

Course Name

Business Continuity for Support Services

Sector Name

Audit, Risk and Governance

Document Type

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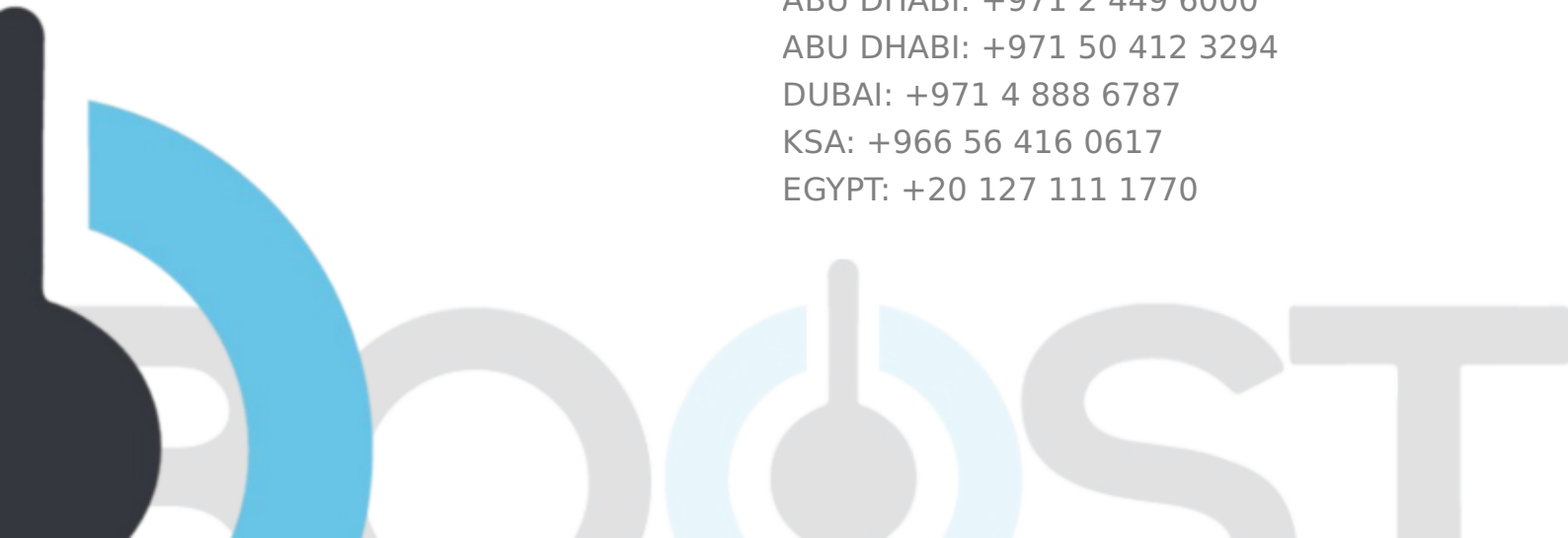
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Business Continuity for Support Services

Course Introduction

Support Services are the operational backbone of every organization, ensuring that essential business functions continue to operate efficiently under normal conditions and remain resilient during disruptions. Whether supporting workplace operations, administration, procurement, facilities, transportation, or employee services, interruptions to these functions can significantly affect organizational performance. Business Continuity for Support Services focuses on maintaining critical operations, minimizing service interruptions, coordinating recovery efforts, and strengthening organizational resilience against unexpected events.

Designed by **Boost Consulting & Training**, this comprehensive program equips participants with practical knowledge, planning methodologies, and the best international practices required to ensure the continuity of support services before, during, and after business disruptions. Participants will learn how to identify critical services, assess operational impacts, develop continuity strategies, coordinate recovery activities, and build resilient support functions capable of sustaining business operations under challenging circumstances.



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Business Continuity for Support Services

Target Audience

- ✓ General Services Managers
- ✓ Administration Managers
- ✓ Facilities Managers
- ✓ Procurement and Logistics Professionals
- ✓ Business Continuity Coordinators
- ✓ Professionals responsible for operational support and organizational resilience

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Learning Objectives

- ✓ Understand the principles and importance of Business Continuity for Support Services.
- ✓ Identify critical support functions and assess their operational impact.
- ✓ Develop practical continuity and recovery strategies for essential services.
- ✓ Coordinate support service continuity during operational disruptions.
- ✓ Evaluate continuity readiness through testing and performance reviews.
- ✓ Strengthening organizational resilience through continuous improvement and governance.

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Business Continuity for Support Services

Course Outline

✓ Day 01

Identifying Critical Support Services

Understanding Business Continuity

- ✓ Business Continuity principles and organizational value
- ✓ Difference between emergency response, disaster recovery, and business continuity
- ✓ The role of support services in organizational resilience

Mapping Critical Operations

- ✓ Identifying mission-critical support services
- ✓ Recognizing service dependencies
- ✓ Determining acceptable service interruption limits

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Course Outline

✓ Day 02

Assessing Business Impact & Continuity Risks

Business Impact Analysis (BIA)

- ✓ Evaluating operational consequences of service disruptions
- ✓ Prioritizing critical business support functions
- ✓ Defining recovery priorities

Continuity Risk Assessment

- ✓ Identifying operational threats
- ✓ Assessing vulnerabilities across support services
- ✓ Developing practical risk mitigation measures

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Course Outline

✓ Day 03

Designing Continuity & Recovery Solutions

Building Continuity Strategies

- ✓ Alternative service delivery arrangements
- ✓ Workforce continuity planning
- ✓ Resource and supplier contingency planning

Recovery Planning

- ✓ Developing recovery procedures
- ✓ Restoring support services systematically
- ✓ Coordinating recovery across departments

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Course Outline

✓ Day 04

Validating Organizational Readiness

Testing Continuity Plans

- ✓ Tabletop exercises and simulation scenarios
- ✓ Evaluating response effectiveness
- ✓ Identifying improvement opportunities

Managing Operational Recovery

- ✓ Monitoring recovery progress
- ✓ Communicating with stakeholders during disruptions
- ✓ Capturing lessons learned after recovery

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Course Outline

✓ Day 05

Embedding Business Continuity into Daily Operations

Governance of Business Continuity

- ✓ Roles, responsibilities, and accountability
- ✓ Maintaining and reviewing continuity plans
- ✓ Compliance with business continuity standards

Building a Resilient Support Organization

- ✓ Creating a continuity-aware culture
- ✓ Leveraging digital tools for operational resilience
- ✓ Developing a long-term roadmap for resilient support services

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Business Continuity for Support Services

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Nov. 2, 2026	Nov. 6, 2026	5 days	4250.00 \$	UAE , Abu Dhabi

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