INFOSOFT IT SOLUTIONS

Training | Projects | Placements

IT SERVICE CONTINUITY MANAGEMENT TRAINING

1: Introduction to IT Service Continuity Management

- **Definition and Objectives**
  - Understanding ITSCM
  - Key objectives and benefits
- **Relationship with Business Continuity Management (BCM)**
  - Integration with BCM
  - Differences and similarities between ITSCM and BCM
- **ITSCM in the ITIL Framework**
  - Overview of ITIL
  - Positioning ITSCM within ITIL

2: Planning and Strategy

- **ITSCM Policy and Scope**
  - Developing an ITSCM policy
  - Defining the scope of ITSCM
- **Risk Assessment and Business Impact Analysis (BIA)**
  - Conducting risk assessments
  - Performing BIAs to identify critical services
- **Developing ITSCM Strategies**
  - Defining continuity and recovery strategies
  - Aligning strategies with business needs

3: Implementation and Management

- **Designing IT Service Continuity Plans**
  - Structure and components of continuity plans
  - Developing detailed recovery procedures
- **Testing and Exercising Continuity Plans**
  - Types of tests (e.g., walkthroughs, simulations)
  - Planning and conducting exercises
  - Evaluating test results and updating plans
- **Embedding ITSCM into the Organization**
  - Raising awareness and training
  - Integrating ITSCM into daily operations

4: Roles and Responsibilities

- **ITSCM Roles**
  - Responsibilities of ITSCM Manager and team
  - Collaboration with other ITSM roles
- **Stakeholder Management**
  - Identifying and managing stakeholders
  - Communication and reporting

5: Tools and Techniques

- **ITSCM Tools and Software**
  - Overview of tools supporting ITSCM
  - Criteria for selecting tools
- **Monitoring and Reporting**
  - Key performance indicators (KPIs)
  - Regular reporting and review processes

6: Continuous Improvement

- **Reviewing and Auditing ITSCM**
  - Conducting regular reviews and audits
  - Compliance with standards and regulations
- **Improving ITSCM Processes**
  - Identifying areas for improvement
  - Implementing changes and measuring effectivene

ADVANCE TOPICS ;-

1: Advanced ITSCM Concepts

- **Advanced ITSCM Frameworks and Standards**
  - In-depth study of ITIL, ISO/IEC 20000, ISO 22301
  - Comparative analysis of frameworks
- **Strategic Alignment with Business Goals**
  - Linking ITSCM strategies with business objectives
  - Ensuring executive buy-in and support

2: Complex Risk Management and Business Impact Analysis

- **Advanced Risk Assessment Techniques**
  - Quantitative vs. qualitative risk assessments
  - Scenario analysis and probabilistic risk assessment
- **Sophisticated Business Impact Analysis (BIA)**
  - Advanced BIA methodologies
  - Assessing interdependencies and cascading impacts

3: Designing and Implementing Robust Continuity Plans

- **Comprehensive Continuity Plan Development**
  - Creating modular and flexible plans
  - Incorporating cybersecurity and data protection considerations
- **Recovery Strategies for Complex IT Environments**
  - Hybrid and multi-cloud recovery strategies
  - Ensuring continuity in highly distributed and microservices architectures

4: Testing, Validation, and Continuous Improvement

- **Advanced Testing and Validation Techniques**
    - Real-time simulations and disaster recovery drills
    - Automated testing tools and frameworks
- **Continuous Improvement Processes**
    - Implementing a Kaizen approach to ITSCM
    - Leveraging feedback loops and metrics for continuous enhancement

5: Integration with IT Governance and Compliance

- **IT Governance and ITSCM**
    - Ensuring ITSCM alignment with IT governance frameworks
    - Role of IT governance in supporting ITSCM
- **Compliance and Regulatory Considerations**
    - Navigating complex regulatory landscapes (e.g., GDPR, HIPAA)
    - Implementing ITSCM to meet compliance requirements

6: Advanced Roles and Responsibilities

- **Defining Advanced Roles in ITSCM**
    - Specialized roles (e.g., Crisis Manager, ITSCM Auditor)
    - Building and leading high-performing ITSCM teams
- **Stakeholder Engagement and Communication**
    - Advanced techniques for stakeholder analysis and management
    - Communication strategies for crisis situations

7: Tools, Technologies, and Automation

- **Advanced ITSCM Tools and Technologies**
  - Evaluation and implementation of enterprise-grade tools
  - Integrating AI and machine learning into ITSCM processes
- **Automation in ITSCM**
  - Automating continuity planning and response
  - Utilizing orchestration tools for seamless recovery

8: Case Studies and Industry Best Practices

- **In-depth Case Studies**
  - Detailed analysis of major ITSCM implementations and failures
  - Extracting lessons and best practices
- **Industry-Specific ITSCM Practices**
  - Tailoring ITSCM for different sectors (e.g., finance, healthcare, manufacturing)
  - Understanding unique challenges and solutions per industry

9: Emerging Trends and Future Directions

- **Trends Shaping the Future of ITSCM**
  - Impact of digital transformation and emerging technologies
  - Preparing for the future: IoT, blockchain, and beyond
- **Developing a Forward-looking ITSCM Strategy**
  - Adapting to evolving threats and business models
  - Strategic foresight and scenario planning