Certified Disaster Recovery Engineer
Course Summary

Description

The 4-day comprehensive Certified Disaster Recovery Engineer course goes beyond traditional BCP training - preparing students for industry certification in Business Continuity planning, and presenting the latest methodologies and best practices for real-world systems recovery. Students receive a solid foundation of instruction that will enable them to create meaningful business continuity plans. In addition, students will learn the latest methods for protection and recovery of technology in their organizations. ProTech trainers are more than instructors – they have extensive experience and are active in the industry. At ProTech, we believe emphasis on both industry standards and real world experiences are essential to providing a robust and comprehensive learning experience. Additionally, each student will leave the course with the start of their own Business Continuity/Disaster Recovery Plan, developed with mentored oversight of the instructor.

Objectives

Upon completion, the student will have a fundamental knowledge of DR/BCP planning. Students will enjoy an in-depth course that is continuously updated to maintain and incorporate the ever changing DR/BCP requirements. This course offers up-to-date information that has been developed by leading risk management professionals. Participants will also take with them the foundation document for their own custom DR/BCP plan.

Topics

- Welcome to Disaster Recovery Training
- Business Impact Analysis
- Risk Analysis
- Design & Development Phase (BCP Strategies)
- IT Recovery Strategies
- Implementation Phase
- Testing and Exercise
- Maintenance and Updating
- Execution Phase
- Cyber Attacks
- Pandemics

Prerequisites

Before taking this course, students should have the following:

- A minimum of 12 months experience in risk management, security or facilities management.
- Sound knowledge of business assessment and writing skills

Duration

Four days
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Course Outline

I. Welcome to Disaster Recovery Training
   A. mile2
   B. mile2 Class Training - Overview
   C. mile2 Course Road Map
   D. mile2 Brochure
   E. CDRE Agenda
   F. Schedule
   G. The CDRE Exam
   H. Introductions
   I. Introduction to Business Continuity Planning
   J. What is a Disaster?
   K. What is a Critical Business Function?
   L. Business Continuity Planning (BCP)
   M. Importance of BCP
   N. Disaster Recovery Planning (DRP)
   O. Emergency Response
   P. BC/DR Trends
   Q. Purpose of BC/DR Program
   R. BCP Overview
   S. Challenges to Effective BCP
   T. BCP Planning Phases
   U. Where does Project Initiation fit into the Process?
   V. Project Initiation Phase
   W. BC/DR Program Life Cycle
   X. Summary

II. Business Impact Analysis
   A. BCP Planning Model
   B. BCP Planning Phases
   C. Where does BIA fit into the Process?
   D. What is a BIA?
   E. BIA Scope, Goal, and Objectives
   F. BIA Terminology
   G. Maximum Tolerable Downtime
   H. Recovery Point Objective
   I. Recovery Time Objective
   J. Recovery Time Examples
   K. BIA Process
   L. BIA Process - Disaster Mode Staffing
   M. BIA Process - Capacity & Performance Objectives
   N. BIA Tools
   O. Kick off Meeting
   P. Preparing for the BIA Interviews
   Q. Conducting the Interviews
   R. BIA
   S. Notes on Data Collection
   T. Identify Dependencies
   U. Finalize Data Analysis
   V. BIA Report
   W. Presentation to Senior Management

III. Risk Analysis
   A. BCP Planning Model
   B. BCP Planning Phases
   C. Where does the Risk Analysis fit into the Process?
   D. Functional Requirements
   E. Threats to Business Process
   F. Causes of Unplanned Downtime
   G. Risk Examples
   H. Risk Analysis Terminology
   I. Risk Analysis Activities
   J. Exposure Inventory
   K. Business Process Inventory
   L. Business Process Documentation
   M. Statement of Risk
   N. ALE Annualized Loss Expectancy
   O. Statement of Risk
   P. Risk Control Definition
   Q. Identifying Existing Controls
   R. Physical Controls
   S. Risk Analysis
   T. Risk Assessment Report
   U. Compiling a Risk Assessment Report
   V. Risk Analysis Summary

IV. Design & Development Phase (BCP Strategies)
   A. BCP Planning Model
   B. BCP Planning Phases
   C. Where does BIA fit into the Process?
   D. fit into the Process?
   E. Strategy Process
   F. BCP Strategies
   G. Summary
   H. BCP Planning Phases
   I. Where does BIA fit into the Process?
   J. Design & Development Phase
   K. BCP Design
   L. Emergency Response & Operations
   M. Emergency Response Components
   N. Develop ER Procedures
   O. ER Sources for Assistance
   P. BCP Design
   Q. Alternate Recovery Site
   R. Selecting Vendors
   S. for DR/BC Services
   T. Site Recovery & Resumption
   U. Restoration of Primary Site
   V. Return to Primary Site
   W. Continuity Strategy - Insurance
   X. Evaluate Insurance Terms
   Y. BCP Design
   Z. Summary

Due to the nature of this material, this document refers to numerous hardware and software products by their trade names. References to other companies and their products are for informational purposes only, and all trademarks are the properties of their respective companies. It is not the intent of ProTech Professional Technical Services, Inc. to use any of these names generically.
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Course Outline (cont’d)

V. IT Recovery Strategies
   A. BCP Planning Model
   B. BCP Planning Phases
   C. Where does IT Strategy fit into the Process?
   D. IT Recovery Strategy Process
   E. IT Recovery Strategies
   F. Examples of IT Recovery
   G. Tape Vault Facilities
   H. Disk Backups
   I. Replicated Disk Backups
   J. Deduplicated & Replicated Backups
   K. Backups – Replicated & Deduplicated
   L. Data Archiving
   M. Systems Replication
   N. Application Redundancy
   O. Telecommunications Strategies
   P. Alternate Recovery Sites
   Q. Internal or Vendor BC/DR Services
   R. Selecting Vendors for BC/DR Services
   S. Evaluating Vendors of DR/BC Resources
   T. Critical Factors
   U. IT Recovery Strategies Assessment
   V. IT Recovery Strategies
   W. Summary
   X. BCP Planning Phases
   Y. Where does IT Strategy fit into the Process?
   Z. DR Plan Development
   AA. DRP Design
   BB. DR Plan Development
   CC. DR Plan Design
   DD. Summary

VI. Implementation Phase
   A. BCP Planning Model
   B. BCP Planning Phases
   C. Where does BIA fit into the Process?
   D. Where does Implementation fit into the Process?
   E. Implementation of BCP
   F. Responsibility for BCP Implementation
   G. Determine Cost Estimates
   H. Management Approval and Funding
   I. Install & Configure
   J. Detailed Documentation
   K. Implement Operational Changes
   L. Procure Facilities & Services
   M. BCP Planning Phases
   N. Where does BIA fit into the Process?
   O. Awareness & Training
   P. Awareness Programs
   Q. Training Programs
   R. Summary

VII. Testing and Exercise
   A. BCP Planning Model
   B. BCP Planning Phases
   C. Where does Testing and Drills fit into the Process?
   D. Testing & Exercise Phase
   E. Testing & Drills
   F. Progression of Testing Types
   G. Testing Participants
   H. Test Script Example
   I. Testing Post-Mortem
   J. Summary

VIII. Maintenance and Updating
   A. BCP Planning Model
   B. BCP Planning Phases
   C. Where does Maintenance fit into the Process?
   D. Maintenance Policies and Procedures
   E. Plan Maintenance
   F. Maintenance & Schedule Budgets
   G. Software Tools for Maintenance
   H. Input Criteria for Plan Maintenance
   I. Plan Distribution & Security
   J. Summary

IX. Execution Phase
   A. BCP Planning Model
   B. BCP Planning Phases
   C. Where does the Execution Phase fit into the Process?
   D. Execution Phase
   E. Escalation Procedures
   F. Disaster Declaration Procedures
   G. Public Relations/Spokesperson Role
   H. Typical Audiences
   I. Audience Messages
   J. Sources of Information
   K. Incident Command Centre (ICC)
   L. ICC Chain of Command
   M. ICC Organization
   N. Be Prepared to Work with Public Authorities
   O. Executing the Plan
   P. Summary
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Course Outline (cont’d)

X. Cyber Attacks
A. Computer Crime & Cyber Attacks
B. Cyber Attack Scenarios
C. Northeast Cyber Attack Scenario
D. Economic Impact of Malicious Code Attacks
E. Including Cyber Attacks in Definitions of Terrorism
F. Domestic and International Terrorism
G. Department of Homeland Security Key Assets
H. Cyberspace Security Strategies
I. Expectations of Cyber Attacks
J. Cyber Attacks
K. Information Warfare
L. Considerations for Developing Information Warfare Procedures
M. Protection Against Cyber Attacks
N. Cyber Attacks
O. Evolving Privacy Laws
P. How Computer Systems are Attacked
Q. Types of Computer Attacks
R. Developing Procedure in the wake of a Security Breach
S. Cyber Attacks
T. Developing Procedures for Working with Law Enforcement
U. Cyber Attacks
V. Developing Procedures to Determine Economic Losses
W. Cyber Attacks
X. Developing Procedures to Ease IT Recovery
Y. Types of Systems and Networks
Z. Recovery of Small Computer Systems
AA. Recovery of Large Computer Systems
BB. Network Recovery
CC. Establishing a Computer
DD. Incident Response Team
EE. Cyber Attacks
FF. Important Points 1
GG. Important Points 2
HH. Important Points 3
II. Summary

XI. Pandemics
A. What is Pandemic Influenza?
B. Pandemics
C. Quick Facts
D. Why use BCP/DRP for Pandemic Influenza?
E. Planning Approach
F. Critical Services
G. Additional Impacts of Pandemic
H. Areas to Plan for
I. Pandemics
J. Planning Issues per Stage
K. Stage 4 Communications
L. HR Policies
M. Stage 3 HR Travel Policies
N. Stage 3 Government Relations
O. Stage 3 Physical Resources
P. Stage 3 & 4 Physical Resources
Q. Stage 4 Physical Resources
R. Pandemics – Work from Home
S. Summary