

# ITSM Masterclass: IT Service Continuity Management (ITSCM)

LENGTH

**1 day**

PRICE (Incl. GST)

**\$499**

## WHY STUDY THIS COURSE

Often referred to as disaster recovery, IT Service Continuity Management (ITSCM) is an ITIL®-aligned discipline that takes a holistic approach to ensure IT services are healthy and able to support the business when required. ITSCM addresses the gaps in the traditional disaster recovery approach by introducing layers of resilience that provide higher levels of protection. This layering is realised by using technologies that are readily available such as virtualisation and high availability fail-over.

Facilitated by Paul Love, an independent consultant who is industry-recognised for his IT service continuity management knowledge and experience, the event is designed for ITSM professionals either looking to get started with ITSCM or looking to improve their existing effort.

**This Masterclass is also available as a two-day private event priced at AUD 7500 including GST for up to ten attendees. It includes a pre-course consultation for alignment to business needs.**

## WHAT YOU'LL LEARN

- › Understand what IT service continuity is
- › Realise the financial and operational benefits of ITSCM
- › Develop an effective IT Service Continuity Framework
- › Evaluate your existing IT service continuity management maturity level
- › Identify your disaster recovery planning gaps
- › Implement an effective process to ensure your business IT services are available when major incidents and disasters occur
- › Manage your IT portfolio of disaster recovery planning and testing

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## COURSE SUBJECTS

In this interactive event we will cover:

- Understanding ITSCM vs Disaster Recovery (DR) vs Business Continuity Management (BCM)
- Understanding the business value of ITSCM
- How to implement ITSCM effectively
- Guidance on handling common ITSCM risks and challenges
- Recognising continuity critical success factors



*My instructor was great being able to put scenarios into real world instances that related to my specific situation.*

*I was made to feel welcome from the moment I arrived and the ability to sit as a group outside the classroom to discuss our situations and our goals was extremely valuable.*

*I learnt a lot and felt it was important that my goals by attending this course were met.*

*Great job Lumify Work team.*



**AMANDA NICOL**  
**IT SUPPORT SERVICES**  
**MANAGER - HEALTH WORLD**  
**LIMITED**

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## WHO IS THE COURSE FOR?

This event is aimed at the beginner/intermediate level for individuals who are:

- IT Service Continuity Managers and Process Owners
- Risk Managers
- Business Continuity Managers
- Service Design leads with responsibility for ensuring that service continuity needs are accommodated in solution designs
- IT team leads and staff with key continuity management responsibilities
- Any individual who needs a greater understanding of how an organisation can make use of ITSCM to enhance the quality of IT services

## Lumify Work Customised Training

*We can also deliver and customise this training course for larger groups saving your organisation time, money and resources.*

*For more information, please contact us on [1 800 853 276](tel:1800853276).*

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## PREREQUISITES

There are no pre-requisites for this Masterclass, but a working knowledge of service continuity and/or organisational risk management practices is recommended.

The supply of this course by Lumify Work is governed by the booking terms and conditions. Please read the terms and conditions carefully before enrolling in this course, as enrolment in the course is conditional on acceptance of these terms and conditions.

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