

**MSS SUCCESS SPACES**

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BUSINESS CONTINUITY MANAGEMENT TRAINING IN THE PHILIPPINES

**Protecting Critical Operations, Preparing for Disruptions, Coordinating Response,
Accelerating Recovery, and Strengthening Organizational Resilience**

**A Practical and Customizable Corporate Training Program by Making Strong Success
Corporation**

TRAINING OVERVIEW

Disruptions can happen without sufficient warning.

A typhoon, earthquake, fire, flood, cyberattack, system failure, prolonged power interruption, equipment breakdown, supplier failure, transportation problem, workforce shortage, facility closure, security incident, or communication failure can interrupt an organization's ability to serve customers, protect employees, complete transactions, deliver products, meet obligations, and maintain critical operations.

Many organizations believe they are prepared because they have:

- Emergency contact lists
- Backup files
- Insurance coverage
- Safety procedures
- Evacuation plans
- Remote-work arrangements
- Alternative suppliers
- An information-technology disaster-recovery plan
- A document labeled "Business Continuity Plan"

These measures may be useful, but they do not automatically constitute an effective Business Continuity Management system.

Business continuity requires the organization to understand:

- Which products and services are most critical
- Which activities must continue or recover first
- How quickly critical operations must be restored
- What level of disruption can be tolerated
- Which employees, facilities, systems, information, suppliers, utilities, and resources are essential
- What threats and vulnerabilities may interrupt operations
- What strategies will be used when normal resources are unavailable
- Who has authority to activate continuity arrangements
- How employees and stakeholders will be informed
- How recovery performance will be monitored
- How plans will be tested, corrected, maintained, and improved

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The internationally recognized **ISO 22301:2019 Business Continuity Management Systems standard**, together with its 2024 climate-action amendment, provides requirements for establishing, implementing, maintaining, and continually improving a structured business continuity capability. ISO also publishes supporting guidance on business impact analysis, continuity strategy, supply-chain continuity, people aspects, and continuity plans and procedures.

In the Philippines, business continuity is especially important because organizations may face natural hazards, infrastructure interruptions, technology incidents, supply-chain disruptions, workforce limitations, and other operational threats. The Bangko Sentral ng Pilipinas has issued formal Business Continuity Management guidelines for supervised financial institutions and more recent operational-resilience requirements covering critical operations, dependencies, disruption tolerances, and scenario testing.

This **Business Continuity Management Training in the Philippines** equips participants with a practical understanding of how to anticipate disruptive incidents, identify critical operations, assess interruption impacts, evaluate continuity risks, develop recovery strategies, prepare actionable plans, coordinate response, restore operations, test preparedness, and improve organizational resilience.

The program integrates:

- Business Continuity Management fundamentals
- Business impact analysis
- Continuity risk assessment
- Critical-operation identification
- Recovery priorities and objectives
- Continuity strategies and solutions
- Business Continuity Plan development
- Incident escalation and plan activation
- Crisis coordination and communication
- Operational recovery and restoration
- Exercises and plan validation
- Corrective action and continual improvement

Participants are introduced to the MSS **C.O.N.T.I.N.U.E. Business Continuity Management Framework**:

- **C — Clarify Context, Critical Operations, and Continuity Objectives**
- **O — Observe Threats, Vulnerabilities, and Dependencies**
- **N — Name Impacts, Priorities, and Recovery Requirements**
- **T — Tailor Continuity Strategies and Recovery Solutions**
- **I — Institutionalize Roles, Plans, Resources, and Communication**
- **N — Navigate Incidents and Activate Continuity Arrangements**
- **U — Undertake Recovery, Restoration, and Return to Normal**
- **E — Exercise, Evaluate, Enhance, and Embed Learning**

Following the MSS **EnterTRAINment®** methodology, participants will not merely discuss continuity concepts. They will assess organizational preparedness, identify critical operations, analyze disruption impacts, map

dependencies, establish recovery requirements, evaluate continuity strategies, develop plan components, respond to a simulated disruption, and prepare a Business Continuity Improvement Plan.

This program is designed for organizations searching for:

- **Business Continuity Management Training in the Philippines**
- **Training on Business Continuity Management**
- **Training on Business Continuity Management in the Philippines**
- **Managing Business Continuity Training in the Philippines**
- **Training on Managing Business Continuity in the Philippines**
- Business Continuity Training in the Philippines
- Business Continuity Planning Training in the Philippines
- Business Continuity Management System Training
- BCM Training in the Philippines
- Organizational Resilience Training in the Philippines
- Business Continuity and Disaster Recovery Training
- Business Continuity Preparedness Training
- Operational Continuity Training in the Philippines
- Corporate Business Continuity Training

TRAINING GOAL

To strengthen participants' ability to establish, implement, activate, maintain, test, and improve practical Business Continuity Management arrangements that protect people, sustain critical operations, reduce disruption impacts, accelerate recovery, and strengthen organizational resilience.

TRAINING OBJECTIVES

By the end of the program, participants will be able to:

1. Explain the meaning and purpose of Business Continuity Management.
2. Distinguish Business Continuity Management from emergency response, disaster recovery, crisis management, risk management, and operational resilience.
3. Explain the relationship among preparedness, response, continuity, recovery, restoration, and organizational resilience.
4. Recognize the limitations of relying only on emergency plans or backup systems.
5. Identify the internal and external context affecting business continuity.
6. Clarify the organization's continuity objectives and priorities.
7. Identify critical products, services, operations, processes, and activities.
8. Identify the employees, facilities, systems, information, equipment, suppliers, utilities, and other resources supporting critical operations.
9. Map internal and external dependencies.
10. Identify disruption threats, vulnerabilities, and single points of failure.

11. Explain the purpose of a Business Impact Analysis.
12. Assess operational, financial, legal, regulatory, reputational, customer, safety, and employee impacts.
13. analyze how disruption impacts change over time.
14. Establish recovery priorities.
15. Understand Maximum Tolerable Period of Disruption, Recovery Time Objectives, and Recovery Point Objectives where applicable.
16. Identify minimum resource requirements for continuity and recovery.
17. Evaluate alternative continuity and recovery strategies.
18. Develop practical strategies for loss of people, premises, technology, information, suppliers, utilities, or equipment.
19. Explain the essential components of a Business Continuity Plan.
20. Establish plan-activation, escalation, notification, and deactivation criteria.
21. Clarify business continuity roles and decision authority.
22. Develop continuity procedures, workarounds, communication arrangements, and recovery actions.
23. Coordinate business continuity with emergency, crisis, technology, human resources, facilities, security, and supplier arrangements.
24. Respond to a simulated disruptive incident.
25. Maintain situational awareness during disruption.
26. Establish recovery, restoration, and return-to-normal procedures.
27. Explain the importance of continuity exercises and plan validation.
28. Identify weaknesses through testing, exercises, incidents, and audits.
29. Develop corrective and improvement actions.
30. Establish plan review, ownership, version control, and maintenance arrangements.
31. Apply the MSS C.O.N.T.I.N.U.E. Business Continuity Management Framework.
32. Develop an Organizational Business Continuity Improvement Plan.

FROM POINT A TO POINT B

Point A: Common Continuity Weaknesses	Point B: Desired Business Continuity Capability
Business continuity is treated as an emergency contact list	Business continuity is managed as an organization-wide capability
The organization assumes every operation is equally critical	Products, services, operations, and activities are prioritized according to impact and recovery needs
Plans are based on assumptions	Continuity decisions are supported by impact analysis, risk assessment, and dependency mapping
Departments develop isolated plans	Continuity arrangements are integrated across functions and dependencies
Business continuity is delegated only to IT, safety, or risk personnel	Leaders, process owners, support functions, and employees understand their responsibilities

Point A: Common Continuity Weaknesses	Point B: Desired Business Continuity Capability
Backup systems are assumed to guarantee continuity	Technology recovery is aligned with operational requirements and user needs
Plans describe general intentions	Plans contain actionable roles, procedures, contacts, resources, decisions, and recovery steps
Activation authority is unclear	Activation, escalation, decision, and communication authority are defined
Employees do not know what to do during disruption	Employees understand immediate actions, reporting, workarounds, and recovery responsibilities
Critical suppliers are assumed to remain available	Supplier dependencies and alternative arrangements are evaluated
Plans are written once and stored	Plans are exercised, reviewed, updated, and improved
Exercises are conducted only for compliance	Exercises test decisions, assumptions, capabilities, dependencies, and recovery objectives
The organization focuses only on immediate response	Continuity, recovery, restoration, and return to normal are planned
Lessons learned are discussed but not implemented	Findings result in owners, deadlines, corrective action, verification, and closure
Business continuity is viewed as an operational expense	Continuity is treated as protection for customers, employees, reputation, revenue, and organizational value

ORGANIZATIONAL BENEFITS

This **Training on Business Continuity Management** can help organizations:

- Improve preparedness for operational disruptions
- Identify critical products, services, processes, and resources
- Strengthen understanding of organizational dependencies
- Improve continuity decision-making
- Reduce avoidable downtime
- Improve recovery prioritization
- Protect employees and essential resources
- Strengthen coordination among departments
- Improve leadership readiness during disruption
- Improve stakeholder communication
- Strengthen technology and operational alignment
- Improve supplier and third-party continuity planning
- Reduce confusion during emergencies and crises
- Develop more practical and usable continuity plans
- Identify single points of failure

- Improve recovery-resource planning
- Strengthen continuity-plan activation and escalation
- Improve exercise and testing practices
- Strengthen corrective-action management
- Improve customer and stakeholder confidence
- Support regulatory, contractual, and governance requirements
- Strengthen organizational and operational resilience

ONE-DAY BUSINESS CONTINUITY MANAGEMENT TRAINING PROGRAM OUTLINE

Recommended Schedule: 8:00 AM–5:00 PM

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
8:00–10:00 AM	MODULE 1: BUSINESS CONTINUITY FOUNDATIONS, ORGANIZATIONAL CONTEXT, GOVERNANCE, AND CRITICAL OPERATIONS Understanding Business Continuity Management • Meaning and purpose of Business Continuity Management • Protecting critical products, services, and operations • Reducing disruption impact and accelerating recovery • Business continuity as an ongoing management process Distinguishing Related Disciplines • Emergency response • Incident management • Crisis management • Disaster recovery • Risk management • Operational resilience • Organizational resilience • Occupational safety and emergency preparedness Understanding the Business Continuity	Business Continuity Readiness Diagnostic Participants assess their organization's current continuity preparedness across leadership, analysis, strategies, plans, resources, communication, exercises, and improvement. Disruption Consequence Challenge Teams examine what could happen if selected products, services, or operations become unavailable. Critical-Operations Identification Exercise Participants identify and prioritize organizational products, services, processes, and activities requiring continuity protection. Outputs: • Business Continuity Readiness Assessment • Critical Products and Services Inventory • Preliminary Critical-Operations Register • Business Continuity Governance and Responsibility Map

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	Life Cycle • Organizational context • Leadership and governance • Analysis • Strategy • Planning • Implementation • Exercise and validation • Performance evaluation • Continual improvement C — Clarify Context, Critical Operations, and Continuity Objectives • Internal and external organizational context • Stakeholder requirements • Contractual and regulatory considerations • Continuity scope and boundaries • Continuity policy and objectives • Leadership expectations and risk appetite Identifying Critical Products and Services • Customer-facing products and services • Regulatory and contractual obligations • Revenue-generating operations • Safety- and welfare-related activities • Internal enabling and support services Identifying Critical Operations and Activities • Activities required to deliver priority products and services • Operational and support-process interdependencies • Critical versus important versus deferrable work • Consequences of unavailable operations	

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	Establishing Business Continuity Governance • Senior leadership • Business continuity sponsor • BCM coordinator or team • Department heads • Process owners • Human resources • Information technology • Facilities, security, safety, procurement, and communications • Employees and alternates Clarifying Roles and Decision Authority • Plan ownership • Activation authority • Escalation authority • Incident and crisis-team responsibilities • Recovery ownership • Documentation and reporting	
10:00–10:15 AM	Morning Break	Participants take a short break before proceeding to disruption-risk, impact, dependency, and recovery-requirement analysis.
10:15 AM–12:00 NN	MODULE 2: CONTINUITY RISK ASSESSMENT, BUSINESS IMPACT ANALYSIS, DEPENDENCIES, AND RECOVERY REQUIREMENTS O — Observe Threats, Vulnerabilities, and Dependencies Identifying Disruption Threats • Natural hazards • Fire and facility incidents • Power, water, telecommunications, and utility failure • Technology and cyber incidents • Equipment breakdown • Workforce shortage • Public-health emergencies	Disruption Risk and Vulnerability Workshop Participants identify disruption scenarios, vulnerabilities, existing controls, and single points of failure affecting critical operations. Dependency Mapping Challenge Teams map the people, premises, technology, information, suppliers, equipment, utilities, and internal services supporting a critical operation. Business Impact Analysis Laboratory Participants assess how the consequences of interruption increase over time and establish preliminary recovery priorities and

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	• Supplier and logistics failure • Security incidents • Transportation interruption • Communication breakdown • Multiple simultaneous disruptions Understanding Vulnerability and Exposure • Single points of failure • Resource concentration • Geographic concentration • Capacity limitations • Manual-process limitations • Outdated or untested arrangements • Insufficient alternates Mapping Critical Dependencies • People and specialized competencies • Premises and work locations • Technology and applications • Data and records • Equipment and machinery • Suppliers and outsourced services • Utilities and telecommunications • Transportation and logistics • Internal approvals and support functions N — Name Impacts, Priorities, and Recovery Requirements Understanding Business Impact Analysis • Purpose and scope of a BIA • Critical activities and process owners • Impact categories • Impact progression over time • Recovery priorities • Minimum continuity requirements Evaluating Disruption Impacts • Operational impact	requirements. Outputs: • Continuity Risk and Vulnerability Register • Critical Dependency Map • Preliminary Business Impact Analysis • Recovery Priority and Requirement Matrix

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	• Customer and service impact • Financial impact • Legal and regulatory impact • Safety and employee-welfare impact • Reputational impact • Supplier and stakeholder impact Establishing Recovery Requirements • Maximum tolerable disruption • Target recovery time • Data-recovery requirements • Minimum acceptable operating level • Minimum staffing • Technology, information, facility, equipment, and supply requirements • Recovery sequencing Prioritizing Recovery • Immediate, short-term, and longer-term recovery • Dependencies among critical activities • Customer and stakeholder consequences • Resource competition • Escalation when requirements cannot be met	
12:00–1:00 PM	Lunch Break	Participants take their lunch break and prepare for continuity-strategy, resource, plan-development, and communication activities.
1:00–3:00 PM	MODULE 3: CONTINUITY STRATEGIES, RECOVERY SOLUTIONS, PLAN DEVELOPMENT, AND COMMUNICATION T — Tailor Continuity Strategies and Recovery Solutions Developing People-Continuity Strategies • Critical-role alternates	Continuity Strategy Design Challenge Participants develop strategies for the loss of people, premises, technology, information, suppliers, utilities, or equipment. Strategy Evaluation Workshop Teams compare continuity options using recovery requirements, cost, time, capacity, feasibility, and risk.

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	• Cross-training • Succession arrangements • Split teams • Temporary staffing • Employee accountability and welfare • Remote and flexible work arrangements Developing Premises and Facility Strategies • Alternate work locations • Relocation • Reciprocal arrangements • Remote operations • Temporary facilities • Site recovery and restoration Developing Technology and Information Strategies • Backups and restoration • Alternate systems • Cloud and recovery environments • Manual workarounds • Data availability and integrity • Technology-vendor coordination • Alignment with disaster-recovery plans Developing Supplier and Resource Strategies • Alternate suppliers • Emergency procurement • Minimum inventory • Substitute materials • Supplier-contact and escalation arrangements • Logistics alternatives Evaluating Continuity Options • Recovery requirements • Cost and affordability • Implementation time • Capacity	Business Continuity Plan-Building Laboratory Participants prepare key sections of a practical departmental or organizational Business Continuity Plan. Outputs: • Continuity Strategy and Recovery Options Matrix • Minimum Resource Requirements Plan • Business Continuity Plan Structure • Activation and Escalation Guide • Continuity Communication Matrix

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	• Feasibility • Reliability • Risks and limitations • Sustainability I — Institutionalize Roles, Plans, Resources, and Communication Developing the Business Continuity Plan • Purpose, scope, ownership, and assumptions • Activation and escalation criteria • Contact and notification procedures • Roles and responsibilities • Immediate actions • Situation assessment • Continuity procedures and workarounds • Recovery priorities and sequences • Required people and resources • Supplier and stakeholder coordination • Communication procedures • Return-to-normal arrangements Developing Continuity Communication Arrangements • Employees • Customers • Suppliers and service providers • Regulators and government agencies • Owners and executives • Media and the public • Message approval and spokesperson authority • Communication-channel alternatives • Communicating known facts, uncertainties, actions, and next updates Document Control and Accessibility • Plan versions • Ownership	

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	- Secure accessibility - Offline copies - Contact-list maintenance - Confidentiality - Distribution and acknowledgment	
3:00–3:15 PM	Afternoon Break	Participants take a short break before the final incident-navigation, recovery, exercise, evaluation, and improvement module.
3:15–5:00 PM	MODULE 4: PLAN ACTIVATION, INCIDENT NAVIGATION, OPERATIONAL RECOVERY, EXERCISES, AND CONTINUAL IMPROVEMENT N — Navigate Incidents and Activate Continuity Arrangements Recognizing a Potential Continuity Incident - Initial warning and notification - Incident verification - Impact and severity assessment - Escalation thresholds - Activation decisions - Partial versus full activation Managing the Initial Continuity Response - Protecting people - Establishing command and coordination - Confirming critical priorities - Assessing available resources - Activating workarounds - Communicating with employees and stakeholders - Maintaining decision and action logs Maintaining Situational Awareness - What happened - What is affected - What remains operational - What may deteriorate	Business Continuity Tabletop Simulation Teams respond to a developing disruption involving unavailable facilities, interrupted systems, workforce limitations, stakeholder concerns, and competing recovery priorities. Recovery Decision Challenge Participants prioritize limited people, technology, equipment, workspace, and supplier resources while maintaining critical operations. After-Action Review Workshop Teams assess decisions, response gaps, communication weaknesses, recovery performance, and corrective actions. Final Outputs: - Continuity Incident Decision Log - Operational Recovery and Restoration Plan - Tabletop Exercise Evaluation - Business Continuity Corrective-Action Register - Organizational Business Continuity Improvement Plan

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	• What decisions are required • What resources are available • What stakeholders need to know Coordinating Incident, Crisis, Continuity, and Recovery Teams • Operational versus strategic decisions • Escalation and reporting • Cross-functional coordination • Avoiding duplicated or conflicting authority U — Undertake Recovery, Restoration, and Return to Normal Managing Operational Recovery • Recovering according to priorities • Monitoring restoration progress • Managing reduced operating capacity • Allocating limited resources • Validating recovered operations • Addressing backlogs and delayed obligations Returning to Normal Operations • Deactivation criteria • Transition from temporary arrangements • Data and transaction reconciliation • Facility and system validation • Stakeholder communication • Employee-support considerations • Transfer of responsibility E — Exercise, Evaluate, Enhance, and Embed Learning Business Continuity Exercises • Plan walkthroughs • Call-tree tests • Tabletop exercises • Functional simulations	

Time	Modules, Topics, and Subtopics	Supporting Activities and Outputs
	• Technology-recovery tests • Alternate-site tests • Full operational exercises Evaluating Continuity Capability • Exercise objectives • Expected decisions and actions • Observations and evidence • Recovery-time performance • Communication effectiveness • Resource and dependency weaknesses Corrective Action and Continual Improvement • After-action review • Root-cause analysis • Improvement owners and deadlines • Verification and retesting • Plan updates • Management review • Employee awareness and refresher training	

THE MSS C.O.N.T.I.N.U.E. BUSINESS CONTINUITY MANAGEMENT FRAMEWORK

C — Clarify Context, Critical Operations, and Continuity Objectives

Determine what the organization must protect and why.

- Understand organizational context
- Identify stakeholders
- Clarify continuity scope
- Identify critical products and services
- Establish governance and objectives
- Define leadership expectations

O — Observe Threats, Vulnerabilities, and Dependencies

Determine what could interrupt critical operations and what makes them vulnerable.

- Identify disruption scenarios
- Assess exposure and vulnerability
- Find single points of failure
- Map internal and external dependencies

- Examine existing controls
- Identify early-warning indicators

N — Name Impacts, Priorities, and Recovery Requirements

Determine the consequences of interruption and the order of recovery.

- Conduct Business Impact Analysis
- Assess impacts over time
- Establish recovery priorities
- Set recovery requirements
- Determine minimum staffing and resources
- Define acceptable operating levels

T — Tailor Continuity Strategies and Recovery Solutions

Select practical ways to continue or recover critical operations.

- Develop people strategies
- Develop facility strategies
- Develop technology and information strategies
- Develop supplier and logistics strategies
- Establish manual workarounds
- Compare cost, time, capacity, risk, and feasibility

I — Institutionalize Roles, Plans, Resources, and Communication

Convert continuity strategies into organized and actionable arrangements.

- Assign roles and alternates
- Establish activation and escalation criteria
- Document procedures
- Maintain contacts
- Prepare resources
- Establish stakeholder communication

N — Navigate Incidents and Activate Continuity Arrangements

Respond deliberately when disruption occurs.

- Verify the incident
- Assess impact
- Escalate appropriately
- Activate the required plan
- Coordinate teams
- Maintain situational awareness
- Document decisions

U — Undertake Recovery, Restoration, and Return to Normal

Restore priority operations safely and systematically.

- Recover according to agreed priorities
- Monitor recovery performance
- Validate systems, processes, and information
- Manage backlogs
- Transition from temporary arrangements
- Communicate restoration status

E — Exercise, Evaluate, Enhance, and Embed Learning

Ensure that continuity capability remains usable and current.

- Conduct exercises
- Test assumptions
- Evaluate results
- Correct weaknesses
- Update plans
- Retest improvements
- Embed continuity into organizational practices

BUSINESS CONTINUITY MANAGEMENT TOPICS COVERED

Depending on the organization's requirements, the program may cover:

1. Business Continuity Management fundamentals
2. Business continuity terminology
3. Emergency response and incident management
4. Crisis management
5. Disaster recovery
6. Operational and organizational resilience
7. BCM governance
8. Continuity policies and objectives
9. Critical products and services
10. Critical operations and activities
11. Continuity risk assessment
12. Disruption scenarios
13. Vulnerability analysis
14. Single points of failure
15. Dependency mapping
16. Business Impact Analysis
17. Disruption impacts over time
18. Recovery priorities
19. Maximum tolerable disruption
20. Recovery Time Objectives

21. Recovery Point Objectives
22. Minimum resource requirements
23. Continuity strategies
24. Alternate work locations
25. Workforce continuity
26. Manual workarounds
27. Technology recovery
28. Supplier and supply-chain continuity
29. Business Continuity Plans
30. Plan activation and escalation
31. Crisis and continuity communication
32. Situational awareness
33. Operational recovery
34. Restoration and return to normal
35. Business continuity exercises
36. Tabletop simulations
37. After-action reviews
38. Corrective actions
39. Plan maintenance
40. Continual improvement

COMMON BUSINESS CONTINUITY MANAGEMENT MISTAKES COVERED

Participants learn how to avoid:

1. Treating business continuity as a document rather than a capability
2. Assigning continuity only to information technology or safety personnel
3. Assuming backup data guarantees operational continuity
4. Identifying too many activities as equally critical
5. Failing to establish recovery priorities
6. Setting recovery objectives without consulting process owners
7. Ignoring internal and external dependencies
8. Assuming critical employees will always be available
9. Failing to assign trained alternates
10. Depending on only one facility, supplier, system, or specialist
11. Preparing generic plans that do not address actual interruptions
12. Selecting recovery strategies without considering capacity
13. Ignoring minimum resource requirements
14. Developing plans without clear activation criteria
15. Leaving decision authority undefined
16. Maintaining outdated contact lists
17. Storing the only plan copy in an inaccessible location
18. Failing to prepare alternate communication channels

19. Treating crisis management and operational continuity as identical
20. Allowing several teams to issue conflicting instructions
21. Failing to maintain decision and action logs
22. Communicating speculation as confirmed information
23. Restoring the easiest process instead of the most critical process
24. Returning to normal operations before validation
25. Failing to reconcile delayed transactions and backlogs
26. Testing only the notification system
27. Using unrealistic exercise scenarios
28. Conducting exercises without defined objectives
29. Failing to document exercise findings
30. Repeating exercises without correcting known weaknesses
31. Updating plans only before an audit
32. Ignoring process, technology, supplier, or organizational changes
33. Failing to orient new employees
34. Treating continuity training as a substitute for actual preparedness
35. Assuming a plan will work simply because it has been approved

SAMPLE DISRUPTION SCENARIOS

Training activities may be customized around:

- Typhoons and severe weather
- Earthquakes
- Flooding
- Fire or smoke damage
- Extended power interruption
- Loss of water supply
- Telecommunications failure
- Cyberattack or ransomware
- Critical system outage
- Data loss or corruption
- Equipment breakdown
- Facility closure
- Workforce shortage
- Public-health emergency
- Transportation interruption
- Supplier failure
- Logistics disruption
- Security incident
- Civil disturbance
- Loss of a key employee
- Multiple simultaneous disruptions

- Prolonged remote-work activation
- Sudden customer-demand surge
- Disruption affecting several business locations

Cases may be customized according to the client's industry, operating environment, critical services, geographic exposure, continuity maturity, and participant responsibilities.

TRAINING METHODS

Consistent with the MSS **EnterTRAINment®** approach, this **Managing Business Continuity Training in the Philippines** minimizes lengthy lectures and maximizes analysis, collaboration, decision-making, simulation, planning, and workplace application.

Training methods include:

- Interactive facilitator-led discussions
- Business continuity readiness diagnostics
- Critical-operation identification
- Disruption-risk assessment
- Vulnerability analysis
- Dependency mapping
- Business Impact Analysis exercises
- Recovery-priority workshops
- Continuity-strategy development
- Business Continuity Plan laboratories
- Activation and escalation exercises
- Stakeholder-communication planning
- Tabletop simulations
- Recovery-decision challenges
- After-action reviews
- Corrective-action planning
- Peer feedback
- Facilitator coaching
- Workplace action planning

TARGET PARTICIPANTS

This **Business Continuity Management Training in the Philippines** is suitable for:

- Business owners
- Executives
- Department heads
- Business Continuity Management coordinators

- Business continuity-team members
- Risk-management personnel
- Compliance personnel
- Internal auditors
- Operations managers
- Process owners
- Information-technology personnel
- Cybersecurity teams
- Human resources professionals
- Facilities, safety, and security personnel
- Procurement and supply-chain teams
- Corporate-communication personnel
- Project and transformation leaders
- Government continuity core teams
- Employees assigned continuity responsibilities
- Managers responsible for critical services

EXPECTED PARTICIPANT OUTPUTS

Participants will complete:

1. Business Continuity Readiness Assessment

Evaluating:

- Leadership
- Governance
- Critical-operation identification
- Risk and impact analysis
- Strategies
- Plans
- Resources
- Communication
- Exercises
- Maintenance and improvement

2. Critical Products, Services, and Operations Register

Showing:

- Product or service
- Supporting operation
- Process owner
- Affected customers or stakeholders
- Consequence of interruption
- Preliminary recovery priority

3. Continuity Risk and Vulnerability Register

Containing:

- Threat
- Vulnerability
- Affected operation
- Existing control
- Potential consequence
- Single point of failure
- Required treatment

4. Critical Dependency Map

Identifying:

- People
- Premises
- Technology
- Information
- Equipment
- Suppliers
- Utilities
- Transportation
- Internal support functions

5. Preliminary Business Impact Analysis

Containing:

- Critical activity
- Disruption impact
- Impact progression
- Maximum tolerable disruption
- Recovery target
- Minimum operating requirement
- Dependencies
- Required resources

6. Continuity Strategy and Recovery Options Matrix

Showing:

- Disruption scenario
- Recovery requirement
- Proposed strategy
- Required resources
- Implementation time
- Capacity
- Risk
- Cost

- Recommended option

7. Business Continuity Plan Structure

Containing:

- Purpose and scope
- Ownership
- Activation criteria
- Escalation procedures
- Contact arrangements
- Roles and responsibilities
- Continuity procedures
- Recovery priorities
- Communication
- Return-to-normal requirements

8. Continuity Communication Matrix

Showing:

- Stakeholder
- Information requirement
- Message owner
- Approval authority
- Communication channel
- Alternate channel
- Update frequency

9. Business Continuity Corrective-Action Register

Containing:

- Finding
- Source
- Risk or impact
- Required improvement
- Responsible owner
- Deadline
- Verification
- Closure status

10. Organizational Business Continuity Improvement Plan

Identifying:

- Priority continuity gap
- Required action
- Responsible person
- Needed resources
- Timeline

- Success indicator
- Review schedule

DELIVERY OPTIONS

The program may be delivered as:

- Onsite or face-to-face in-house training
- Live instructor-led online training
- Hybrid training
- Half-day Business Continuity Awareness session
- One-day Business Continuity Management workshop
- Two-day Business Continuity Analysis and Plan Development program
- Multi-session BCM capability-development program
- Departmental Business Continuity Planning workshop
- Business Continuity Tabletop Exercise
- Executive Business Continuity Briefing
- Business Continuity Plan Review and Diagnostic
- Business Impact Analysis facilitation
- Customized Business Continuity Management consultancy

A two-day or multi-session format is recommended when participants must complete detailed Business Impact Analyses, evaluate actual recovery strategies, draft departmental continuity plans, and participate in a comprehensive tabletop exercise.

RECOMMENDED CUSTOMIZATION INPUTS

The client may provide nonconfidential information regarding:

- Organizational structure
- Products and services
- Critical operations
- Business locations
- Existing Business Continuity Plans
- Past disruption experiences
- Existing risk assessments
- Technology dependencies
- Supplier dependencies
- Workforce arrangements
- Recovery sites or alternate locations
- Current emergency and crisis structures
- Regulatory or contractual requirements
- Existing exercises and audit findings

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- Target participants' responsibilities
- Desired continuity outcomes

Sensitive security arrangements, protected customer data, privileged legal information, passwords, restricted system details, and personal employee information are not required.

FREQUENTLY ASKED QUESTIONS

What is Business Continuity Management Training?

Business Continuity Management Training in the Philippines develops participants' ability to identify critical operations, assess disruption impacts, establish recovery priorities, develop continuity strategies, prepare actionable plans, respond to incidents, restore operations, and improve organizational resilience.

Is Business Continuity Management the same as disaster recovery?

No. Disaster recovery commonly focuses on restoring technology, data, systems, or facilities after disruption. Business Continuity Management takes a wider organizational view that includes critical operations, people, processes, communication, suppliers, resources, leadership, and recovery.

Is Business Continuity Management the same as emergency response?

No. Emergency response focuses primarily on immediate safety, incident control, and protection of life and property. Business continuity focuses on maintaining or recovering priority products, services, and operations during and after disruption.

What is ISO 22301?

ISO 22301 is the international requirements standard for Business Continuity Management Systems. The currently published edition is ISO 22301:2019 with Amendment 1:2024 concerning climate-action changes.

Is this an ISO 22301 certification course?

No. This is a practical corporate capability-development program. ISO certification involves a separate management-system implementation and independent conformity-assessment process.

Does the training include Business Impact Analysis?

Yes. Participants learn how to identify critical operations, assess impacts over time, establish recovery priorities, and determine minimum continuity and recovery requirements.

Does the program include risk assessment?

Yes. Participants examine disruption threats, vulnerabilities, existing controls, dependencies, and single points of failure.

Does the training include Business Continuity Plan development?

Yes. Participants learn the major components of a practical plan and develop selected continuity-plan sections during the workshop.

Can participants use their actual operations?

Yes. Participants may work on nonconfidential products, services, processes, dependencies, disruption scenarios, and recovery requirements from their organization.

Does the program include a tabletop exercise?

Yes. The one-day program includes a structured introductory simulation. A separate customized tabletop exercise is recommended for deeper validation of actual organizational plans and teams.

Can the program be delivered online?

Yes. Online delivery may use digital worksheets, breakout-room activities, virtual scenario simulations, dependency maps, shared planning templates, and facilitator coaching.

Who should own Business Continuity Management?

Senior leadership remains accountable for organizational preparedness. Day-to-day coordination may be assigned to a BCM coordinator or team, while departments and process owners remain responsible for continuity arrangements affecting their critical operations.

How often should continuity plans be reviewed?

Plans should be reviewed after exercises, actual incidents, organizational changes, system changes, supplier changes, facility changes, new risks, audit findings, and scheduled maintenance cycles.

RELATED TRAINING PROGRAMS

Organizations may also consider:

- Business Continuity Plan Development Training
- Business Impact Analysis and Continuity Risk Assessment Training
- ISO 22301 BCMS Awareness and Implementation Training
- Crisis Management and Crisis Leadership Training
- IT Disaster Recovery and Technology Resilience Training
- Business Continuity Testing and Tabletop Exercise Training
- Cyber Incident Response and Cyber Business Continuity Training
- Operational Resilience and Critical Operations Training
- Supply Chain Continuity and Third-Party Risk Management Training
- Crisis Communication Training
- Risk Management Training
- Emergency Preparedness Training
- Organizational Resilience Training
- Change Management Training

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WHY CHOOSE MSS CORPORATION?

Making Strong Success Corporation develops practical and customizable corporate training programs based on actual organizational risks, operations, workforce arrangements, technology dependencies, supplier relationships, stakeholder requirements, and recovery needs.

Our approach combines:

- Internationally recognized Business Continuity Management principles
- Philippine organizational and operational realities
- The MSS C.O.N.T.I.N.U.E. Framework
- Business continuity readiness diagnostics
- Critical-operation identification
- Business Impact Analysis
- Disruption-risk and dependency assessment
- Continuity-strategy development
- Business Continuity Plan workshops
- Realistic tabletop simulations
- Recovery-decision exercises
- After-action reviews
- Corrective-action planning
- MSS EnterTRAINment® learning methods
- Facilitator coaching
- Workplace implementation planning

This **Training on Managing Business Continuity in the Philippines** is designed not merely to help participants prepare documents. It develops their ability to understand what must be protected, anticipate how disruption may occur, determine what should recover first, select workable strategies, activate plans confidently, coordinate response, restore operations, and continuously improve organizational resilience.

REQUEST A CUSTOMIZED PROGRAM

Organizations searching for **Business Continuity Management Training in the Philippines**, **Training on Business Continuity Management**, **Managing Business Continuity Training in the Philippines**, or **Training on Managing Business Continuity in the Philippines** may request a customized program based on their industry, critical operations, disruption exposure, regulatory requirements, existing continuity plans, organizational maturity, participant responsibilities, and desired recovery capabilities.

Clarify what must continue. Observe what could fail. Name the impacts. Tailor the strategies. Institutionalize the plan. Navigate disruption. Undertake recovery. Exercise and improve.