BUSINESS IMPACT ANALYSIS (BIA) TRAINING

Course Title: Business Impact Analysis (BIA) Training

Course Validity: 2 Days

Validity: Not Applicable

HRD Corp Scheme: Claimable

INTRODUCTION

This training provides participants with comprehensive knowledge and practical skills to conduct a Business Impact Analysis (BIA) in alignment with ISO 22301 and Business Continuity Management System (BCMS) best practices. It covers identification of critical activities, dependency mapping, impact scenarios, maximum tolerable downtime (MTD), recovery time objectives (RTO) and resource requirements. Participants will learn how to gather information effectively, analyse operational disruptions and produce a BIA report that supports continuity strategies and organisational resilience.

OBJECTIVE(S):

- Understand the purpose and principles of BIA within a Business Continuity Management System.
- Identify critical business functions, processes and interdependencies.
- Analyse financial, operational, legal, reputational and safety impacts.
- Determine MTD, RTO, RPO and recovery priorities.
- Collect and validate BIA data using questionnaires and interviews.
- Map internal and external dependencies affecting continuity.
- Develop BIA documentation, reports and prioritisation matrices.
- Support decision-making for continuity strategies and resource planning.

TARGET GROUP(S):

- Business Continuity and Crisis Management Teams

- Risk Management and Compliance Personnel

- Internal Auditors and ISO 22301 Committee Members

- Managers and Executives across all departments

- IT Disaster Recovery Teams

- Operations, Finance and HR Personnel

- Anyone involved in BIA development or BCMS implementation

ENTRY REQUIREMENT(S):

- Able to read, write and communicate verbally in Malay/English

TOPIC(S):

1. Introduction to Business Continuity and BIA Framework

2. ISO 22301 Requirements Related to BIA

3. Identifying Business Functions and Critical Activities

4. Impact Types: Financial, Operational, Reputational, Legal and Safety

5. Maximum Tolerable Downtime (MTD) and Recovery Time Objectives (RTO)

6. Dependency Mapping: People, Technology, Premises, Suppliers and Data

7. BIA Data Collection: Surveys, Workshops and Interviews

8. Analysing BIA Results and Prioritisation Techniques

9. Developing the BIA Report and Approval Process

10. Case Studies, BIA Templates and Practical Exercises

LIST OF REFERENCE BOOK(S):

- ISO 22301: Business Continuity Management Systems Requirements

- ISO 22313: BCMS Guidance on Use

- Business Impact Analysis and Risk Assessment Texts

- Organisation BCMS and BIA Documentation Templates

LIST OF TEACHING AID(S):

- LCD projector

- BIA templates and questionnaires

- Dependency mapping diagrams

- Case study worksheets

- Flip chart or whiteboard

METHODOLOGY(S):

- Interactive lecture

- Group discussion

- Case studies

- Practical exercises

- BIA workshop and simulation activities

TRAINING SCHEDULE

Day 1

Time	Activity / Topic
8:30 am – 9:00 am	Registration and Introduction
9:00 am – 10:15 am	Topic 1: BCMS and BIA Fundamentals
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 2–3: ISO 22301 Requirements and Identifying Critical Activities
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 4: Impact Types and Assessment Methods
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 5: MTD and RTO Determination

TRAINING SCHEDULE

Day 2

Time	Activity / Topic
8:30 am – 9:00 am	Recap of Day 1
9:00 am – 10:15 am	Topic 6: Dependency Mapping and Resource Needs
10:15 am – 10:30 am	**Morning Tea Break**
10:30 am – 12:30 pm	Topic 7–8: Data Collection and BIA Analysis Techniques
12:30 pm – 1:30 pm	**Lunch Break**
1:30 pm – 3:30 pm	Topic 9: BIA Reporting and Approval Process
3:30 pm – 3:45 pm	**Afternoon Tea Break**
3:45 pm – 5:00 pm	Topic 10: Case Studies and BIA Simulation Workshop