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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-030

Continuity Planning for Financial Institutions

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Course content

Why Attend

Banks, insurers, payment providers and investment firms operate services that customers and markets depend on every minute of the day. Regulators around the world now expect financial institutions to demonstrate operational resilience: to identify important business services, set impact tolerances and prove that they can stay within them during severe but plausible disruptions.

This Continuity Planning for Financial Institutions training course explains how to build continuity and operational resilience capability that meets these expectations. Participants learn how to identify important business services, map their resources, set impact tolerances, conduct scenario testing, manage third-party and technology dependencies, and coordinate crisis response and regulatory communication.

Course Methodology

• The course combines regulatory briefings with practical workshops using financial services case studies. Participants identify important business services, build service maps, set impact tolerances and design scenario tests. A simulated payment system disruption tests crisis coordination and regulatory engagement.

Course Objectives

• Explain regulatory expectations for continuity and operational resilience in financial services

• Identify important business services and their customers

• Map people, processes, technology, facilities and third parties supporting each service

• Set impact tolerances and recovery objectives

• Design and run severe but plausible scenario tests

• Manage technology, cyber and outsourcing resilience

Target Audience

• Business continuity and operational resilience managers in financial institutions

• Operational risk professionals

• IT disaster recovery and technology resilience managers

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• Compliance and regulatory affairs professionals

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Course outline

Detailed course outline

Day-by-day outline for Continuity Planning for Financial Institutions.

Day 1 - Resilience in Financial Services

- 09:00-09:39 | Why financial institutions face heightened resilience expectations
- 09:39-10:18 | From business continuity to operational resilience
- 10:18-10:57 | Overview of international regulatory approaches
- 10:57-11:00 | Systemic risk and the wider financial ecosystem
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Systemic risk and the wider financial ecosystem (continued)
- 12:06-12:44 | Lessons from major financial service outages
- 12:44-13:22 | Governance and board accountability for resilience
- 13:22-14:00 | Self-assessment of your institution's resilience maturity

Day 2 - Important Services and Impact Tolerances

- 09:00-09:34 | Identifying important business services from the customer view
- 09:34-10:08 | Criteria for importance: customers, markets and safety
- 10:08-10:42 | Setting impact tolerances and maximum tolerable disruption
- 10:42-11:00 | Linking impact tolerances with recovery time objectives
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Linking impact tolerances with recovery time objectives (continued)
- 11:46-12:20 | Documenting service definitions and rationale
- 12:20-12:53 | Board approval of services and tolerances
- 12:53-14:00 | Workshop: identifying services and setting tolerances

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Day 3 - Mapping and Vulnerabilities

- 09:00-09:34 | Mapping people, processes and technology for each service
- 09:34-10:08 | Facilities, data and third-party dependencies
- 10:08-10:42 | Identifying vulnerabilities and concentration risks
- 10:42-11:00 | Critical outsourcing and cloud service dependencies
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Critical outsourcing and cloud service dependencies (continued)
- 11:46-12:20 | Tools and repositories for service mapping
- 12:20-12:53 | Prioritising remediation and resilience investment
- 12:53-14:00 | Exercise: building a service map

Day 4 - Scenario Testing and Technology Resilience

- 09:00-10:00 | Designing severe but plausible disruption scenarios
- 10:00-10:30 | Testing ability to remain within impact tolerances
- 10:30-11:00 | Cyber attack and data corruption scenarios
- 11:00-11:30 | Coffee break
- 11:30-12:00 | Technology recovery and data restoration testing
- 12:00-12:30 | Third-party failure and exit scenarios
- 12:30-13:00 | Documenting test results and remediation
- 13:00-14:00 | Workshop: designing a scenario test

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Day 5 - Crisis Response and Regulatory Reporting

- 09:00-09:34 | Crisis management for financial service disruptions
- 09:34-10:08 | Customer communication and protecting vulnerable customers
- 10:08-10:42 | Regulatory notification and engagement during incidents
- 10:42-11:00 | Self-assessment documentation for regulators
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Self-assessment documentation for regulators (continued)
- 11:46-12:20 | Board reporting and continuous improvement
- 12:20-13:27 | Simulation: a major payment system disruption
- 13:27-14:00 | Personal action plan for financial services resilience

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Seminar dates

Available seminar dates

Live dates and pricing for Continuity Planning for Financial Institutions generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Istanbul	Classroom	**€2,825**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Continuity Planning for Financial Institutions generated from the course details page.

Date	Location	Format	Fee
8 - 12 February 2027	Kuala lumpur	Classroom	**€2,425**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Madrid	Classroom	**€3,400**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Munich	Classroom	**€2,425**
10 - 14 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Continuity Planning for Financial Institutions generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Paris	Classroom	**€2,810**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Vienna	Classroom	**€3,425**

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Seminar dates

Available seminar dates

Live dates and pricing for Continuity Planning for Financial Institutions generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Amsterdam	Classroom	**€3,215**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

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Date	Location	Format	Fee
11 - 15 October 2027	Dubai	Classroom	**€2,845**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Geneva	Classroom	**€3,315**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Istanbul	Classroom	**€2,825**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Continuity Planning for Financial Institutions generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

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24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

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9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**

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8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**