

D142: DEMO OF ISO 22301:2019 DOCUMENTATION AND TRAINING KIT

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Chapter-1.0 CONTENTS OF ISO 22301:2019 DOCUMENTATION AND TRAINING KIT (More than 65 document files)

This editable training documentation kit has 2 main parts as below:

Sr. No.	Directory	Details of Documents
Part – 1: Documentation		
1.	BCMS Manual	10 chapter and 04 annexure in MS Word
2.	Procedures	19 procedures in MS Word
3.	Policies	09policies in MS Word
4.	Standard Operating Procedures	13standard operating procedures in MS Word
5.	Blank Formats /Templates	58blank formats in MS Word / excel
6.	Exhibits	07 exhibits in MS Word
7.	ISO 22301 Audit checklists	More than 350 questions
8.	Job description	18 job description in MS Word
9.	ISO 22301:2019 document compliance matrix	01 file in MS Excel
Part – 2: Training: ISO 22301 awareness training		
A. PPT Presentation		No. of Slides
1.	Overview of ISO 22301:2019	36 slides
2.	ISO 22301:2019 requirements	63 slides
3.	ISO 22301:2019 documentation	16 slides
4.	Step for ISO 22301:2019 certification	18 slides
B. Literature		
	A literature to understand ISO 22301:2019 subject well in 04 chapters, 02 workshops and 01 case study	Approx. 30 pages in Ms. word
Total 165 files in editable form; Quick Download by e-delivery		

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C. Documented information package:

Our documentation kit contains sample documents required for ISO 22301:2019 certification as listed below. **All documents are in MS-Word/Excel files and you can edit them.** You can make changes as per your organization's need and **within few days your entire documents** with all necessary controls will be ready. In the ISO 22301:2019, documented information (procedures, policies, SOPs, etc.) are required a few places only. But for making the system better, we have provided many editable templates from which a user can select templates as per their own requirement and make some minor changes in them to make own system. Two types of documented information are provided in this kit, as listed below:

1. **Maintain documented information (Scope, Manual, etc.)**
2. **Retain documented information (Forms / Templates)**

Under the main directories, further files are provided in MS Word document as per the details given below.

1. **BCMS Manual (10 Chapters and 4 Annexure):**

It is a sample copy of BCMS manual having clause-wise details of how ISO 22301 system is implemented. The BCMS manual is tier-1 of ISO 22301 documents and covers list of procedures as well as overview of organization. This manual has total 10 chapters covering company profile, amendment sheet, index, clause-wise details as per ISO 22301 for implementation, sample quality policy and organization chart.

(A) Table of Contents

Chapter No.	Title of BCMS manual chapter	Page No.	ISO 22301:2019 Clause Reference
Section – 1			
1.	Table of Contents and Authorization Statement	1 – 3	=====
2.	Company Profile	1 – 2	=====
3.	Control and Distribution	1 – 4	=====
Section – 2			
4.	Context of the Organization	1 – 2	4.0
	Understanding the organization and its context		4.1
	Understanding the needs and expectations of interested parties		4.2
	General		4.2.1
	Legal and regulatory requirements		4.2.2
	Determining the scope of the business continuity		4.3

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	management system		
	General		4.3.1
	Scope of the business continuity management system		4.3.2
	Business continuity management system		4.4
5.	Leadership	1 – 8	5.0
	Leadership and commitment		5.1
	Policy		5.2
	Establishing the business continuity policy		5.2.1
	Communicating the business continuity policy		5.2.2
	Roles, responsibilities and authorities		5.3
6.	Planning	1 – 2	6.0
	Actions to address risks and opportunities		6.1
	Determining risks and opportunities		6.1.1
	Addressing risk and opportunities		6.1.2
	Business continuity objectives and planning to achieve them		6.2
	Establishing business continuity objectives		6.2.1
	Determining business continuity objectives		6.2.2
	Planning changes to the business continuity management system		6.3
7.	Support	1 – 5	7.0
	Resources		7.1
	Competence		7.2
	Awareness		7.3
	Communication		7.4
	Documented information		7.5
	General		7.5.1
	Creating & Updating		7.5.2
	Control of documented information		7.5.3
8.	Operation	1 – 7	8.0
	Operational planning and control		8.1
	Business impact analysis and risk assessment		8.2
	General		8.2.1
	Business impact analysis		8.2.2
	Risk Assessment		8.2.3
	Business continuity strategies and solutions		8.3
	General		8.3.1
	Identification of strategies and solutions		8.3.2
	Selection of strategies and solutions		8.3.3
	Resource requirement		8.3.4
	Implementation of solution		8.3.5

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	Establish and implement business continuity procedures		8.4
	General		8.4.1
	Response Structure		8.4.2
	Warning and Communication		8.4.3
	Business continuity plans		8.4.4
	Recovery		8.4.5
	Exercising programme		8.5
	Evaluation of business continuity documentation and capabilities		8.6
9.	Performance Evaluation	1 – 4	9.0
	Monitoring, measurement, analysis and evaluation		9.1
	Internal audit		9.2
	Management review		9.3
10.	Improvement	1 – 2	10.0
	Nonconformity and corrective action		10.1
	Continual Improvement		10.2
Annexure			
ANX-I	List of BCMS Procedures and Policies	1 – 2	=====
ANX-II	Glossary of Terms	1 – 2	=====
ANX-III	Process Flow Chart	1 – 2	=====
ANX-IV	Organization Chart	1 – 1	=====

2. Procedures (19 procedures):

Sample copies of mandatory procedures as per ISO 22301 are provided, which cover all the details like purpose, scope, responsibility, how procedure is followed as well as the list of exhibits, reference documents and formats. The list of sample procedures provided in the kit is given below.

List of Procedures

1. Approach procedure for BCMS Implementation
2. Procedure for identification of applicable legal and regulatory requirements
3. Procedure for scope documentation and implementation
4. Procedure for competencies of personnel and training
5. Procedure for communication with interested parties
6. Procedure for business impact analysis
7. Procedure for risk assessment and management
8. Procedure for business continuity management
9. Procedure for incident response system
10. Procedure for BCMS exercise
11. Procedure for business continuity strategy

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12. Procedures for restoring and returning business from temporary measures
13. Procedure for process wise BCP testing
14. Procedure for management review
15. Procedure for documented information control
16. Procedure for corrective action
17. Procedure for control of record
18. Procedure for internal business continuity management system audit
19. Procedure for control of nonconformity and improvement

3. Policies (09policies)

Sample copies of policies as per ISO 22301 are provided; The list of policies provided in the kit is given below.

List of Policies

1. IT Asset Management Policy
2. Backup and Restoration Policy
3. Change Management Policy
4. Remote Access Policy
5. Communication and Operations Management Policy
6. Compliance Policy
7. Network Security Policy
8. Patch Management Policy
9. Covid-19 Policy

4. Standard operating procedures (12SOPs)

It covers sample copy of SOPs to establish control and make system in the organization. The samples given are as a guide and not compulsory to follow and organization is free to change the same to suit own requirements. The list of standard operating procedures provided in the kit is given below.

List of Standard operating procedures

1. SOP for business continuity testing
2. SOP for awareness regarding business continuity
3. SOP for incident reporting, investigation and analysis
4. SOP for personnel security
5. SOP for general follow up
6. SOP for handling of virus attacks
7. SOP for organization security
8. SOP for information security incident management

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9. SOP for business continuity plan
10. SOP for server hardening
11. SOP for IT asset management
12. SOP for business continuity management
13. SOP for Business continuity in Pandemic

5. Blank sample formats for all the departments (58 sample formats)

This directory includes sample copy of blank forms that are required to maintain records as well as establish control and create system in the organization. The samples are given for the users as a guide to follow. The organization is free to change the same to suit their own requirements. The blank formats can be used as templates. A total of 58 blank formats are provided as per the list given below.

List of blank formats

- | | |
|--|---|
| 1. Training Calendar | 30. Change management request |
| 2. Employees Competence Report | 31. Change management Implementation report |
| 3. Induction Training Report | 32. Business impact assessment report |
| 4. Training Report | 33. Breakdown History Card |
| 5. Skills Matrix Sheet | 34. Preventive Maintenance Check List |
| 6. Training, competence and Awareness Plan | 35. IT asset loss form |
| 7. Visitor Entry Register | 36. Network User Template |
| 8. Job Description and Specification | 37. Master List And Distribution List Of Document |
| 9. Purchase Order | 38. Change Note |
| 10. Outsourced Service Details | 39. Corrective Action Report |
| 11. Approved supplier list | 40. Master List Of Record |
| Contracts and service level agreements | |
| 12. (SLAs) with suppliers and outsourcing partners | 41. BCMS Objectives Achievement Plan |
| 13. Supplier audit performance report | 42. Audit Plan / Programme |
| 14. Third party risk management template | 43. Internal SYS Audit NCR Report |
| 15. List of legal, regulatory and other requirements | 44. ISO 22301 Audit Check List Report |
| 16. Risk Assessment and Treatment plan | 45. Continual Improvement Monitoring Log |
| 17. Form for business impact analysis interview sheet | 46. Report on BCMS management review minutes of meeting |
| 18. Business Continuity Incident Investigation form | 47. Communication register |
| 19. Decision sheet to communicate risk and impact externally | 48. Nature of nonconformities and actions taken |
| 20. Business continuity Management plan | 49. Interested party complaint report |
| 21. Business Continuity Test Report | 50. Interested party feedback form |
| 22. BCMS Objective Monitoring Report | 51. BCMS Management review minutes of meeting |

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- | | |
|--|---|
| | Agenda |
| 23. Post-incident review | 52. Near miss report |
| 24. Business continuity strategy | 53. Incident investigation report |
| 25. Business Continuity Test Plan | 54. Safety inspection checklist |
| 26. Business continuity management system Plan | 55. First aid box check list |
| 26. Progress Monitoring Report | 56. Fire Frightening checklist |
| 27. BCMS Objectives Review Monitoring Report | 57. Location List of Fire Extinguishers |
| 28. Licensing Tracker | 58. Vehicle check report |
| 29. Capacity planning of IT Asset | |

6. Exhibits (07 exhibits)

It covers sample copy of exhibits covering all the details of ISO 22301:2019.

List of Exhibits

1. Exhibit for business impact evaluation criteria
2. Exhibit for business continuity objectives plan
3. Exhibit for BCMS operational control plan
4. Exhibit for exercise and test program
5. Exhibit for On Site Off Site Emergency Preparedness Plan
6. Exhibit for Skill Requirements
7. Exhibit for Document Identification and Codification System

7. ISO 22301 BCMS Audit checklist (more than 350 questions)

This covers audit questions based on the ISO 22301:2019 requirements. It will be a very good tool for the auditors to make audit questionnaire for auditing. It will bring effectiveness in auditing. A total of more than 350 questions are prepared on the basis of ISO 22301:2019.

8. Job descriptions (18 job descriptions)

There is ready to use job descriptions with authority and responsibility defined for various categories of persons as listed below.

List of Job description

- | | |
|---------------------------------|---------------------------------|
| 1. Accounts manager | 2. Availability manager |
| 3. Business development manager | 4. Change manager |
| 5. Configuration manager | 6. Director |
| 7. HR head | 8. Information security manager |

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- | | |
|------------------------------------|------------------------------------|
| 9. Manager service | 10. Networking engineer |
| 11. Problem manager | 12. Project manager |
| 13. Purchase manager | 14. QA manager |
| 15. Release and Deployment Manager | 16. Service Continuity coordinator |
| 17. Service engineers | 18. Team lead |

9. ISO 22301:2019 Compliance Matrix

This compliance matrix contains ISO 22301:2019 requirement wise list of documented information for easy reference of users and to understand how this system is made.

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Part-2: Training: ISO 22301 awareness training:

A. Presentation: -

Under this directory further files are made in power point presentation as per the chapter listed below.

Topic wise power point presentation in 4 modules as listed below.

1. Overview of ISO 22301

It covers Overview of business continuity management system, benefits and summary of overall system and change process for ISO 22301:2019.

2. ISO 22301 requirements

It covers BCMS ISO 22301 systems, Requirements, to establish the BCMS, It gives explanation for many concepts and given in plain English.

3. ISO 22301 BCMS documentation

It covers business continuity management system documented information details and list of areas where standard demands for documented information. Such documented information with list against the requirements is given.

4. Steps for ISO 22301:2019 certification

It covers implementation methodology, steps for ISO 22301:2019 certification, the non-conformances, process, what happens during a certification audit.

B. The literature to understand ISO 22301:2019 subject well:-

This topic covers write up for the ready reference to the participant for understanding and reading the subject to get in depth knowledge on the subject.

It is given in word. You may also use it for further reading and circulations within audience.

Chapter No.	Name of chapter
1.	Overview of ISO 22301:2019
2.	ISO 22301:2019 requirements
3.	ISO 22301:2019 documentation
4.	Step for ISO 22301:2019 certification
5.	Work Shop –1 & 2
6.	Case Study – 1

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Chapter-2.0 ABOUT COMPANY

Global manager group is a progressive company promoted by a group of qualified engineers and management graduates having rich experience of over 25 years in ISO consultancy and management areas. The company serves the global customers through on-site and off-site modes of service delivery systems. We offer a full range of consulting services geared towards helping all types of organizations to achieve competitiveness, certification and compliance to international standards and regulations. So far, we have **more than 2700 clients in more than 36 countries. Our readymade training kit and editable documentation kit help the clients in making their documents with ease and complying with the related ISO standard faster.**

1. Our promoters and engineers have rich experience of providing management training and ISO series consultancy for **more than 2700 companies** globally. We have clients **in more than 36 countries.**
2. We are a highly qualified team of 80 members (M.B.A., Degree Engineers). Our Director has rich professional experience in this field (since 1991).
3. We have 100% success rate in ISO series certification for our clients from reputed certifying bodies. We possess a branded image and are a leading name in the global market.
4. We suggest continual improvement and cost reduction measures as well as provide highly informative training presentations and other products that give you payback within 2 months against our cost.
5. So far, we have trained more than 50000 employees in ISO series certification.
6. We have spent more than 60000 man-days (170 man-years) in the preparation of ISO documents and training slides.

Global Manager Group is committed for:

1. Personal involvement and commitment from the day one
2. Optimum charges
3. Professional approach
4. Hard work and updating the knowledge of team members
5. Strengthening clients by system establishment and providing best training materials in any areas of management to make their house in proper manner
6. Establishing strong internal control with the help of system and use of the latest management techniques.

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Chapter-3.0 USER FUNCTION

3.1 Hardware and Software Requirements

A. Hardware

- Our documentation kit can better perform with P4 and higher computers with a minimum of 10 GB hard disk space.
- For better visual impact, you may keep the setting at high color.

B. Software

- Documents are written in MS-Office 2007 and Windows XP programs. You are, therefore, required to have MS-Office 2007 or higher versions with Windows XP.

3.2 Features of training documentation kit

- The kit contains all necessary documents as listed, and complies with the requirements of system standards.
- The documents are written in easy to understand English language.
- This kit will save much time in typing and preparing your documents and presentations at your own.
- Easily customized by you to add audio clips in the local language etc. to prepare presentation for any other groups and user can easily customize it for own use.
- The kit is user-friendly to adopt and easy to learn.
- The contents of this kit are developed under the guidance of experienced experts.
- The kit provides a model of the management system that is simple and free from excessive paperwork.

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Chapter-4.0 BENEFITS OF USING OUR TRAINING DOCUMENTATION KIT

1. By using these documents, you can save a lot of your precious time while preparing the ISO documents and presentations.
1. The kit takes care of all the sections and sub-sections of ISO 22301 standards and helps you to establish better system.
2. This training documentation kit enables you to change the contents and print as many copies as you need. The users can modify the documents and presentation as per their industry requirements and create their own ISO 22301 documents and presentation for their organization.
3. It will save much cost in document and presentation preparation.
4. You will get a better control in your system due to our proven formats.
5. You will also get a better control in your system as our proven documents and templates are developed under the guidance of experts and globally proven consultants. The team has a rich experience of more than 25 years in the ISO consultancy.
6. Our products are highly sold across the globe and are used by many multinational companies. They have got total satisfaction as well as experienced value for money.
7. In the preparation of training documentation kit, our team has verified and evaluated the entire content at various levels. More than 1000 hours have been spent in the preparation of this training documentation kit.
8. The entire kit is prepared by a globally proven team of leading ISO consultants.

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