

uCertify

Course Outline

**Disaster Recovery, Crisis Response, & Business
Continuity**



24 Apr 2025

1. Exercises, Quizzes, Flashcards & Glossary

Number of Questions

2. Expert Instructor-Led Training

3. ADA Compliant & JAWS Compatible Platform

4. State of the Art Educator Tools

5. Award Winning Learning Platform (LMS)

6. Chapter & Lessons

Syllabus

Chapter 1: Introduction

Chapter 2: Business Continuity Management: An Overview

Chapter 3: Essentials of Business Continuity Management: Kick Start Your Business Continuity

Chapter 4: Getting Started: First Things First

Chapter 5: Planning: Preparing the Plan

Chapter 6: IT Disaster Recovery: An Overview of IT Disaster Recovery

Chapter 7: Business Recovery Strategies: Identify Your Approach

Chapter 8: Supply Chain: Managing Supply Chain Continuity

Chapter 9: Continuity Suppliers: Select and Manage Business Continuity Service Providers

Chapter 10: Education and Awareness: How to Educate the Workforce

Chapter 11: Governance and Reporting: Essentials for Business Continuity

Chapter 12: Testing Principles: Things You Need to Know About Testing

Chapter 13: IT Disaster Recovery Testing: Things You Need to Know

Chapter 14: Business Recovery Testing: Things You Need to Know About Work Area Recovery Testing

Chapter 15: Crisis Management Exercising: Things You Need to Know About Exercising

Chapter 16: Maintenance: Maintaining Your Plans, Solutions, and Skills

Chapter 17: Manage a Disaster: How to Respond When a Disaster Strikes

Chapter 18: Post Event: Return to Normal Operations

Chapter 19: Appendix A: Criticality Levels

Chapter 20: Appendix B: Roles and Responsibility Matrix

Chapter 21: Appendix C: Suggested Business Continuity Management Timetable

Chapter 22: Appendix D: Useful Resources and Contacts

Chapter 23: Appendix E: Continuity Assessment Questionnaire

Chapter 24: Appendix F: Crisis Management Team Roles and Responsibilities

Chapter 25: Appendix G: Call Cascade

Chapter 26: Appendix H: Basic Business Continuity Plan Template

Chapter 27: Appendix I: Business Impact Analysis Questionnaire

Chapter 28: Appendix J: Business Continuity Management Standards

Chapter 29: Appendix K: Severity Levels

Chapter 30: Appendix L: Mapping Severity Levels to Criticalities

Videos and How To

7. Live labs

Lab Tasks

Here's what you get

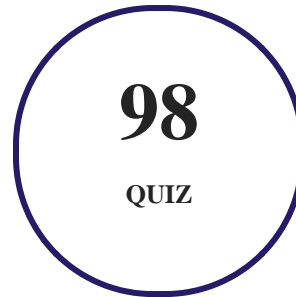
1. Exercises

There is no limit to the number of times learners can attempt these. Exercises come with detailed remediation, which ensures that learners are confident on the topic before proceeding.



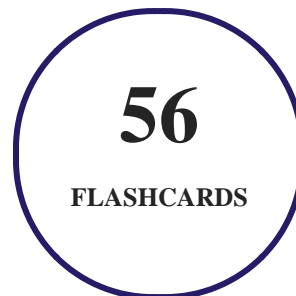
2. Quiz

Quizzes test your knowledge on the topics of the exam when you go through the course material. There is no limit to the number of times you can attempt it.



3. flashcards

Flashcards are effective memory-aiding tools that help you learn complex topics easily. The flashcard will help you in memorizing definitions, terminologies, key concepts, and more. There is no limit to the number of times learners can attempt these. Flashcards help master the key concepts.



4. Glossary of terms

uCertify provides detailed explanations of concepts relevant to the course through Glossary. It contains a list of frequently used terminologies along with its detailed explanation. Glossary defines the key terms.



5. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

6. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

7. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

8. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been

recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**

1. Best Postsecondary Learning Solution

- **2015**

1. Best Education Solution
2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**

1. Best Virtual Learning Solution
2. Best Education Cloud-based Solution
3. Best College and Career Readiness Solution
4. Best Corporate / Workforce Learning Solution
5. Best Postsecondary Learning Content Solution
6. Best Postsecondary LMS or Learning Platform
7. Best Learning Relationship Management Solution

- **2017**

1. Best Overall Education Solution
2. Best Student Assessment Solution
3. Best Corporate/Workforce Learning Solution
4. Best Higher Education LMS or Learning Platform

- **2018**

1. Best Higher Education LMS or Learning Platform

2. Best Instructional Solution in Other Curriculum Areas
3. Best Learning Relationship Management Solution

- **2019**

1. Best Virtual Learning Solution
2. Best Content Authoring Development or Curation Solution
3. Best Higher Education Learning Management Solution (LMS)

- **2020**

1. Best College and Career Readiness Solution
2. Best Cross-Curricular Solution
3. Best Virtual Learning Solution

9. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

Syllabus

Chapter 1: Introduction

- Why Read This Course?
- Who Should Read This Course
- Practices to Underpin Frameworks

- Why Listen to Me?
- Structure of the Course

Chapter 2: Business Continuity Management: An Overview

- What Is Business Continuity Management?
- How Is Business Continuity Implemented?
- Criticality
- Severity Levels
- Scenarios and Risks
- The Five Possible Outcome Scenarios
- The Importance of Time
- Who Does What?
- When Do You Do BCM?
- Standards
- Action Plan

Chapter 3: Essentials of Business Continuity Management: Kick Start Your Business Continuity

- BCM vs. Disaster Recovery

- Where Do You Stand Today? Take the Continuity Assessment
- Start with the Essentials
- Senior Management Involvement
- Employee Buy-in Plan
- Action Plan

Chapter 4: Getting Started: First Things First

- Understand What's Critical
- Completing a BIA
- Analyzing the BIA
- Risk Analysis
- Residual Risk
- Action Plan

Chapter 5: Planning: Preparing the Plan

- What a Business Continuity Plan Should Include
- Essential Ingredients of a BCP
- Structuring Your BCP

- Identify What Will Trigger Your BCP
- Create Battle Boxes and Grab Bags
- Create a One-Page Wallet Plan
- Mitigate Risk
- Identify Roles
- Have Accountable Managers Approve Plans
- Action Plan

Chapter 6: IT Disaster Recovery: An Overview of IT Disaster Recovery

- What Is DR?
- Risks and Issues Associated with DR
- DR Solutions for IT
- Basic DR Concepts and Technology
- DR Roles and Responsibilities
- DR and Projects
- Documenting DR Risks
- Preparing a DR Business Case
- Undertake a DR Project

- The Change Process
- Get DR Going Live
- Action Plan

Chapter 7: Business Recovery Strategies: Identify Your Approach

- What Does Business Recovery Involve?
- Understand Resilient Functions
- Understand Recoverable Functions
- Employ Manual Workarounds
- Size Your Solution
- Business Recovery Options
- Remediation: Identify Gaps in the Plan
- Prepare a Business Continuity Business Case
- Action Plan

Chapter 8: Supply Chain: Managing Supply Chain Continuity

- Have a Plan in Place
- Assessing Third-Party Risk
- Business Continuity and Contracts

- Action Plan

Chapter 9: Continuity Suppliers: Select and Manage Business Continuity Service Providers

- Selecting Business Continuity Suppliers
- Demand Good Service
- Action Plan

Chapter 10: Education and Awareness: How to Educate the Workforce

- The Point of Education
- Education and Awareness Program
- What Are Your Needs?
- Measuring Education and Awareness
- Action Plan

Chapter 11: Governance and Reporting: Essentials for Business Continuity

- Create a Policy
- Set Standards and Create Processes
- Assign Steering and Management Accountability

- Assess Maturity Annually
- Manage Information
- Audit Plans and Actions Regularly
- Action Plan

Chapter 12: Testing Principles: Things You Need to Know About Testing

- Why Test?
- You Must Be a Realist
- What Testing Proves
- Types of Testing
- Testing Scenarios
- Conduct Desktop Walkthrough Exercises
- Leveraging Scenarios
- Action Plan

Chapter 13: IT Disaster Recovery Testing: Things You Need to Know

- Apply Basic Project Management Tools to Disaster Recovery Tests
- Assign Disaster Recovery Testing Roles and Responsibilities
- Use Scenario-Based Disaster Recovery Testing

- Plan DR Tests Well
- Engage Management in the Disaster Recovery Test
- Provide the Right Resources
- Manage Test Risk
- Report Results Quickly
- Action Plan

Chapter 14: Business Recovery Testing: Things You Need to Know About Work Area Recovery Testing

- Apply Basic Project Management Tools to Work Area Recovery Tests
- Assign Work Area Recovery Testing Roles and Responsibilities
- Observation Roles and Responsibilities for Work Area Recovery Tests
- Use Scenario-Based Testing for Work Area Recovery
- Engage Management in Work Area Recovery Tests
- Engage Users in Work Area Recovery Testing
- Provide the Right Resources
- Manage Test Risks
- Report Results Quickly

- Closing a Work Area Recovery Test
- Action Plan

Chapter 15: Crisis Management Exercising: Things You Need to Know About Exercising

- Key Elements in Crisis Management Exercises
- Choose a Meaningful Crisis Scenario
- People Need a Successful Outcome
- Developing the Crisis Management Team
- Improving the Crisis Management Process
- Make Sure Exercise Materials Are Appropriate
- Employ Quality Inputs to the Exercise
- Use Timeouts
- Engage Management
- Rotate Participants
- Conduct Crisis Exercises Frequently
- Report Frequently and Accurately
- Exercise Roles and Responsibilities
- Closing a Crisis Exercise

- Action Plan

Chapter 16: Maintenance: Maintaining Your Plans, Solutions, and Skills

- Never Forget: Disaster Recovery Is an Essential Function
- Review Change Management Processes and Controls
- Identify Events that Trigger Business Continuity Management Reviews
- Maintain Your Business Continuity Plan
- Business Recovery Solution Maintenance
- Maintain Your Information Technology Disaster Recovery Solution
- Maintain Your Crisis Management Plan
- Maintain Your Policies
- Action Plan

Chapter 17: Manage a Disaster: How to Respond When a Disaster Strikes

- Identification and Notification
- Triage
- Command and Control
- Records
- Postmortem

- Responding to Different Scenarios
- Action Plan

Chapter 18: Post Event: Return to Normal Operations

- Understanding the Different Planning Scenarios
- Consider the Ongoing Risks
- Planning the Return to Normal
- Maintaining Command and Control
- Action Plan

Chapter 19: Appendix A: Criticality Levels

Chapter 20: Appendix B: Roles and Responsibility Matrix

- Key to Activity
- Key to Roles

Chapter 21: Appendix C: Suggested Business Continuity Management Timetable

Chapter 22: Appendix D: Useful Resources and Contacts

- Business Continuity Organizations

- Business Continuity Standards
- National, Regional, Government, and Law
- Financial Services and Insurance
- Emergency Planning
- Fire and Flood
- Publications, Websites, White Papers, and Guidance

Chapter 23: Appendix E: Continuity Assessment Questionnaire

Chapter 24: Appendix F: Crisis Management Team Roles and Responsibilities

Chapter 25: Appendix G: Call Cascade

Chapter 26: Appendix H: Basic Business Continuity Plan Template

- Key Contacts
- Useful Numbers
- Escalation Process
- Initial Response Checklist
- Day 0 Action Plan
- Critical Activities List
- Critical Systems List

- Work Transfer List
- Recovery Profile
- Additional Equipment List
- Call Cascade
- Contingency Site Details
- Assembly Point Details

Chapter 27: Appendix I: Business Impact Analysis Questionnaire

- General Information: Function name:
- Critical Activities
- Internal Dependencies
- External Dependencies
- Systems Dependencies
- Manual Workarounds
- Work Transfer
- Desktop Profile
- Staff Recovery Profile
- Recovery Strategy

- Additional Requirements

Chapter 28: Appendix J: Business Continuity Management Standards

Chapter 29: Appendix K: Severity Levels

Chapter 30: Appendix L: Mapping Severity Levels to Criticalities

10. Live Labs

The benefits of live-labs are:

- Exam based practical tasks
- Real equipment, absolutely no simulations
- Access to the latest industry technologies
- Available anytime, anywhere on any device
- Break and Reset functionality
- No hardware costs

Lab Tasks

Business Continuity Management: An Overview

- Implementing Business Continuity Management at FinSecure Bank
- Managing Business Disruptions at FinSecure Bank

Essentials of Business Continuity Management: Kick Start Your Business Continuity

- Discussing Business Continuity and Disaster Recovery in a Team Meeting

Getting Started: First Things First

- Conducting BIA (Business Impact Analysis) at GlobalTrust Insurance
- Collaborating in a Business Meet-Up

Planning: Preparing the Plan

- Structuring and Implementing Business Continuity Plans

IT Disaster Recovery: An Overview of IT Disaster Recovery

- Navigating Disaster Recovery: Risks, Challenges, and Solutions
- Configuring Disk Mirroring
- Taking an Incremental Backup
- Taking a Full Backup
- Discussing IT Disaster Recovery Strategies

Business Recovery Strategies: Identify Your Approach

- Discussing Effective Business Recovery Strategies

Supply Chain: Managing Supply Chain Continuity

- Ensuring Supply Chain Continuity in a Crisis

Continuity Suppliers: Select and Manage Business Continuity Service Providers

- Discussing Service Partner Selection and Ensuring Proper Delivery

Education and Awareness: How to Educate the Workforce

- Training Campaign on Education and Awareness for Disaster Preparedness

Governance and Reporting: Essentials for Business Continuity

- Discussing Governance and Reporting for Business Continuity

Testing Principles: Things You Need to Know About Testing

- Understanding Common Mistakes in Disaster Recovery Testing

IT Disaster Recovery Testing: Things You Need to Know

- Discussion on IT Disaster Recovery Testing

Business Recovery Testing: Things You Need to Know About Work Area Recovery Testing

- Discussing Work Area Recovery Testing

Crisis Management Exercising: Things You Need to Know About Exercising

- Conducting Crisis Management Exercises Conference

Maintenance: Maintaining Your Plans, Solutions, and Skills

- Preparing for the Disaster Recovery Viva

Manage a Disaster: How to Respond When a Disaster Strikes

- Discussing Business Continuity Plans

Post Event: Return to Normal Operations

- Ensuring a Smooth Transition Back to Normal Operations

Here's what you get

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LIVE LABS

3

VIDEO TUTORIALS

10

MINUTES

You can't stay away! Get



3187 Independence Drive
Livermore, CA 94551,
United States



+1-415-763-6300



support@ucertify.com



www.ucertify.com