Publication date : 01/09/2024

Course : Crisis management, getting organized to face the crisis

understand how to develop and manage an IT continuity plan

Practical course - 3d - 21h00 - Ref. FGC

Price : 2100 € E.T.

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To guarantee a safe and reliable system, you need to be able to quickly restart your activity and minimize data loss in the event of a problem. You will learn how to identify possible crises, organize their management and structure a crisis plan to deal with them.

Teaching objectives

At the end of the training, the participant will be able to:

- Risk mapping
- Developing an IT continuity plan
- Assessing the severity of the crisis
- Setting up a crisis management system
- Implementing a crisis communication plan

Intended audience

IS managers, engineers, project managers and anyone dealing with crisis situations.

Prerequisites

Basic knowledge of the components and role of an IS department. Experience in IS management required.

Course schedule

PARTICIPANTS

IS managers, engineers, project managers and anyone dealing with crisis situations.

PREREQUISITES

Basic knowledge of the components and role of an IS department. Experience in IS management required.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.
Participants also complete a placement test before and after the course to measure the skills they've developed.

1 Architecture of a crisis management system

- Why a crisis management system?
- The fundamentals of crisis management.
- Monitoring and alert system.
- Assess the situation and escalate.
- Role of the crisis management unit.
- Crisis management organization.
- Composition of a crisis unit.
- Crisis management leader, crisis management guide.

2 Anticipation of crisis management

- Alert escalation processes: internal and external sensors.
- Risk mapping.
- Crisis scenarios.
- Downtime scenarios.
- Preparing the crisis management system.
- Preventive networking.

3 Crisis assessment

- First evaluation.
- Warning indicators.
- Gravity scale.
- Qualifying crisis management levels.

4 Crisis management

- Activation of a crisis management unit.
- Coordination of crisis units.
- Logistics and resources dedicated to crisis management.
- Administration and maintenance of the crisis management system.
- Evaluation of crisis management system components.

Hands-on work

Development of reflex cards: pandemic, IT security incident, personal data breach, building unavailability, PCA/activation of fallback site, building evacuation.

5 Crisis communication

- Implement a crisis communication plan.
- Conditions for successful crisis communication.
- A few golden rules of crisis communication.
- Information dissemination.
- Media appeal factors.

6 Crisis management tools

- Call trees.
- Event analysis sheets.
- Alert levels.
- Role card, map of crisis players.
- Self-assessment questionnaire for crisis management units.
- The logbook, pocket memo and crisis hotline.
- Notification management.
- Maintenance of crisis management tools.

TEACHING AIDS AND TECHNICAL RESOURCES

• The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.

• At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.

• A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.

7 Business continuity plan (BCP)

- Business continuity management.
- Why draw up a business continuity plan?
- PCA, PCO, PCI, DIMA and PDMA.
- The different components of a BCP.
- A standard for BCP: ISO 22301.
- 5 steps to implementing a BCP.
- Emerging from a crisis: adapting the system to emerge from the crisis, hot crisis debriefing.

Hands-on work

Manage a crisis: assess the crisis, check the effectiveness of the crisis management system, establish a crisis management culture, etc.

8 Maintenance of the crisis management system

- Capitalize on crisis management.
- Ensure continuous improvement in crisis management.

Dates and locations

REMOTE CLASS
2026 : 15 June, 9 Sep.

PARIS LA DÉFENSE
2026 : 15 June, 9 Sep.