [10.00 am]

- Risk Management: the key to Security
- Risk Analysis: avoidance, reduction, containment or transfer?
- Risk Analysis methodologies
- Critical Component Failure Analysis

11.00 am - Refreshment Break

3. Business Impact Analysis [11.30 am]

- Business Impact Analysis: the costs of disaster
- Vital Materials Protection
- Requirements Analysis

4. Developing Continuity Strategies [12.30 pm]

- Strategy Options
- Public Relations and Crisis Communication: key to survival
- The role of insurance

1.30 pm - Lunch

5. Emergency Response & Operations [2.30 pm]

- Immediate Response
- Co-ordination with Public Authorities

6. Developing & Implementing the Business Continuity Plan [3.30 pm]

- Business Management Issues & Organisation
- Planning Assumptions & Prerequisites
- What the Board should do in a disaster
- The Business Continuity Manager: role and tasks
- Departmental Business Continuity Managers: roles and tasks
- Public Relations and Media Management
- Support Functions
- Business & Departmental Plans: Documentation Hierarchy
- Structuring the Plan

4.30 pm - Refreshment Break

7. Audit, Testing & Maintaining Business Continuity Plan [5.00 pm]

Example - a real BC test for a Financial Institution

Who should attend: CEOs, CFOs, CTOs, CIOs, COOs, Directors Risk Management, Directors Operations, Directors Internet Security, Directors Information Security, Directors Human Resources, Directors Business Continuity, Business Continuity Managers, Human Resources Managers, Corporate Communication Managers, IT Managers, Training Managers, Systems & Program Managers, Internet security and information security managers, Facilities Managers, Fraud Prevention, AML Officers, Enterprise Planning and Operations, Disaster recovery planning team members.

DAY 2 - Disaster recovery for information & communications technology (IT&C)

8.30 am - Registration and Tea

8.45 am - Introduction and objectives of Day Two

1. The purpose of Information and Communications Technology DR Planning [9.00 am]

- Why plan
- What are we trying to protect
- How IT&C DR fits into BC project and other plans
- Practical : List your main IT&C assets
- Recovery timescales talking to users
- Practical : Assign recovery timescales and priority to each asset
- Scoping the project What is IT&C responsible for?

2. Backup regimes [9.30 am]

- Concepts
- Frequency
- Integrity
- Confidentiality
- Statutory requirements
- Storage location
- New solutions

3. Recovery concepts/options [10.00 am]

- Flying start/Hot/warm/cold timescales
- Location
- Hot sites
- Mirroring different flavours
- Warm start
- Test machine
- Second site
- Home working
- Cold site options
- Prefab Site build options
- Office/canteen / training space
- Others
 - Fortress
 - Insurance
 - Do nothing

4. Third party solutions [10.30 am]

- Maintenance
- First in or shared
- Review of offerings for hot, warm, cold
- Analysing tenders exclusion zones, ratios
- Writing the plan NO!
- Use DR suppliers for advice
- Maintenance
- First in or shared
- Ship in
- Mobile
- Tendering

11.00 am - Refreshment Break

Who should attend: IT Functional Heads, CTOs, CIOs, Directors Internet Security, Directors Information Security, Data Center Managers, Corporate Security Managers, Risk Managers, IT Managers, Technology Developers, Systems & Program Managers, Internet security and information security managers, Business Continuity Managers, Network Managers, System Analysts, Training Managers

5. Comparison of computer solutions [11.15 am]

- SWOT of DIY & 3rd party & reciprocal
- Costs of solutions
- Reality

6. Complexity of Multisystems [11.45 am]

- Exercise: Find a solution to fit each item of kit you have any left?

7. Network solutions [12.15 pm]

- ISDN/ATM
- Home working
- Capacity planning
- Remote access from ICC to check

8. Voice solutions [12.45 pm]

- Redirection
- Mobile
- Call Centres

1.30 pm - Lunch

9. Other IT responsibilities [2.30 pm]

- Workspace
- Imaging
- Printing
- Power supply
- Supplies
- Despatch

10. Writing the plan [3.15 pm]

- | | |
|-----------------------------------------------|--------------------------------|
| Logistical | Technical |
| - Decision making | - Who is it aimed at? |
| - Team structure | - What does it cover? |
| - Personnel notification | - What should it contain? |
| - Transport | - How should it be structured? |
| - Accommodation | - How will it be updated |
| - Shift working | |
| - Telecoms | |
| - Development staff | |
| - Users for signoff | |
| - Links to Crisis Management Team and BC team | |
| - Timetable | |

4.00 pm - Refreshment Break

12. Integrating the IT DR Plan into the BC plan [4.30 pm]

11. Maintaining and enhancing the Plan [5.15 pm]

DAY 3 - The people issues & crisis communication

8.30 am - Registration and Tea

8.45 am - Introduction and objectives of Day Three

1. Incident Control [9.00 am]

- Purpose of Incident Control
- Incident Control Planning
- Incident Control Procedures
- Incident Control Organisation
- Incident Control Team
- Incident Control Team Action

2. Emergency Management [10.00 am]

- Emergency Procedures
- Incident Control Manual
- Incident Control Room (Command Centre)
- Incident Control Communication

11.00 am - Refreshment Break

3. Video: Sun Alliance Insurance : Arndale Disaster [11.30 am]

4. Human Resources & Premises Aspects [12.00 pm]

- Health & Safety Issues
- Damage Assessment and Salvage
- Staff redeployment and role changes
- BCP for HR and premises

1.00 pm - Lunch

5. Crisis Communication [2.00 pm]

Communication with Stakeholders:

- "Group" - the higher level corporate entity
- Employees
- Stockholders
- Customers
- Suppliers
- The local community
- Regulators
- Financial Analysts and other opinion formers
- Public officials.

6. Practical scenario based exercise [3.00 pm]

4.00 pm - Refreshment Break

7. Media and Public Relations Issues [4.30 pm]

- Managing the media - checklist
- Video: Mercantile Credit, a subsidiary of Barclays Bank. The Fire
- An example of actual disaster and media management.

Who should attend: CEOs, Directors Human Resources, Directors Business Continuity, Business Continuity Managers, Human Resources Managers, In-House Doctors, In-house medical Team, Corporate Communication Managers, Public Relations Managers, Security Managers, Training Managers

Meet your course leader

Andrew Hiles, BA, FBCI, MBCS, MIMIS, is a Director of Kingswell - an international consultancy specialising in managing business risk and delivering service. Clients of Kingswell have included Allied Breweries, BBC, Clydesdale Bank, JP Morgan, Prudential Assurance, Hewlett-Packard, AT&T.



He was founder and Chairman of an international user group for business continuity and disaster recovery professionals. Andrew was also the founding director of the Business Continuity Institute, the Business Continuity world's international professional association, and a founder of the World Food Safety Organisation.

Before joining Kingswell, Andrew had wide-ranging experience in business consultancy and in information technology management - including security, contingency planning, management and computing experience in the Royal Air Force; business consultancy, organisation and methods and information services in London Transport; business consultancy and project management with The Post Office; and over 10 years of consultancy assignments for leading UK and European companies. He was Computer Services manager at AEA Technology's Harwell Laboratory.

He has delivered over 250 seminars, presented at Henley, Cranfield and GEC Management Colleges and on television. He has published numerous articles and is the author of Business Continuity Management: Best Practice, and Enterprise Risk Assessment and Business Impact Analysis – Best Practices. The first book explicitly covers all the ten areas of business continuity competence required for membership of the Disaster Recovery Institute International (DRII) and the Business Continuity Institute (BCI) and is the only book endorsed by both bodies. He is also author of Guide to Risk Management, published by the Institute of Chartered Accountants of England and Wales, 2002. Andrew edited The Definitive Business Continuity Management published by Wiley in 1999 and contributed to two recent books on the subject produced by the CBI and the Institute of Directors. He edited the IBM UK G.U.I.D.E. manual on disaster recovery. Andrew also wrote The Complete Guide to IT Service Level Agreements and Service Level Agreements: Managing Cost and Quality in Service Relationships.

Clients: Allianz Cornhill, Al Bank Al Saudi Al Fransi (Saudi French Bank - Saudi Arabia), American Express, Arab Insurance Group (Abu Dhabi) Arthur Andersen, BancTec, Cajo do Madrid (Spain), Capital One, Central Bank of Nigeria, Clydesdale Bank, Commerzbank, Companies House, Cyprus Popular Bank, Energy Settlements, Europay (Brussels), European Central Bank (Frankfurt), Financial Times, First Direct, Further Education Funding Council, GAK (Netherlands), Goy Harris Cartwright, Intervention Board, ITS (Netherlands), Legal & General Assurance, Loss Prevention Council, M&G, JP Morgan, Kleinwort Benson, Nationwide, Paribas, Prudential, Prudential Fund Managers Property Division, Royal & Sun Alliance, Steamship Mutual, S.W.I.F.T. (Belgium), Swiss Life, Swiss Re.

Testimonials

"Very well balanced. Interesting lecturer who held my attention well. Covered the programme well". Pam Cooke, Fuller Peiser

"Down to earth, clear course, very much geared to my day to day work." Reg Goodall, Citicorp Insurance.

"Excellent overview - came away with lots of ideas" T R Cladingboel, Prudential Pension Fund Services

"Lots of examples" Simon Rowe, First National Bank

"Excellent" John Butcher, Origin UK Ltd

"Appreciate use of examples, anecdotes" "enjoyed course – has given me a very good grounding to develop my new role" Roger Wiggs, British Airways

Interesting and useful, Andrew presented in an easy, relaxed manner, with humour." Jenny O'Donaghue, DHL Systems

"Andrew was very knowledgeable and put forth many examples of information provided." Carolyn Goodfriend, UK Operations Manager, CitiGroup

"Very good presentation and delivery. Personal experiences / stories from presenter very useful and relevant." Tony Carroll, Head of IT Services, ERHA

"Very useful course. Created a number of useful ideas that we can use in the further development of our SLAs" Malcolm Jones, Manager, Carmarthenshire CC

"It is really very nice and everybody concerned in it should attend" Moosa Mohd Al Jawa Manager Data Center Abu Dhabi Islamic Bank, UAE

Delegate Registration Form

Delegate Information

Name: _____
Designation: _____
Direct Phone / Extn: _____
Email: _____

Name: _____
Designation: _____
Direct Phone / Extn: _____
Email: _____

Name: _____
Designation: _____
Direct Phone / Extn: _____
Email: _____

For more delegates, please send delegate information on another page

Company: _____
Address: _____

Authorized by / Billing Information:
Signatory must be authorized to sign on behalf of contracting organization

Name: _____
Designation: _____
Phone: _____
Fax: _____
Email: _____

Your Signature & Company Seal

This booking is invalid without a signature.

Date: _____

Delegate fees is to reach us
within 7 days of contract date

Completed contracts can be faxed or e-mailed
Fax: +91-22-26319376
Email: reg@asiaknow.com

Please make cheques / DDs payable in favour of:
"Asia Knowledge Associates"
and send to:
Suite 20, Mayfair, Raviraj-Oberoi Complex,
Off New Link Road, Andheri West,
Mumbai 400053 INDIA
Phone: 91-22-56780530 / 56780535

Investment per delegate:

1 delegate: 45,000 INR*
2 delegate: 40,000 INR
3 delegate: 35,000 INR

*Entitled to the Affiliate Membership of BCI, UK
Fees are inclusive of all taxes, workshop kit, documentation, and meals.
Both discounts apply if conditions are met.

Early Bird Discounts: 10% (up till 15th of May 2004)

Split Nominations accepted.

Terms & Conditions

- Confirmation: Telephone bookings are provisional until written confirmation is received, either by fax with credit card details or by post with a cheque. Alternatively an invoice can be sent out in which payment must be made within 5 working days of booking.
- Payment: All payments must be received within 5 working days of booking. Failure to pay within this time may result in the course place being cancelled subject to the cancellation terms below.
- Cancellations: Cancellations must be received in writing and are subject to the following charges: cancellations received more than 2 weeks prior to the date of the course will be charged at 50% of the booking cost. Cancellations received within 2 weeks of the course date will be charged at 100% of the booking cost.
- Substitutions: Delegate substitutions are welcome at any time and do not incur any charge. Please fax or mail your changes to us.
- Transfers: Transfers to alternative events or dates may also be subject to charges. Transfers received before 2 weeks prior to the course date will not be charged. Transfers received within 2 weeks of the course date will be subject to 50% of the initial booking cost. A credit note will be issued for the remaining 50%.
- Alterations to the advertised course: We put the greatest care and effort to ensure solidity of the program schedule. AsiaKnowledge reserves the right to change the venue, date, content or speaker of its course at any time. In the event that the venue or date is changed, AsiaKnowledge will not be responsible for covering airfare, hotel or any other costs incurred by the registrants. In the event that AsiaKnowledge cancels the course, AsiaKnowledge reserves the right to transfer this booking to another course to be held in the following 12 months or to provide a credit note of an equivalent amount to another course within the following 12 months.
- Liability: By completing this registration form the client hereby agrees that AsiaKnowledge will not be able to mitigate its losses for any less than 50% of the total booking cost.
- Once signed and returned by e-mail, mail, or fax, this form is regarded thereafter as a firm contract