

POST-COVID BUSINESS CONTINUITY FOR HIGHER EDUCATION

MOVING BUSINESS CONTINUITY FORWARD
FROM COVID TO THE NEXT NORMAL

23 - 24
SEPTEMBER

ONLINE DELIVERY

EXPLORE

- ▶ Review your current business continuity plan (BCP) and Business Impact Analysis (BIA)
- ▶ Capture critical lessons from COVID
- ▶ How to get (and keep) your plan action ready
- ▶ Incorporate learnings into business continuity moving forward
- ▶ Unpack the foundations of a Crisis Communication Plan (CCP)
- ▶ BC training, exercising and testing to prepare your plan and your people
- ▶ Moving lessons identified to lessons learned with After Action Reviews (AAR)
- ▶ Fortify your institution for the remainder of 2020, a stable 2021 and beyond

EXPERT FACILITATOR



Chris Miller
Consultant, Pandemic Recovery,
Emergency and Business
Continuity Manager
B4Crisis



ONLINE DELIVERY

This event will be delivered live with the assistance of Video Streaming technology to allow delegates and speakers to participate and interact from their office, their home or wherever they may be.

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ABOUT THE EVENT

The immediate and long-term repercussions of COVID-19 will vary dramatically for different institutions and industry sectors, but Higher Education is in a particularly precarious situation. The impacts on student enrollments, international students and research programs have been swift and severe.

The main lesson from COVID-19 is that the Higher Education sector has to be ready to shift to its Plan B at a moment's notice. If your institution doesn't have a robust plan for tackling world-changing business continuity scenarios, you must build one before it's too late. And if you do have one - did it work? And what can you do to review and refine it, to better protect your institute?

Business continuity plans need to evolve during this period of uncertainty, and form part of your recovery strategy. It's no longer enough to focus on COVID. Your business continuity plan needs to be reviewed and evolve to equip your institution not just for the remainder of 2020, but to fortify it for a more stable and better prepared 2021, and beyond.

This comprehensive workshop has been developed with leading crisis and pandemic specialist Christine Miller, who will take you through a facilitated After Action Review (AAR) of your institution's pre-COVID Business Impact Analysis (BIA) and Business Continuity Plan (BCP), considering some of the COVID challenges. You will then be given the tools to undertake an 'all threats, all hazards' approach to business continuity and organisational resilience, to ensure you have a roadmap to take your institute from our 'new normal' into the 'next normal' of 2021, and beyond.

YOUR FACILITATOR

Christine Miller is an emergency and business continuity management consultant, with more than fourteen years of experience. From 2003, she worked on national pandemic planning following SARS-1. More recently, she has been with clients to prepare, respond and recover from the COVID-19 (SARS-2) pandemic.

Her clients include a number of Australian, NSW and ACT Governments departments and agencies as well as private businesses printing and delivering newspapers and publications throughout Australia and New Zealand, luxury goods, University accommodation services, aged care and not for profit organisations providing homelessness and addiction recovery services in Canberra and southern New South Wales.

Chris began her career in emergency management as a Queensland Police Cadet with the 1974 Brisbane floods. She has worked on counter terrorism and large-scale disaster recovery and planning following the Bali and London bombings and the Indian Ocean/Boxing Day Tsunami as well as health emergencies such as AIDS/HIV and the novel A-H1N1 swine flu pandemic (2009-2010). She is currently the ACT Director on the Australian Institute of Emergency Services Board.

She has presented workshops Australia-wide on small business continuity planning and more than 60 conference papers within Australia and overseas. Chris has lectured at three Universities and several police training colleges.



Chris Miller

Consultant, Pandemic Recovery, Emergency and Business Continuity Manager
B4Crisis

SESSION ONE | 23 SEPTEMBER, 9:30AM - 1:30PM

REVIEW AND REFLECT ON LESSONS

Using a facilitated After Action Review (AAR) of your institution's pre-COVID Business Impact Analysis (BIA) and Business Continuity Plan (BCP), consider some of the COVID challenges and lessons.

Some of the key questions to be discussed are:

- ▶ Did your BIA and BCP prove useful?
- ▶ How did your business continuity preparations hold up under the pressure of COVID?
- ▶ What gaps were identified? What did you learn?
- ▶ What did, or would you do differently?
- ▶ What new practices or processes were identified and implemented during your COVID response and recovery?
- ▶ How to build on the agility and resiliency demonstrated in your COVID response and recovery?

SESSION TWO | 24 SEPTEMBER, 9:30AM - 1:30PM

MOVING FORWARD FROM THE 'NEW' TO 'NEXT' NORMAL

Moving to an 'all threats, all hazards' approach to business continuity and organisational resilience

- ▶ How has, or will, COVID change your business continuity plans? Where can you adapt, pivot and innovate?
- ▶ How to incorporate learnings into business continuity (BC) moving forward?
- ▶ How to get (and keep) your plan action ready for the next normal?
- ▶ Key inclusions in future BC planning, exercises/testing, and annual reviews
 - A Crisis Communication Plan (CCP) – Do you have one? Is/was it effective? Who are your key stakeholders? How best to communicate with them?
 - Importance of BC training, exercising and testing to prepare your plan and your people – Do they know they have a plan in place?
 - After Action Reviews (AAR) – moving lessons identified to lessons learned using OILL methodology – observations, insights, lessons identified. lessons learned
- ▶ How to 'future focus' your business continuity? Anticipate impacts, such as preparing for multi-year disruptions to the student lifecycle, and research programs?

Post-COVID Business Continuity for Higher Education

23 - 24 September 2020

Online Delivery

Booking Form

Event Reference: BCHE0920A - O
Priority Code: I

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Organisation Name

Address Suburb State Postcode

Booking Contact Information

Title Full Name Position Email Phone

Delegate Information

Title Full Name or TBA Position Email

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Options (per person)	Rapid Action Rate Register and pay by 10 July	Value Plus Rate Register and pay by 29 July	Super Saver Rate Register and pay by 12 August	Early Bird Rate Register and pay by 28 August	Standard Rate
Qty Workshop	\$1595 + GST = (\$1754.50)	\$1695 + GST = (\$1864.50)	\$1795 + GST = (\$1974.50)	\$1895 + GST = (\$2084.50)	\$1995 + GST = (\$2194.50)
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