TRAINING & DEVELOPMENT

Operational Resilience

PROTECHT

RiskNZ

RiskNZ

RiskNZ is the leading non-profit association for risk professionals in New Zealand. The Society brings together people and organisations managing risk under the guiding vision that New Zealand prospers when risk is well managed. Our focus is to organise regular opportunities for members to meet and experience a wide variety of professional development and networking opportunities.

The society supports special interests groups, encourages research, informs public thinking, influences government, and conducts other activities to achieve risk management best practice in the private and public sectors.

Training and Development

RiskNZ is proud to partner with Protecht to bring the latest in training and development opportunities.

www.risknz.org.nz

Protecht helps create the risk leaders of tomorrow by providing risk training that meets people where they are in their risk management journey.

It is an online learning platform that enables delivery of Protecht's risk methodology training to individuals or organisations that is backed by decades of industry experience, an understanding of risk management challenges learned through ongoing engagement with Protecht customers and the risk community, and a commitment to high quality training materials.

Protecht Academy courses are broken down into two Catalogs:

Organisational Risk Excellence

Primarily intended for groups and organisations

Risk Management Mastery

Aimed at individuals or for teams looking to up-skill in a specific area.

See all courses available here:

Note: By completing and submitting a course application form (online, emailed request or in any other form that was used to make a training booking), you are agreeing to Protecht Academy User Terms & Conditions and RiskNZ's Training Terms and Conditions.
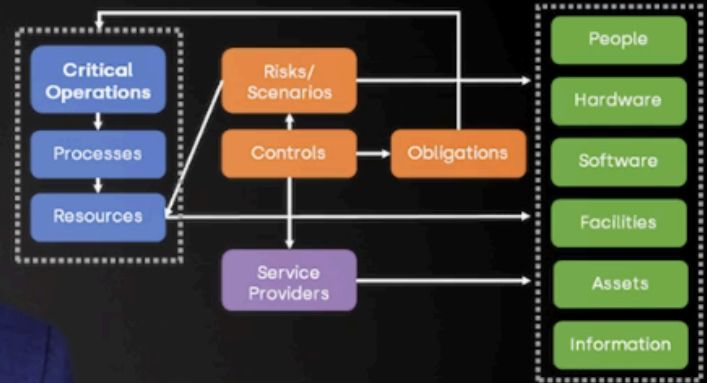
Operational resilience

This course is aimed at risk practitioners and business managers who are responsible for building operational resilience in their organisation. It breaks down what it means to be operationally resilient, and lays out practical steps you can take to understand business operations in order to pursue resilience strategies, and test your organisation's capability to remain resilient under operational disruption and stress.

The course leverages the extensive guidance issued to date by financial services regulators around the world (including the FCA, PRA, Basel, ECB, Fed and APRA) – however, it takes a principles and outcome based approach, and can be applied to any sector or region. This guidance is used as a base for introducing a comprehensive, practical and efficient resilience methodology which leverages from, and integrates with, your existing ERM framework, including business continuity management (BCM), recovery and contingency plans, stress testing and capital management capabilities.

Our trainers David Tattam (Chief Research & Content Officer), Michael Howell (Research & Content Lead), and Hela Ebrahimi (Senior Risk Consultant) focus on developing a methodology you can use to achieve operational resilience while aligning with existing risk management processes in your organisation.

Operational resilience course description

In this course, you'll learn:

1. Defining operational resilience
- What is operational resilience?
- Characteristics of operational resilience
- Operational resilience terminology

2. The drivers of operational resilience
- The key drivers of operational resilience
- Global regulatory overview
- Resilience standards overview
- The difference between organisational resilience and operational resilience

3. What disruptions are we managing?
- Disruptive events
- The concept of severe but plausible
- Grey rhinos and black swans

4. An operational resilience framework
- The steps in an operational resilience framework
- An example walkthrough of the key steps

5. Identifying stakeholders and objectives
- Identifying your stakeholders
- Understanding and articulating your stakeholders' objectives
- Which stakeholders to consider as part of your operational resilience framework

6. Identifying critical operations
- Defining critical operations
- Understanding end to end value for your stakeholders
- Data sources and guidance on identifying and classifying critical operations

7. Setting tolerance levels
- The different types of tolerance levels
- Sources of data you can use to determine tolerance levels
- Determining material adverse impact
- The alignment between tolerance levels and risk appetite
- Practical steps in setting tolerance levels
- Documenting tolerance levels

8. Mapping your critical operations
- The importance of understanding and mapping your critical operations
- Identifying resources and processes that support your critical operations
- Types of resources
- The level of granularity needed

9. Assessing health of resources
- The definition of health and vulnerability
- Using existing risk processes to manage and monitor health

10. Scenario scoping and testing
- The purpose of exercising scenarios
- Types of scenarios and exercises
- Linking scenarios to resources
- Developing your scenarios
- The relationship between operational resilience and business continuity
- Exercising scenarios

11. Issues and actions management
- Identifying learning opportunities through operational resilience processes
- Types of treatments that apply to operational resilience
- Determining, recording and actioning issues and actions

12. Reporting on operational resilience
- The purpose of reporting
- The types of reporting to consider and what to report on
- Audiences for operational resilience reporting

13. Integrating operational resilience and enterprise risk management
- How operational resilience processes align with the ISO 31000 standard on risk management
- How operational resilience integrates into an enterprise risk management framework
- How operational resilience integrates with common risk processes

14. Roles and responsibilities
- Governance of operational resilience and the 3 Lines model
- Roles and responsibilities to consider in operational resilience

15. When is operational resilience performed?
- A roadmap to develop operational resilience capability
- The cadence of ongoing operational resilience activities
- Integration into risk in change activities
- Operational resilience by design

Course expectations
- Watch 16 videos
- Answer 10 quiz questions
- Access 11 downloadable materials

Timings

- 3 hours of video content
- Approximately 4 hours for the whole course

Register, Receive Invoice, Payment, Set-up with Log In To Course

Cost: RiskNZ Members: $800+GST | Non-member: $940+GST

Next steps

Register now via: adminofficer@risknz.org.nz Please contact RiskNZ directly if you would like to discuss packages to implement this training across your organisation. Bulk discounts are available.