
Half-day workshop

Objectives
To help you understand the principle elements of great Business Continuity Management (“BCM”) and equip you with skills and knowledge for Business Continuity Planning (“BCP”) for your business.

Who should attend
Business Leaders, C Suites, Enterprise Risk Management (ERM) Professionals and Audit Professionals.

Finance and non-finance professionals wanting to update their awareness levels of BCM and BCP will also benefit from this workshop.

Highlights and learning outcomes
You will learn business planning methodologies, recovery strategies and how to apply the Business Continuity Management Framework to improve Business Continuity Planning.

Real-life case studies will be featured to give you a better understanding of the critical importance of Business Continuity Planning.

At the end of the course, you will be able to:
• Understand how to use a Risk Analysis Framework
• Be equipped with knowledge concerning organizational survival and resiliency using the Business Continuity Management Framework.
• Identify and analyse potential threats and corresponding potential impact
• Identify functions that are critical to business operations and having appropriate alternative business continuity strategy options

“Plans are nothing. Planning is everything.”

Dwight Eisenhower
Ex-US President, 5-Star General and Journalist
**Workshop agenda**

What is a good BCM Framework?
- Introduction to BCM and ISO 22301
- Objectives of a BCM Framework
- Elements of a good BCM Framework

What is a BCP?
- Overview of the key components of a BCP
- Insights into possible failures of BCP

Breakdown of a BCP
- Key teams/people involved in business recovery
- Recovery strategies and why they need to be planned early
- Understand the importance of having well documented BCP

Crisis Management vs Business Recovery
- Distinguish between Crisis Management and Business Recovery
- Examples of Crisis Management in a Singapore context

Case studies
- Sharing session using examples where organisations activated BCP
- Actions taken which helped them recover their business

**Your workshop facilitator**

**Jenny Tan**
Risk Assurance Partner & BCP Practitioner PwC Singapore

Jenny Tan is a Partner at PwC Risk Assurance Services with more than 17 years of experience in providing and managing assurance and consultancy services. Her expertise includes Business Continuity Management, Internal Audit & Risk Management, IT audit & advisory, Sarbanes-Oxley, SSAE 16, ISAE 3402 and non-profit organisation services (“NPOs”).

Jenny has over 10 years of experience in professional firms and financial institutions. As a certified Information Systems Auditor and certified IT Project manager, she has completed internal audit and technology risk assessment projects for organisations ranging from SMEs to NPOs to listed companies and to MNCs. She has also completed ITGC SOX projects for MNCs running on SAP applications. Jenny has delivered projects designed with ISO 27001, ISO22301, ISO9000 & ISO31000 frameworks. Jenny is trained as ISO 9001:2015 Lead Auditor.

Jenny has led numerous Business Continuity consultations across a wide range of organisations. She has facilitated workshops and developed for organisations their BCP framework, policy, recovery strategies, plans and procedures. She has also led a variety of BCP crisis simulation workshops and developed IT disaster recovery plans. She has also delivered industry-wide crisis management simulation exercise. She is familiar with the new ISO22301 standards for BCP. Jenny is the Business & IT Resilience workstream Practice Leader.

Jenny is Certified in Governance of Enterprise IT (CGEIT), Certified Project Management Professional (PMP), Certified Information System Auditor (CISA) with ISACA, Certified IT Project Manager (CITPM) Singapore with NUS-ISS and a Business Continuity Certified Expert (BCCE) with the BCM Institute.

**What did our participants say?**

“Good practical examples”
“Knowledgeable and experienced trainers”
“Engaging session”
“Well organised session”
“I’ve learnt that communication and preparedness are really key to business recovery”
“Now I’ve understood how important BCM is to our business”

**How to register**

Please fill in the registration form attached below and send it to academy.sg@sg.pwc.com.

For further queries, please contact Ms. Siti or Ms. Maimunah at (65) 8729 0530/29.

A complete calendar of training courses can also be found on our website www.pwc.com/sg/academy.

**Registration fee**
(includes 7% GST)

PwC Clients & Alumni: S$420
Public: S$450
Registration Form


Fees: PwC clients/alumni – S$420 • Public - S$450

Please register the following person/s for the workshop on:

☐ 12 April 2018 (9am – 12.30pm)  ☐ 12 July 2018 (9am – 12.30pm)

☐ 18 October 2018 (9am – 12.30pm)

1. Name: Mr/Ms/Mdm .................................................. Designation: ..................................................

   Email: .................................................. Contact No: ..................................................

2. Name: Mr/Ms/Mdm .................................................. Designation: ..................................................

   Email: .................................................. Contact No: ..................................................

Contact Person

Name: Mr/Ms/Mdm .................................................. Designation: ..................................................

Company: .................................................. Address: ..................................................

..................................................

Email: .................................................. Contact No.: .................................................. Fax: ..................................................

Enclosed is cheque for S$.............. (Cheque no. ..................................................) made payable to “PricewaterhouseCoopers Risk Services Pte Ltd”. Kindly indicate the course reference “BCM18” along with your payment for ease of reference.

Registration and Payment

Registrations will only be confirmed upon receipt of payment and registration form. Please email the scanned copy of your registration form to academy.sg@sg.pwc.com and/or mail the registration form and payment to 7 Straits View, Marina One, East Tower, Level 9 Mail Centre, Singapore 018936 (Attn: Siti/Maimunah, M&C Dept)

For registration and enquiries, please call Ms Siti or Maimunah at (65) 8729 0530/29 or email us at academy.sg@sg.pwc.com.

In-Company Training

This workshop can be presented on-site at your organisations in-house programme. For more information and enquiries, please contact Tony Moore at (65) 9637 5489 or email at anthony.moore@sg.pwc.com.

Note:
• Fees includes 7% GST, refreshment and seminar kit.
• The seminar will be conducted at a dedicated training room at our office in Marina One or at a venue located near an MRT.
• Certificate of Attendance will be awarded on successful completion of the workshop.

Cancellation policy:

Full payment must be made prior to the seminar.
Registered participants will be liable for the full fee even in the event of non-attendance.
Upon receipt of registration, any request for cancellation or a replacement must be confirmed in writing at least (7) working days before the seminar and subject to PwC’s Academy’s approval.
A 10% administrative fee will be imposed for any cancellation or deferment received less than (5) working days before the seminar.
PwC reserves the right to amend, postpone or cancel the seminar due to unforeseen circumstances.

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