

SERVICE DESIGN - SERVICE CONTINUITY MANAGEMENT

“Ensure resilient IT services with proactive continuity strategies that protect critical operations.”

Schedule

Venue	Fees
In-House	ASK FOR THE QUOTATION

Introduction

This course provides in-depth training on ITIL® Service Continuity Management (SCM), a crucial process within the Service Design lifecycle. Participants will learn how to assess, design, implement, and test IT continuity plans aligned with business needs and disaster recovery standards. The course also emphasizes the integration of SCM with Business Continuity Management (BCM) to ensure end-to-end service resilience.

Objectives

- By the end of this course, participants will be able to:
- Understand the principles and processes of IT Service Continuity Management
 - Conduct Business Impact Analysis (BIA) and Risk Assessment (RA)
 - Develop IT Service Continuity and Recovery Plans
 - Integrate ITSCM with BCM, DRP, and Risk Management
 - Conduct ITSCM testing, reviews, and audits effectively
 - Ensure minimal disruption in the event of service failure

Why Attend

In today's digitally dependent world, ensuring continuity of IT services is essential for business survival. This course empowers professionals with the tools and frameworks to proactively safeguard services, reduce recovery time, and build stakeholder confidence during disruptions.

Target Audience

- IT Managers and IT Continuity Planners
- Service Delivery Managers
- Business Continuity Professionals
- Disaster Recovery Team Leaders
- Risk Managers, ITIL® Practitioners
- CIOs, CISOs, and IT Governance Personnel

Individual Benefits

- Learn to safeguard IT systems and services during crises
- Gain hands-on skills in continuity and disaster recovery planning
- Improve your organization's risk posture and preparedness
- Enhance your career profile with ITSCM competencies aligned to ITIL®

Organizational Benefits

- Minimized business and service disruptions
- Improved compliance with regulatory and audit requirements
- Enhanced resilience against cyber threats and disasters
- Better stakeholder assurance and customer trust

Instructional Methodology

- Instructor-led sessions using real-world case studies
- Practical workshops on risk assessment and recovery planning
- Scenario-based simulations and table-top exercises
- Group discussions, tool demonstrations, and policy reviews
- Knowledge checks, recap activities, and feedback loops

Course Outline

DETAILED 5-DAY COURSE OUTLINE (CUSTOMIZABLE)

Training Hours: 7:30 AM – 3:30 PM **Daily Format:** 3–4 Learning Modules **Coffee Breaks:** 09:30 & 11:15 **Lunch Buffet:** 01:00 – 02:00

Day 1: Introduction to IT Service Continuity Management

- **Module 1:** ITIL® Service Continuity – Overview and Objectives (07:30 – 09:30)
- **Module 2:** Role of Continuity in Service Design (09:45 – 11:15)
- **Module 3:** Key Concepts: Recovery Time Objective (RTO), Recovery Point Objective (RPO), MTPD, etc. (11:30 – 01:00)
- **Module 4:** Linking ITSCM with BCM and DRP (02:00 – 03:30)

Day 2: Business Impact Analysis (BIA) & Risk Assessment

- **Module 1:** Conducting Business Impact Analysis – Step-by-Step (07:30 – 09:30)
- **Module 2:** Identifying Critical Services and Dependencies (09:45 – 11:15)
- **Module 3:** Performing IT Risk Assessment – Methodologies and Tools (11:30 – 01:00)
- **Module 4:** Workshop – BIA & Risk Scenarios (02:00 – 03:30)

Day 3: Designing IT Service Continuity Strategies

- **Module 1:** Designing Resilient Architectures and Service Solutions (07:30 – 09:30)
- **Module 2:** Selecting Recovery Options – Hot/Warm/Cold Sites, Redundancy, etc. (09:45 – 11:15)
- **Module 3:** Developing Continuity and Recovery Plans (11:30 – 01:00)
- **Module 4:** Aligning ITSCM with Organizational Risk Appetite (02:00 – 03:30)

Day 4: Implementation, Testing & Validation

- **Module 1:** Implementing IT Continuity Plans in the Organization (07:30 – 09:30)
- **Module 2:** Testing Recovery Plans – Types and Frequencies (09:45 – 11:15)
- **Module 3:** Exercises – Table-Top, Walkthroughs, Simulations (11:30 – 01:00)
- **Module 4:** Post-Test Reviews and Lessons Learned (02:00 – 03:30)

Day 5: Maintenance, Governance, and Continuous Improvement

- **Module 1:** Reviewing and Updating Continuity Plans (07:30 – 09:30)
- **Module 2:** ITSCM Metrics, Reporting, and KPIs (09:45 – 11:15)
- **Module 3:** Embedding ITSCM into Corporate Governance (11:30 – 01:00)
- **Module 4:** Final Group Exercise – Designing a Continuity Strategy (02:00 – 03:30)

Certification

Upon successful participation, attendees will receive a **Certificate of Completion** in Service Continuity Management (Service Design) aligned with ITIL® best practices.

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