

DEMS 3703: Business Continuity Planning

Disaster & Emergency Management School of Administrative Studies

Faculty of Liberal Arts and Professional Studies York University

Location and Time: Online (Zoom), Thursdays 7-10pm

Instructor: Ali Asgary

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Office: Zoom,

Zoom Office Hours: by appointment usually within 48 hours.

1. Course Description

This course introduces the field of Business Continuity. Business Continuity Management is a holistic management process that provides a framework for building resilience within a business and creating the capability for an effective business response to a disaster. This course will provide students with the key concepts, theories, methods, and implementation techniques of business continuity planning. The course reviews and discusses the knowledge, methods, skills and procedures needed to understand the impacts of disasters on businesses and how to effectively develop risk management and business continuity programs and plans. The course is based on past and recent scholarly research, business crisis cases, existing standards and best practices, such as ISO 31000 and ISO 22399, CSA Z1600 and BSI 25999, ISO 22316, BCI Good Practice Guide and DRI Professional Practices. The course will be delivered through a combination of online lectures (workshops), case studies, and practical exercises.

2. Learning objectives

- Learn about the historical, theoretical and conceptual foundations of business continuity
- Understand and analyze the impacts of disasters on different types of businesses
- Explore some of the key national and international business continuity related standards
- Understand standard business risk assessment and management process
- Learn how to conduct a business impact assessment
- Learn how to develop business continuity strategies
- Learn about different elements of business crisis response and continuity plans
- Learn how to develop, implement, and maintain a business continuity plan
- Learn how to develop and conduct a business continuity exercise.

3. Topics

Date	Topic
Week 1	Introduction to Business Continuity
Week 2	Business Continuity Theories
Week 3	Business Continuity Standards
Week 4	Business Continuity Programs
Week 5	Business Risk Management
Week 6	Business Impact Analysis
Week 7	Business Continuity Strategies
Week 8	Business Crisis Management Plans
Week 9	Business Continuity Plans
Week 10	Business Continuity Plan Maintenance, Training and Exercise
Week 11	Business Continuity in Selected Businesses 1
Week 12	Business Continuity in Selected Businesses 2 / Final Exercise Preparation

Note: the order of the above topics may change

4. Course Evaluation

4.1. Overall

Success in this course will be evaluated based on your efforts in the following items:

Course Sections	Percent of total Mark	Due Date
1. Weekly Activities: Quizzes, Activities, Online forum discussions	30 %	Weekly /Bi-weekly
2. Business Continuity Planning Project/ developing a business Continuity Plan for a real business	40 %	December 1, 2020, at 23:55pm
3. Business Continuity Exercise	30%	2 hours of individual practice in Second Life in preparation for the final exercise 2 hours preparatory group exercise in Second Life during the last class 3 hours during the exam period (on Virtual World of Second Life)

4.2. Weekly Forums/Class Participation

There will be a combination of activities (short online quiz, forum discussions, or short assignments) each week. To succeed, students must follow the course materials, participate in class and forum discussions, and do weekly assignments and activities.

4.3. Business Continuity Planning Project

Using standard business continuity planning process and existing tools, each student develops a business continuity plan for a real or a hypothetical business. Assessment will be done based on the quality, format, and structure of the submitted plan. Students will prepare the plan in a step by step approach and submit

the final plan by December 1st. You will receive a numeric grade for the term project using the following criteria:

Grade	Interpretive Statement
36-40	Excellent work—well written/presented, high quality plan, full coverage of the topics, significant references to the course materials and readings, submitted on time. Regularly updated the course instructor.
30-35	Strong work— almost well written/presented, good quality plan, almost full coverage of the topics, good references to the course materials and other sources, submitted on time. Reasonably updated the course instructor.
20-29	Competent work— has some written/presentation problems, acceptable plan, some uncovered topics, some references to the course materials, submitted on time. Sometimes updated the course instructor.
10-19	Incomplete— has many written/presentation problems, low quality plan, limited coverage of the topics, very few references to the course materials, needs major improvements. Little updates.
0-9	Incomplete— has a lot of written/presentation problems, very low quality plan, limited coverage of the topic, no references to course materials and references, there is no way that this work can be improved. No updates.

4.4. Business Continuity Exercise

During the term, students develop and implement a group business continuity simulations/exercise. Students will be provided with a business continuity scenario and conduct a business continuity/crisis management exercise in the virtual world of second life during the exam period. This exercise will be marked based on students’ engagement in preparatory phases of the exercise, and course instructor’s evaluations of the students’ performances in the exercise. This will be a role playing simulation. Details will be provided during the semester. This is not an exam but replaces the final exam and will be held during a time and date that will be determined by the registrar’s office as final exam for this course.

5. Course on Zoom & Moodle

This course uses Zoom and Moodle for its online delivery of the materials. All students who register for this course are requested to activate their Moodle and Zoom service. Once activated, students can access Moodle for the course by logging into “moodle.yorku.ca” using York ID and Password. Course PowerPoints and recorded materials, list of reading materials (journal articles only), announcements, and discussions will be posted in Moodle site.

6. Reading Materials

Reading materials vary depending on the topic, but every student must read the relevant chapter of the following book and other required reading materials.

Hiles, Andrew, Hiles, Andrew, and Noakes-Fry, Kristen. *Business Continuity Management Global Best Practices, Fourth Edition*. Brookfield, Conn.: Rothstein Associates, 2014. Print.

<https://www.books24x7.com/marc.asp?bookid=73152>

This book is available online from York University library. Relevant chapters of the book will be covered each week. Course instructor will provide a list of relevant reading materials about a week prior to the class. Most books and journal articles that are needed for this course are available at York University Libraries.

RELEVANT UNIVERSITY REGULATIONS

Deferred Exams: Deferred standing may be granted to students who are unable to write their final examination at the scheduled time or to submit their outstanding course work on the last day of classes. Details can be found at <http://myacademicrecord.students.yorku.ca/deferred-standing> Any request for deferred standing on medical grounds must include an Attending Physician's Statement form; a "Doctor's Note" will not be accepted. DSA Form: http://www.registrar.yorku.ca/pdf/deferred_standing_agreement.pdf Attending Physician's Statement form: <http://registrar.yorku.ca/pdf/attending-physicians-statement.pdf> In order to apply for deferred standing, students must register at <http://apps.eso.yorku.ca/apps/adms/deferredexams.nsf> Followed by handing in a completed DSA form and supporting documentation directly to the main office of the School of Administrative Studies (282 Atkinson) and add your ticket number to the DSA form. The DSA and supporting documentation must be submitted no later than five (5) business days from the date of the exam. These requests will be considered on their merit and decisions will be made available by logging into the above mentioned link. No individualized communication will be sent by the School to the students (no letter or e-mails). Students with approved DSA will be able to write their deferred examination during the School's deferred examination period. No further extensions of deferred exams shall be granted. The format and covered content of the deferred examination may be different from that of the originally scheduled examination. The deferred exam may be closed book, cumulative and comprehensive and may include all subjects/topics of the textbook whether they have been covered in class or not. Any request for deferred standing on medical grounds must include an Attending Physician's Statement form; a "Doctor's Note" will not be accepted.

Academic Honesty:

The Faculty of Liberal Arts and Professional Studies considers breaches of the Senate Policy on Academic Honesty to be serious matters. The Senate Policy on Academic Honesty is an affirmation and clarification for members of the University of the general obligation to maintain the highest standards of academic honesty. As a clear sense of academic honesty and responsibility is fundamental to good scholarship, the policy recognizes the general responsibility of all faculty members to foster acceptable standards of academic conduct and of the student to be mindful of and abide by such standards. Suspected breaches of academic honesty will be investigated, and charges shall be laid if reasonable and probable grounds exist. Students should review the York Academic Honesty policy for 5 themselves at: <http://www.yorku.ca/secretariat/policies/document.php?document=69> Students might also wish to review the interactive on-line Tutorial for students on academic integrity, at: <https://spark.library.yorku.ca/academic-integrity-what-is-academicintegrity/> Grading Scheme and Feedback Policy: The grading scheme (i.e. kinds and weights of assignments, essays, exams, etc.) shall be announced, and be available in writing, within the first two weeks of class, and, under normal circumstances, graded feedback worth at least 15% of the final grade for Fall, Winter or Summer Term, and 30% for 'full year' courses offered in the Fall/Winter Term be received by students in all courses prior to the final withdrawal date from a course without receiving a grade, with the following exceptions: Note:

Under unusual and/or unforeseeable circumstances which disrupt the academic norm, instructors are expected to provide grading schemes and academic feedback in the spirit of these regulations, as soon as possible. For more information on the Grading Scheme and Feedback Policy, please visit: <http://www.yorku.ca/univsec/policies/document.php?document=86> In-Class Tests and Exams - the 20% Rule: For all Undergraduate courses, except those which regularly meet on Friday evening or on a weekend, tests or exams worth more than 20% will not be held in the two weeks prior to the beginning of the official examination period. For further information on the 20% Rule, please visit: <http://secretariat-policies.info.yorku.ca/policies/limits-on-theworth-of-examinations-in-the-final-classes-of-a-term-policy/> Reappraisals: Students may, with sufficient academic grounds, request that a final grade in a course be reappraised (which may mean the review of specific pieces of tangible work). Non-academic grounds are not relevant for grade reappraisals; in such cases, students are advised to petition to their home Faculty. Students are normally expected to first contact the course director to discuss the grade received and to request that their tangible work be reviewed. Tangible work may include written, graphic, digitized, modeled, video recording or audio recording formats, but not oral work. Students need to be aware that a request for a grade reappraisal may result in the original grade being raised, lowered or confirmed. For reappraisal procedures and information, please visit the Office of the Registrar site at: <http://myacademicrecord.students.yorku.ca/gradereappraisal-policy> **Accommodation Procedures:**

LA&PS students who have experienced a misfortune or who are too ill to attend the final examination in an ADMS course should not attempt to do so; they must pursue deferred standing. Other students should contact their home Faculty for information. For further information, please visit: <http://ds.info.yorku.ca/academic-support-accomodations/> Religious Accommodation: York University is committed to respecting the religious beliefs and practices of all members of the community, and making accommodations for observances of special significance to adherents. For more information on religious accommodation, please visit: <https://w2prod.sis.yorku.ca/Apps/WebObjects/cdm.woa/wa/regobs> Academic Accommodation for Students with Disabilities (Senate Policy) The nature and extent of accommodations shall be consistent with 6 and supportive of the integrity of the curriculum and of the academic standards of programs or courses. Provided that students have given sufficient notice about their accommodation needs, instructors shall take reasonable steps to accommodate these needs in a manner consistent with the guidelines established hereunder. For more information, please visit the Counselling and Disability Services website at <http://www.yorku.ca/dshub/> York's disabilities offices and the Registrar's Office work in partnership to support alternate exam and test accommodation services for students with disabilities at the Keele campus. For more information on alternate exams and tests please visit <http://www.yorku.ca/altexams/> Please alert the Course Director as soon as possible should you require spec