

Booking Form Estimating School

First Name

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Names of other
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Please send your cheque, made payable to 'British Computer Society (PROMS-G)' with this Booking Form (we regret that we *cannot* accept BACS or credit card payments and we **MUST** have payment in advance). We will confirm your booking once we receive your payment.

BCS members or affiliates (per person)	= £140 (£119.49 + VAT)	£
Non members (per person)	= £195 (£165.96 + VAT)	£
Unwaged/Students	= £ 30 (£ 25.53 + VAT)	£
Total Due		£

Please send Payment and Booking Form to:

Mrs Sue McGowan
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68a Redcliffe Street
Cheddar
Somerset BS27 3PF

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Receipt and joining instructions will be forwarded to delegates.
Please indicate if you require a VAT receipt.

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Project Management
Specialist Group

The Project Management
Specialist Group of the BCS
presents its
2005 Autumn School

Business Continuity & Crisis Management *what to do when crisis strikes at the heart of the business*

In today's unsettled world business continuity and crisis management are very important considerations. The ability to prevent or, if need be, recover from incidents, whether large or small, is a vital element of any IT project which supports business critical activities. The business, who has invested highly in these activities, will demand good quality crisis/incident management to fully recover as quickly as possible.'

- Content:**
- Introduction to Business Continuity
 - Crisis Management Framework
 - The £3 trillion a year Challenge
 - Crisis Management in Action

Dates: Four Tuesday evenings starting 27th September 2005

Venue: Barclays, Canary Wharf

Time: Lectures start at 7:00 p.m. with registration and refreshments from 6:30 p.m.

This event is open to all. To become a member of BCS PROMS-G, register on our website at www.proms-g.bcs.org now. Membership of PROMS-G is free of charge, and is open to both BCS members and non-members.

All PROMS-G meetings carry CPD units.

Supported by



Business Continuity and Crisis Management AUTUMN SCHOOL

- **Business Continuity and Crisis Management are subjects that many Projects Managers are hearing more and more frequently, but what do these really mean, and how does it really impact on us?**
- **Five leading experts in the field will be sharing their in-depth knowledge on the subjects as well their practical experience both in planning business continuity and in the realities of real crisis management.**
- **The school should appeal to anyone who is involved in project work – planners, project managers, team leaders, project/programme office staff, as well as people moving into these positions.**

Session 1: Tuesday 27th September 2005

Introduction to Business Continuity

**John Sharpe, Continuity Forum and
Mark Wheeler, Foster Wheeler Energy Limited**

John Sharpe is recognised worldwide for his contribution to Business Continuity. John will provide the opening to the School with an introduction to Business Continuity Management and what it really means to the project management community.

John will discuss Business Continuity Management; taking a holistic view of an organisation, and anticipating that things may go wrong and taking appropriate planned and rehearsed steps to maintain critical business processes whilst the business recovers.

In his presentation John will cover: What is the current status of Business Continuity Management in the UK? What makes it effective and how to introduce or improve Business Continuity management in organisations?

The theory of Business Continuity Management is all well and good but what does it mean in reality? Do businesses welcome this relatively new discipline wholeheartedly? And does it matter? Mark Wheeler, from Foster Wheeler Energy Limited, will share some practical examples of a business coming to grips with business continuity management.

Session 2: Tuesday 4th October 2005

Introduction to Crisis Management, with focus on the wider financial market

Chris Keeling, Barclays

Crisis Management is currently a 'hot topic' within financial institutions especially with large retail and investment banks. Recent terrorist events have raised the profile of Business Continuity and Crisis Management and senior managers are keen to become involved.

In recent years the regulators, both in the UK and overseas, have become much more engaged in ensuring that both business continuity and crisis management is appropriately applied in financial firms. There is an understanding that the financial markets are dependent on a core of firms being available and loss of one or more of the key players could have a major economic impact. As a consequence there is a need for the larger, systemic organisations to be able to

demonstrate capability in their business continuity response and an ability to support critical business processes.

Chris Keeling heads up the Barclays Group Crisis Management function with responsibility for the design and implementation of a robust Crisis Management capability for the bank. Chris's talk will consider how Barclays are responding to this requirement through the development and implementation of a robust crisis management framework. The content will include:

- A brief overview of Barclays Crisis Management approach
- Market wide collaboration and the role of the Tripartite Authorities
- Market wide testing in the event of 'Major Operational Disruption'
- Lessons learned from recent events in London

Session 3: Tuesday 11th October 2005

The £3 Trillion a Year Challenge

Chris Dunne, VOCA

Business continuity is critical to Voca, the payments and transaction infrastructure behind the BACS payment network, and the company responsible for processing all the UK's direct debit transactions. Last year, Voca processed 4.5 billion transactions, with an estimated value of £3tn. There is no room for error.

Voca is considered part of the UK's "critical infrastructure" because it handles so many government and business payments. Under the Civil Contingencies Act it is required to have robust business continuity procedures. In addition, as a financial services company, Voca must comply with strict regulatory requirements on security and disaster recovery.

Because business continuity is vital to Voca, the company decided to manage all its business continuity planning and implementation internally, with a dedicated business continuity team.

In his talk, Chris Dunne, Voca's Commercial Business Manager, will discuss the role of the business continuity team and Voca's business continuity plan that spells out how it will continue to operate in the three key areas of people, process and technology.

Session 4: Tuesday 16th October 2005

Crisis Management: Process or Project?

Jim Burtles, Total Continuity

"IT is in an ideal position to drive a business continuity agenda through the organisation; IT is the brains of the business. IT people are always fixing things - they are project-oriented and forever looking over the horizon - planning what to do if all goes wrong. IT is the key holder of business continuity - it should grab that responsibility and run with it. It will mean thinking beyond the remit of IT and spotting the business continuity gaps in other parts of the business."
Quote from Jim Burtles in Computer Weekly.

On the fourth evening, Jim will generate in depth discussions following on from the previous sessions. With very real experience in crisis management, including hands-on recovery work with victims of events such as bombings, earthquakes, storms and fires, Jim's conclusion to the school will provide us with much practical knowledge to put into practice on our projects.

Jim Burtles is a well-known figure in the business continuity profession with 30 years of experience spread across 22 countries. He is a founding fellow and a director of the Business Continuity Institute and as the original Standards Officer he was involved in the evolution of its professional standards and ethics.