

# BCI Approved Courses Toronto, December 2006



The Business  
Continuity Institute

**APPROVED PROVIDER**

## Course Schedule:

**11-12 December 2006**

ITDR Technical Issues

**13-14 December 2006**

Telecoms & Call Centre  
Continuity

### Venue:

Toronto Star Building,  
#1 Yonge Street  
Toronto, ON

**Surefire Continuity Inc**  
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Surefire Continuity Inc is proud to launch the first ever BCI-Approved courses in Canada. In celebration, we are offering substantial discounts to BCI Members, and to companies who book multiple places on any course.

We are offering two technically-oriented courses this December. Both of these courses are intended to bridge the gap separating Business from Technician. Helping “techies” to understand BC concepts, and helping BC practitioners to understand technology, both of these courses are an essential part of your Business Continuity Training Programme!

In addition to the training, attendees will benefit from at least 6 months free Affiliate membership of the BCI, allowing them access to resources and events available to all members.

***Book your place on both courses, and take advantage of a 25% discount on the combined price!***

# IT Disaster Recovery - Technical Issues

## 11th - 12th December 2006

Event Ref: ITDR-TO-1206

### Overview

This two-day course looks at the technical issues surrounding IT Disaster Recovery and examines the major pitfalls and common assumptions which prevent Disaster Recovery Plans from working. The course aims to bridge the gap that often exists between the business and IT.

The course is not intended to teach in-depth recovery for specific technologies, but instead looks at the principles and practicalities of implementing an effective ITDR plan.

Topics covered include:

- Principles of IT DR Planning and Business Continuity
- Continuity Concepts & Methods
- Data Backup & Recovery
- Telecoms and Networking Resilience
- Tests and Exercises

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### Who should attend?

The course is aimed both at technical staff who need to understand Business Continuity Principles in order to implement effective ITDR plans, and Business Continuity practitioners who need to understand the technical issues surrounding ITDR planning. BC Managers will be able to gain some assurance that their technical plans are workable, effective and appropriate to business needs.

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### The Presenter:

Chris Tulloch MBCI is an experienced Business Continuity consultant, with over 12 years of experience in Europe, Middle East and North America. Building on previous experience of building literally bomb-proof military networks, and substantial experience with telecommunications providers, his breadth and depth of knowledge is second to none.

Chris is able to bring real-world experience and insight into the course, making the content easy to understand and to relate to students' own organisations.

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**Dates:** 11th - 12th December 2006

**Venue:** Toronto Star Building, #1 Yonge Street, Toronto ON

**Cost:** \$1,000 (See below for Discount structure)

#### Discounts:

BCI members of all grades qualify for a 15% discount on the base price.

A discount of 10% is available for multiple bookings.

Places booked on both 2-day courses will attract an additional 25% discount to the overall price, i.e. \$1,500 instead of \$2,000 for the four days.

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# Telecoms & Call Centre Continuity

## 13th - 14th December 2006

Event Ref: TCC-TO-1206

### Overview

This two-day course will bring delegates up to speed with telecommunications technology, and give them an understanding of how to apply Business Continuity best practice in this arena. Intended for both technical and non-technical staff, the course will give both sides an understanding of telecoms technologies, and how they fit into an overall Business Continuity programme.

Topics covered include:

- Telecommunications' role in business and Business Continuity
- Resilience for business
- Crisis communications
- Common causes of telecommunications failures
- Single Points of failure
- Resilience versus recovery
- Strategies for prevention and response
- Telephony Design issues
- Recognising Vulnerabilities

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### Who should attend?

The course is aimed at managers and staff, both technical and non-technical, who need to understand the principles and issues regarding Business Continuity in telecommunications systems and call centres.

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### The Presenter:

Chris Tulloch MBCI is an experienced Business Continuity consultant, with over 12 years of experience in Europe, Middle East and North America. Building on previous experience of building literally bomb-proof military networks, and substantial experience with telecommunications providers, his breadth and depth of knowledge is second to none.

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# Surefire Continuity Inc

## Faxback Form

### Contact Details

Name ..... Organisation .....

Address .....

Position ..... Email .....

Telephone ..... Fax .....

Preferred means of contact:      email       telephone       mail       fax

BCI Membership Number .....

*(Leave blank if not a member)*

### Delegate Details

*(Leave blank if same as above)*

### Course to Attend

Delegate Name	BCI Member No <i>(Leave blank if not a member)</i>	Course to Attend	
		ITDR Technical Issues	Telecoms & Call Centre Continuity
1: .....	.....	<input type="checkbox"/>	<input type="checkbox"/>
2: .....	.....	<input type="checkbox"/>	<input type="checkbox"/>
3: .....	.....	<input type="checkbox"/>	<input type="checkbox"/>
4: .....	.....	<input type="checkbox"/>	<input type="checkbox"/>

### Costs

Basic cost for each course is \$1,000. Each additional booking will qualify for a 10% discount. Delegates booking on both courses will qualify for a 25% discount on the overall fee, making the combined cost for both courses \$1,500.

Delegates who are already members of the BCI will qualify for an initial 15% discount on the basic cost before any other discounts are applied.

On receipt of this booking form, an invoice will be issued for the full amount. Places are only guaranteed on receipt of payment in full.

### Booking

Bookings can be made by :

Faxing the completed for to: +1 403 939 1940

By telephone: +1 403 939 1939

On the Internet at: <http://www.surecomm.com/bookings.html>

By post: 408 Crystalridge Terr, Okotoks, AB