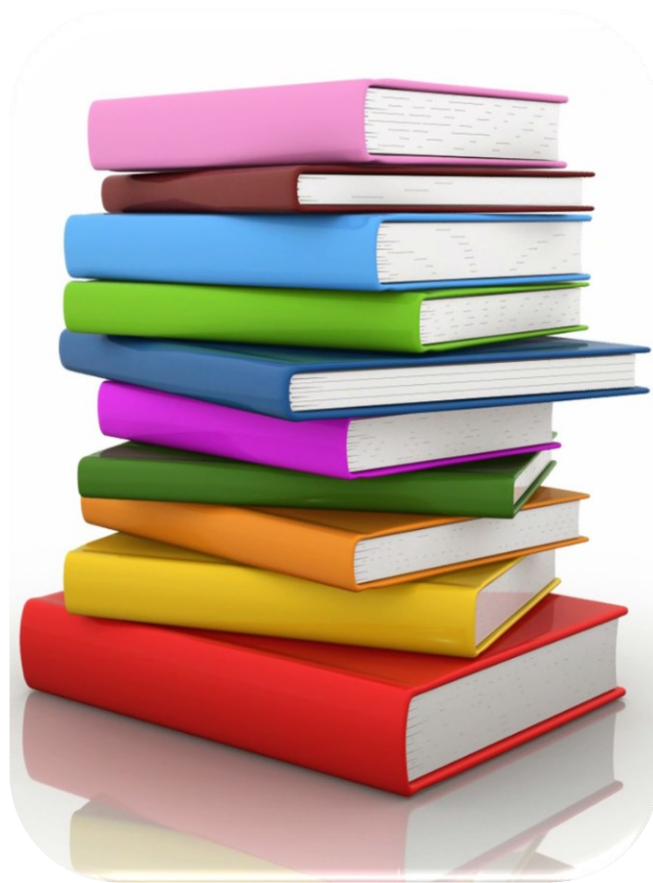


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Risicomanagement - Richtlijnen

31000+C11

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Alles is onder controle

& 9 andere mythes over organiseren in tijden van crisis

Hugo Marynissen, Bert Brugghehans, and Stijn Pieters

Summary:

Als je bij het lezen van achterflapteksten geen idee hebt welke keuze je moet maken, dan raden we je van harte aan om dit boek niet te selecteren. Dit boek is voor lezers die gewoon zijn knopen door te hakken. Ook voor diegenen die tijdens een crisis in de 'hot seat' willen zitten en dan gaan voor soms ronduit gedurfde beslissingen terwijl de wereld om hen heen als een kaartenhuis in elkaar dreigt te zakken. Daarom: Als je twijfelt bij het overlopen van je aankoopopties, koop dit boek niet! Alles is onder controle! beschrijft hoe organisaties zich kunnen wapenen om eenmaal ze in een crisis terechtkomen te overleven. De auteurs zijn gewoon om dagelijks dilemma's te ontwarren of harde knopen door te hakken. Op basis van hun eigen ervaringen, wetenschappelijke inzichten en interviews met meer dan tien bedrijfsleiders beschrijven ze businessmodellen, leiderschapstijlen en slimme strategieën om succesvol om te gaan met disruptie.

Number of Pages: 266

Language: Dutch

ISBN: 9789401479042



Alles onder controle

hoe u een zakelijke crisis kunt managen en de schade minimaliseren

Albert Holtzappel

Number of Pages: 251

Language: Dutch

ISBN: 9789461262967

BEGIN

HOE GOEDE LEIDERS
INSPIREREN TOT ACTIE

Begin met het waarom de gouden cirkel van ondernemen

Simon Sinek

MET HET

SIMON SINEK

WAAROM

Summary:

Simon Sinek laat in 'Begin met het Waarom' zien dat organisaties en leiders die zich richten op het Waarom van hun bedrijf succesvoller, invloedrijker en innovatiever zijn. Leiderschapsstijlen kunnen verschillen, maar alle grote, inspirerende leiders hebben één ding met elkaar gemeen: ze weten dondersgoed waaróm ze doen wat ze doen. Toch sneeuwt bij veel bedrijven het Waarom nogal eens onder in de hectiek van de dag. 'Begin met het Waarom' helpt je om het Waarom weer centraal te stellen en zo beter en authentieker leiding te geven en je omgeving te inspireren. Met vele voorbeelden uit de praktijk toont Sinek aan dat het werkt. Dit boek is gebaseerd op de ideeën uit zijn TEDX-talk over leiderschap, waarmee hij wereldwijd de aandacht trok. Bron: Flaptekst, uitgeversinformatie.

Number of Pages: 252

Language: Dutch

ISBN: 9789047004943



Communicatie handboek

W.J. Michels

Summary:

Communicatie Handboek leert je hoe je de communicatie van een organisatie het beste vorm en inhoud kunt geven. Het boek geeft je een beknopt en toch volledig overzicht van het vakgebied. Heel toegankelijk dankzij het heldere taalgebruik en de praktijkgerichte benadering. Waarom kiezen voor Communicatie Handboek? • handige samenvattingen en begrippenlijsten; • goede voorbereiding op de beroepspraktijk; • inclusief unieke code voor Prepzone, met handige oefentoetsen, flitscolleges en begrippentrainer. In dit handboek maak je uitgebreid kennis met onderwerpen als corporate, marketing- en interne communicatie, maar je leert bijvoorbeeld ook hoe je als communicatieprofessional om kunt gaan met de pers. Het boek besteedt speciale aandacht aan het communicatieplan, communicatie bij veranderingen en social media. Deze onderwerpen nemen binnen de communicatiepraktijk een belangrijke plaats in, dus het is goed om je hier al tijdens je studie in te verdiepen. Met de praktijkcases aan het eind van elk hoofdstuk kun je je kennis van de theorie testen. De samenvattingen en begrippenlijsten helpen je bij het voorbereiden op je tentamens. Omdat het communicatievak razendsnel verandert, is deze vijfde editie van Communicatie Handboek volledig herzien. Alle onderdelen zijn geactualiseerd, van arbeidsmarktcommunicatie tot brandactivaties. Een grote metamorfose onderging het hoofdstuk over contentstrategie. De behandeling van de media is in deze uitgave geheel gebaseerd op het model van Paid, Owned & Earned Media. Er zijn aparte hoofdstukken voor de interne en externe analyse. Bij interne communicatie is er nog meer aandacht voor communicatie bij veranderingen. Bij externe communicatie ligt nog meer nadruk op social media en reputatiemanagement. Het boek is ook verkrijgbaar als e-book. Online ondersteuning Voorin je boek staat een unieke code waarmee je toegang krijgt tot Prepzone, een rijke digitale leeromgeving. Hier vind je allerlei toetsvragen, cases, opdrachten, flitscolleges, een begrippentrainer en extra studiemateriaal. Zo kun je je nog beter voorbereiden op je tentamens! Bron: Flaptekst, uitgeversinformatie.

Number of Pages: 413

Language: Dutch

ISBN: 9789001863029



Corona onthult systeemcrisis een ontluistering voor de samenleving

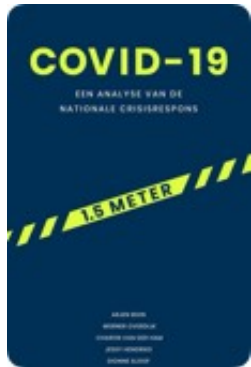
Gert-Jan Ludden

Summary:

Met verontwaardiging hebben velen het parlementaire onderzoek over de toeslagenaffaire gevolgd. Wat communiceert dit schouwspel? Een onthutsend beeld van een zieke, egocentrische bestuurs- en politieke cultuur, waarin belangen van burgers en samenleving tot een voetnoot zijn gedegradeerd. Helaas staat deze kwestie niet op zich. Tal van eerdere (parlementaire) onderzoeken laten eenzelfde beeld zien, waar tunnelvisies, oog voor de eigen reputatie, machtspolitiek en een amorele ambtelijke taal hoofdrolspelers zijn. Het lijkt erop dat in deze institutionele werkelijkheid de samenlevingsbelangen geheel zijn ondergesneeuwd. De menselijke maat is nagenoeg verdwenen. Wat deze bestuurscultuur tot een groot samenlevingsprobleem maakt, is dat dezelfde egocentrische mechanismen ook het crisismanagement van de overheid hebben geïnfecteerd. Met groot menselijk leed als gevolg. De slachtoffers van de kredietcrisis, de Q-koorts, de aardbevingsproblematiek en de vluchtelingen crisis kunnen daarover meepraten. Zelfs effectief crisismanagement, zo moet de conclusie zijn, is vermorzeld in de mallemolen van politiek en bestuur en daarmee niet meer dienstbaar aan de samenleving. Het politieke crisismanagement van de coronacrisis is daarop geen uitzondering. Het heeft onmiskenbaar duidelijk gemaakt dat de institutionele spelers niet of onvoldoende leveren. In dit boek wordt aangetoond dat dit naar een dieperliggend probleem verwijst: dat van een institutionele werkelijkheid die meer kapot maakt dan de samenleving lief is. We kunnen spreken van een existentiële systeemcrisis, die niet met wat lichte reparatiewerkzaamheden opgelost kan worden. Er is meer nodig: een radicaal andere aanpak en filosofie om de stap van het institutioneel naar het menselijk crisismanagement te zetten. Dit boek neemt de lezer mee op deze transitie.

Language: Dutch

ISBN: 9789082775136



COVID-19 een analyse van de nationale crisisrespons

Ronald Arjen Boin, Charon van der Ham, Dionne Sloof, Jessy Hendriks, and Werner Overdijk

Number of Pages: 176

Language: Dutch

ISBN: 9789082914368



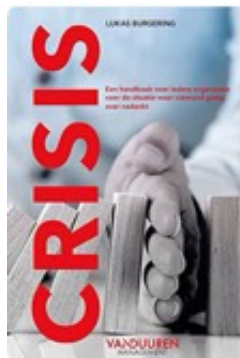
Crisis studies over crisis en crisisbeheersing

E. R. Muller

Summary: Bundel bijdragen met betrekking tot crisis en crisisbeheersing.

Number of Pages: 1.085

Language: Dutch



Crisis

een handboek voor iedere organisatie voor de situatie waar niemand graag over nadenkt

Lukas Burgering

Summary: Praktische gids voor organisaties en bedrijven voor de omgang met een crisissituatie.

Language: Dutch

ISBN: 9789089655981



Crisis als kans

tien gouden inzichten voor de zelfstandig ondernemer

Ab Straatman

Number of Pages: 79

Language: Dutch

ISBN: 9789025960131



Crisiscommunicatie voor iedereen

46 praktijklessen voor crisismanagement

Frank Peters

Summary:

SAMENVATTING: "Iedereen krijgt zakelijk of privé wel eens te maken met een crisissituatie. En dan telt eigenlijk niet meer wat je de afgelopen twintig jaar hebt opgebouwd, maar hoe je vandaag omgaat met deze crisissituatie. In dit social media tijdperk zijn de responstijden bij crisis teruggelopen van 24 uur naar 24 minuten. En soms moet het zelfs nog sneller. Je bent kwetsbaarder geworden dan ooit het geval was. Want de omgeving oefent steeds meer druk uit. Het is feitelijk iedere dag 'judgement day'. De omgeving is nu rechter, jury en beul tegelijkertijd. Social media hebben de wereld transparant gemaakt. Bovendien is stakeholderdruk -of zelfs volkswoede- nu eenvoudig te organiseren. Iedereen met een smartphone en Internettoegang is 'journalist' geworden en kan een organisatie, merk of persoon met een gerichte tweet direct onder druk zetten. Als er een crisis ontstaat dan verwacht de omgeving dat je opstaat, leiderschap toont en acteert. Maar beter nog is het om de regie in eigen hand te nemen en proactief te zijn in de crisiscommunicatie. Kies open voor de aanval en bepaal zelf het crisisbeeld. Dit vereist echter wel gedegen voorbereiding en mandaat, want anders ben je machteloos. Iedere crisis is weer anders, maar een aantal basisprincipes voor crisiscommunicatie geldt altijd. Dit boek biedt je 46 praktijklessen voor effectieve crisiscommunicatie, gebaseerd op 30 jaar crisiscommunicatie-ervaring."

Language: Dutch

ISBN: 9789492939173



De eerste 24 uur

handboek voor crisismanagement : praktische informatie omtrent het snel en adequaat handelen bij acute crisissituaties

Dieudonné ten Berge and TDS Vertaal- en redactie bureau (Utrecht)

Summary: Draaiboek voor bedrijven en andere organisaties

Number of Pages: 196

Language: Dutch

ISBN: 9789051211245



De Zwarte Zwaan

de impact van het hoogst onwaarschijnlijke

Nassim Nicholas Taleb

Summary:

Essay over de onzin van economische en andere voorspellingen en onze gebrekkige perceptie van de werkelijkheid.

Number of Pages: 399

Language: Dutch

ISBN: 9789057123252



En nu is het oorlog. Lessen voor de volgende crisis

Philippe De Backer

Summary:

Een half jaar voor hij afscheid nam van de Wetstraat sloeg Covid-19 meedogenloos toe en kreeg Philippe De Backer de allerswaarste opdracht uit zijn politieke loopbaan voor de kiezen. De paniek gierde door België en de rest van Europa. Hij moest ons land zo snel mogelijk aan genoeg mondkapjes en coronatests helpen. Zes maanden lang voerde De Backer oorlog tegen het coronavirus. Dit boek geeft een unieke inkijk in de war room, waar het er vaak helemaal anders aan toeging dan de buitenwereld dacht. Verwacht geen afrekeningen. De Backer blikt open en eerlijk terug op de rollercoaster waar hij in zat, maar kijkt ook vooruit. Hoe kunnen we ons land beter wapenen tegen volgende crisissen?

Number of Pages: 256

Language: Dutch

ISBN: 9789464369144



Foundations van ITIL®

Annelies van der Veen and Jan van Bon

Summary:

Het best verkochte handboek over ITIL. Dit boek is, met zijn voorgaande edities, al jaren het toonaangevende boek over ITIL. Het boek heeft zijn plaats verdiend bij de vele experts die zich bezighouden met de implementatie van best practices op het gebied van IT-servicemanagement, bij ITIL-trainingen, in het MBO en HBO, enz. Deze versie van sluit aan op ITIL V3. Het boek is net als de vorige edities bondig geschreven, maar dit neemt niet weg dat alle aspecten van ITIL V3 aan bod komen: de levenscyclusbenadering van ITIL V3 wordt uitvoerig behandeld. En allen die bekend zijn met ITIL V2, zullen blij zijn dat in deze editie de processen apart worden behandeld. De lezer kan hierdoor gemakkelijk de processen eruit lichten die voor hem of haar belangrijk zijn, in zijn dagelijks werk of in een opleiding of training. Hoofddeling van dit boek: DEEL 1: De ITIL Servicelvenscyclus • De servicelevenscyclus: concept en overzicht • Levenscyclusfase: Servicestrategie • Levenscyclusfase: Service-ontwerp • Levenscyclusfase: Servicetransitie • Levenscyclusfase: Serviceproductie • Levenscyclusfase: Continue serviceverbetering DEEL 2: Functies en processen • Inleiding functies en processen • Functies en processen in Servicestrategie • Functies en processen in Service-ontwerp • Functies en processen in Servicetransitie • Functie en processen in Serviceproductie • Functies en processen in Continue serviceverbetering Reacties op vorige edities van dit boek: "....als je op zoek bent naar het beste ITIL-introductieboek op de markt, zoek dan niet verder." "....dit boek zou door alle IT-professionals gelezen moeten worden." "....geen enkel boek heb ik meer aanbevolen dan dit boek. Het versterkt het begrip van de core ITIL-boeken....leest gemakkelijk weg....geen poespas.... dit is zonder enige twijfel het beste IT-servicemangementboek." "..... complimenten voor de heldere tekst, prima leesbaar met goede figuren - het maakt ITIL een stuk toegankelijker."

Number of Pages: 390

Language: Dutch

ISBN: 9789087530563



Ga lekker zélf in je kracht staan de ergste clichés op kantoor

Japke-d Bouma

Summary:

Flexwerken, punten op de horizon, brainstormen en centraal stellen. De innovatieve kwaliteitsslagen vliegen ons om de oren op kantoor, maar worden we daar nou beter van, vraagt Japke-d. Bouma zich af. Is het nou wel zo goed om te durven dromen? Werken zelfsturende teams? Moeten de neuzen eigenlijk wel dezelfde kant op? En is succes écht een keuze? OKantooexpert Japke-d. Bouma spreekt heldere taal: stop met al die vage managementmodes! Ze rekent af met de ergste en hardnekkigste trends en laat zien hoe het óók kan op kantoor. OVroeger was de klant nog gewoon koning. Tegenwoordig? staat hij centraal? of erger nog: wordt hij?centraal gezet?. Ik weet niet waar dat is misgegaan en wie ermee begonnen is; ik weet wel dat het behoorlijk druk geworden is op Centraal. Want niet alleen de klant staat daar tegenwoordig, ook?de leerling?,?de burger?,?de docent?,?het kind?,?de verbinding? en dan was er nog dat seminar waar laatst?uw uitdaging? centraal stond. Wat een gedoe. Want er staat nooit bij hoe je al die dingen en mensen centraal krijgt, of het daar dan niet te druk wordt en over welk centrum we het dan hebben.

Number of Pages: 153

Language: Dutch

ISBN: 9789400406940



Gedoe komt er toch zin en onzin over organisatieverandering

Joop Swieringa and Jacqueline Jansen

Summary:

In dit boek worden tien klassieke wijsheden over organisatieverandering aan de kaak gesteld. Wijsheden waar op het eerste gezicht niets tegen in te brengen valt: natuurlijk moet je draagvlak hebben, uiteraard is het belangrijk dat de top erachter staat. En er is niets tegen een helder doel. Maar gek genoeg is dat juist wat er mis is met deze wijsheden: als ze zo vanzelfsprekend zijn, waarom is het dan zo nodig om ze steeds weer te noemen? Wat is hun functie in het veranderingsproces? Al die open deuren over organisatieverandering komen rechtstreeks voort uit het klassieke gedachtegoed over organiseren en managen. Het zijn opvattingen die de bureaucratie juist veroorzaken of versterken. En dus zijn het misvattingen als je toe wilt naar een niet-klassieke, niet bureaucratische organisatie. Het adagium geen gedoe is de rode draad die al die onzinnige wijsheden bij elkaar houdt. Maar organisatieveranderingen geven gedoe. Altijd. Veel of weinig, boven- of ondergronds, heet of koud. De boodschap van dit boek: probeer gedoe niet te vermijden, maar zorg juist dat het op tafel komt.

Number of Pages: 101

Language: Dutch

ISBN: 9789055943982



Geen commentaar 101 tips voor woordvoerders & persverantwoordelijken

Sara Vercauteren

Number of Pages: 344

Language: Dutch

ISBN: 9789463370950



Gesprekken in organisaties

Y.H. Gramsbergen-Hoogland

Summary:

Uiteenzetting over gespreksvaardigheden aan de hand van de meest voorkomende tweegesprekken en groepsgesprekken in een fictieve onderneming.

Number of Pages: 247

Language: Dutch

ISBN: 9789001342111



Gids Bedrijfshulpverlening 2015

Arthur Zanders

Language: Dutch

ISBN: 9789462154667



Handboek scenarioplanning

toekomstscenario's als strategisch instrument voor het managen van
onzekerheid : kijk over de horizon, voorzie, anticipeer en word succesvol

Mario van Rijn and René van der Burgt

Number of Pages: 508

Language: Dutch

ISBN: 9789013106152



Handboek voor strategisch crisismanagement

Ronald Arjen Boin and Werner Overdijk

Number of Pages: 79

Language: Dutch

ISBN: 9789082914337



Het bromvliegeffect

alledaagse fenomenen die stiekem je gedrag sturen

Eva van den Broek and Tim den Heijer

Number of Pages: 239

Language: Dutch

ISBN: 9789000374397



Het juiste doen als niemand kijkt lessen uit de ethiek en filosofie voor integer leiderschap

Frank Peters

Number of Pages: 237

Language: Dutch

ISBN: 9789024438327



Het Rijnland-boekje principes en inzichten van het Rijnland-model

Jaap Peters (bedrijfskundige) and Martinus Cornelis Dirk Paul Weggeman

Language: Dutch

ISBN: 9789047010487



ICT-infrastructuur en datacommunicatie organisatie, beheer en techniek

Rob Braam e.a

Number of Pages: 602

Language: Dutch

ISBN: 9789039525425



Iedereen risicoleider waarde realiseren én behouden in een onzekere wereld

Martinus Theodorus Staveren

Summary: Handboek voor managers voor risicomanagement.

Language: Dutch

ISBN: 9789461270009



Imagobeschadiging & imagoherstel

mensen in opspraak, merken onder vuur, de rol van de journalistiek

Charl Schwietert

Number of Pages: 224

Language: Dutch

ISBN: 9789055011315



Issuesmanagement

een stappenplan

Frank Körver and Ferdinand Helmann

Summary:

Praktisch stappenplan voor managers en ondernemers om voor een bedrijf of organisatie relevante maatschappelijke kwesties te signaleren en erop in te spelen.

Number of Pages: 139

Language: Dutch

ISBN: 9789047301516



IT Services Procurement

Henk Schutte, Denis Verhoef, Erik van der Meulen, and Georges Kemmerling

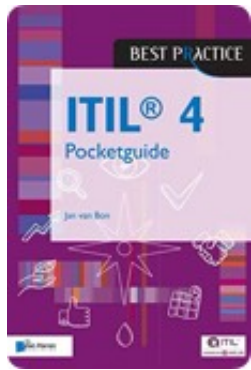
Summary:

Het uitbesteden van IT-dienstverlening heeft de laatste jaren een grote vlucht genomen. Hier ligt een aantal redenen aan ten grondslag: De behoefte om te focussen op kernactiviteiten Het moeilijk kunnen beheersen van de groeiende complexiteit van systemen en services De behoefte om meer kostenefficiënt te werken Het moeilijk kunnen bijhouden van ontwikkeling in de technologie Het gebrek aan grip op de IT-afdeling Tegelijkertijd neemt de behoefte aan een systematische aanpak voor het managen van procurementprocessen toe ISPL- Information Services Procurement Library is een bibliotheek met 'best practices voor de uitbesteding van IT-services. ISPL biedt een reeks boeken, tools en services om klanten en leveranciers te helpen de acquisitie en oplevering van services en systemen in vele verschillende situaties te managen. Het ISPL-project maakte deel uit van het SPRIT S2 project van de Europese Commissie. ISPL is ontwikkeld en gepubliceerd in 1999- door een consortium van vijf partijen: EXIN, Nederland FAST, Duitsland ID Research (ORDINA), Nederland SEMA, Frankrijk TIEKE, Finland Dit eerste Nederlandse introductieboek is gebaseerd op de ISPL-reeks. Het stelt cruciale kwesties van IT-procurement aan de orde en zal de discussie hierover stimuleren. Tevens zal dit boek een uitstekende ondersteuning zijn voor de voorbereiding op het ISPL foundation examen en de certificering op dat niveau.

Number of Pages: 158

Language: Dutch

ISBN: 9789077212349



Itil4 - Pocketguide

Van Haren Publishing

Summary:

'De ITIL pocketguides van Van Haren Publishing worden al lange tijd beschouwd als een betrouwbare gids op het gebied van ITIL, in vele taalversies. Deze publicaties hebben een vaste plaats verworven als naslagwerk voor professionals en als hulpmiddel bij het toepassen van best practices in een organisatie. Deze pocketguide maakt lezers bekend met het ITIL 4 framework door: -inzicht te verkrijgen in de belangrijkste concepten van servicemanagement -te begrijpen hoe de zeven ITIL-basisprincipes een organisatie kunnen helpen bij het adopteren en toepassen van servicemanagement -inzicht te verkrijgen in de vier dimensies van servicemanagement -inzicht te verkrijgen in het doel en de componenten van het ITIL-servicewaardesysteem -inzicht te verkrijgen in de zes activiteiten van de servicewaardeketen en hoe deze onderling verbonden zijn -het doel en de belangrijkste begrippen van 15 van de 34 ITIL-practices te leren kennen -zeven van die 15 ITIL-practices in detail te leren begrijpen Deze pocketguide geeft uitleg over alle exameneisen voor het ITIL 4 Foundation examen en biedt tevens ondersteuning voor iedereen die eerdere ITIL-edities kent en op zoek is naar een brug naar deze nieuwe editie. ITIL 4 heeft een grote sprong gemaakt in de moderne wereld van IT-servicemanagement, waarbij de nieuwste principes en practices worden behandeld op een klantgerichte en servicegerichte manier.

Number of Pages: 152

Language: Dutch

ISBN: 9789401804424



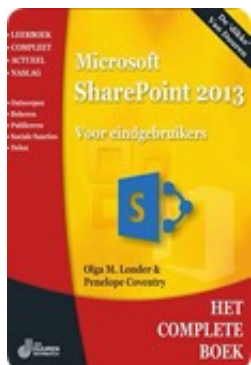
Mediatraining voor iedereen

46 praktijklessen voor perswoordvoering

Frank Peters

Language: Dutch

ISBN: 9789492221766

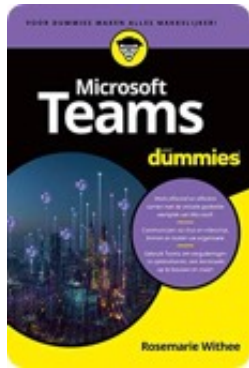


Microsoft SharePoint 2013 voor eindgebruikers

Olga M. Londer and Penelope Coventry

Language: Dutch

ISBN: 9789059408067



Microsoft Teams voor dummies®

Rosemarie Withee

Summary:

Handleiding voor online samenwerkingstool van Microsoft waarmee mensen zowel binnen als buiten een organisatie met elkaar kunnen chatten, videobellen en samenwerken in documenten.

Language: Dutch

ISBN: 9789045357379



Never waste a good crisis

de 10 wetten van crisismanagement

Jan Adriaanse, Arjan Yspeert, Elja Daae, Erik in 't Groen, Erwin Wijman, Gert-Jan Hospers, Gijs Weenink, Jacques Pijl, Jan Bletz, and Marcel van Wiggen

Language: Dutch

ISBN: 9789461263797



Oefenen als professie.

Handboek Procesmanagement oefenen voor crisisbeheersing en rampenbestrijding.

Anja Zonneveld, Jaap van Lakerveld, Joep Rozendal, Marlous Dekker-Regelink, and Selma van der Haar

Summary:

De recente Nederlandse geschiedenis kent een aantal grote crises en rampen, zoals overstromingen, de vuurwerkramp in Enschede, de cafébrand in Volendam, het neerstorten van een vliegtuig bij Amsterdam, de aanslag op de koninklijke familie in Apeldoorn en de facebookrellen in Haren. Deze calamiteiten doen zich niet dagelijks voor. Om voorbereid te zijn op de crisis die ooit komt, wordt in veiligheidsregio's en bij crisispartners geoefend. De planning, ontwikkeling, uitvoering en evaluatie van het oefenen en ook de terugkoppeling naar het beleid is een proces dat vraagt om goed management. De bedoeling is tenslotte dat elke oefening bijdraagt aan een zorgvuldig leerproces dat de betrokkenen voorbereidt op crisisbeheersing. Dit boek (hier in tweede, geactualiseerde druk) is geschreven voor mensen die een rol spelen bij de ontwikkeling, uitvoering en evaluatie van multidisciplinaire oefeningen, en voor mensen die betrokken zijn bij beleidsvorming op dit gebied. Het is een handboek, wat betekent dat niet alleen informatie en uitleg wordt gegeven, maar ook praktische handvatten en voorbeelden. Het boek is opgebouwd aan de hand van de elf competenties van de procesmanager oefenen. Deze publicatie is tot stand gekomen in een samenwerkingsverband tussen PLATO (Platform Opleiding, Onderwijs en Organisatie B.V., Universiteit Leiden), het Instituut Fysieke Veiligheid (IFV) en Twynstra Gudde – Adviseurs en Managers. In opdracht van het Ministerie van Binnenlandse Zaken en Koninkrijksrelaties en onder projectleiderschap van Sjoerd Wartna van het IFV organiseert dit samenwerkingsverband sinds 2004 ontwikkeltrajecten voor procesmanagers oefenen (PMO). Het handboek vormt de weerslag van in de loop der jaren opgedane inzichten en ervaringen op het gebied van oefenen. Het is geschreven door trainers met een nauwe betrokkenheid bij het oefengebied, in wisselwerking met (veld)deskundigen die het oefenen 'van binnenuit' kennen. Het handboek en de ontwikkeltrajecten PMO zijn onderdelen uit een breder opgezet PMO-project dat door het IFV wordt uitgevoerd.

Number of Pages: 229

Language: Dutch

ISBN: 9789044131697



Ondergronds succes

het levensverhaal van de man achter 25 jaar BackupNed

Peter Benedick

Summary: Levensgeschiedenis van een succesvolle ondernemer.

Language: Dutch

ISBN: 9789462961845



Ongevraagd advies overpeinzingen over adviseren

Hans Londen

Number of Pages: 78

Language: Dutch

ISBN: 9789078094425



Op weg naar continuïteit en weerbaarheid

Een weg- en werkwijze(r)

Joop Franke

Number of Pages: 650

Language: Dutch



Overleven in crisistijd

Charles Huijskens

Summary:

Adviezen aan ondernemers, politici en bekende Nederlanders die in een crisissituatie belanden die de aandacht van de media trekt.

Language: Dutch

ISBN: 9789044643015



Overtuigen

een kunst die je kunt leren!

Hans Christian Altmann

Language: Dutch

ISBN: 9789043808316



Plotten in crisisteams

Harrie Schoonus

Language: Dutch

ISBN: 9789490739058



Purpose

het verhaal van de moraal

Paul H. Stamsnijder

Summary:

SAMENVATTING: "Er is geen begrip in het huidige strategiedenken dat zo vaak wordt gebruikt als purpose. Logisch. Want wie voor een hoger doel gaat, krijgt niet alleen een sterkere reputatie en meer invloed, maar doet het financieel ook beter. Tegelijkertijd is er geen begrip dat zo vaak verkeerd wordt begrepen. Met alle gevolgen van dien: is het verhaal niet oprecht, dan ligt reputatieschade op de loer. Met dit boek zet Paul Stamsnijder organisaties op scherp: het ontwikkelen van je purpose is een zaak voor hoofd, hart en handen. Hij laat zien hoe je achterhaalt wat de verwachtingen van stakeholders zijn, hoe je je hogere doel bepaalt en medewerkers daarin meeneemt, en hoe je hierover met de buitenwereld communiceert. Purpose schetst het verhaal van de moraal. Voor organisaties die het voortouw willen nemen in onze samenleving, door maatschappelijke, economische en persoonlijke meerwaarde te creëren. Purpose - het verhaal van de moraal is de ideale gids voor leiders, bestuurders, toezichthouders, managers, marketeers en communicatieprofessionals die groter durven te denken. Een geloofwaardige bedoeling gaat voorbij de doelstellingen. Wie kleiner denkt, maakt problemen groter. Wie groter denkt, maakt problemen kleiner."

Number of Pages: 256

Language: Dutch

ISBN: 9789089654816



Regisseer de keten

een managementmethode die leidt tot wendbaarheid en waarde voor organisaties, mensen en maatschappij

Jack van der Veen and Michel van Buren

Language: Dutch

ISBN: 9789024442454



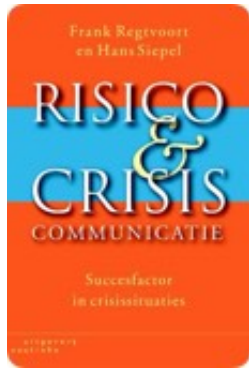
Rijnlands organiseren

Jaap Peters, Harold Janssen, Jaap Jan Brouwer, and Mathieu Weggeman

Number of Pages: 209

Language: Dutch

ISBN: 9789024439126



Risico- en crisiscommunicatie succesfactor in crisissituaties

Frank Regtvoort

Summary: Communicatie over risico's en crises als onderdeel van het werkveld van de communicatieprofessional.

Number of Pages: 227

Language: Dutch

ISBN: 9789046901847



Risicoleiderschap doelgericht omgaan met onzekerheden

Martin Van Staveren and Martinus Theodorus Staveren

Summary: Uitleg voor managers van een geïntegreerde aanpak en benadering van leiderschap en risicomanagement.

Number of Pages: 382

Language: Dutch

ISBN: 9789462762640



Risicomanagement

P.F. Claes

Number of Pages: 321

Language: Dutch

ISBN: 9789001709792



Schrijven van beleidsnotities handleiding voor het opstellen van korte adviesteksten over beleid

Rinke Berkenbosch, Adrianus Wilhelmus Maria Koetsenruijter, and Willem Koetsenruijter

Summary:

SAMENVATTING: "Of je nu in een grote of een kleine organisatie werkt, vroeg of laat vraagt iemand je om beleid op papier te zetten: een beleidsnotitie. Zo'n beleidsnotitie is geslaagd als de lezer snel zijn weg door de tekst kan vinden en weet waar hij de antwoorden op zijn vragen kan vinden. Dat is niet eenvoudig want die lezers hebben meestal niet veel tijd en bovendien heeft iedereen zo zijn eigen vragen. In dit beknopte boek leren twee ervaren schrijvers je hoe je het schrijven van een beleidsnotitie aanpakt. Van een centrale vraag, via argumenten, overwegingen en conclusies naar aanbevelingen. We besteden veel aandacht aan de structuur van zo'n beleidsnotitie: hoe formuleer je een eenduidige centrale vraag? Hoe orden je de tekst in hoofdstukken, paragrafen en alinea's met voorop geplaatste kernzinnen? In het laatste hoofdstuk besteden we aandacht aan veelvoorkomende formuleringskwesties. Wie het boek heeft doorgewerkt en de oefeningen gemaakt, is in staat om een goed gestructureerde beleidsnotitie te schrijven. Door de beknoptheid is het boek bij uitstek geschikt voor korte modulair opgebouwde cursussen aan diverse universitaire en hbo-opleidingen. Een bijlage met casussen voorziet in extra oefen- en toetsmateriaal. Deze nieuwe druk is geactualiseerd met nieuwe casussen en een uitvoeriger inleiding."

Number of Pages: 117

Language: Dutch

ISBN: 9789001875350



Scrum in actie **maak van elk project een succes**

Petra de Boer, Gidion Peters, Marielle Roozmond, Martin Bruggink, Nienke van de Hoef, and Willy Wijnands

Summary: Praktijkgids voor de aanpak van software-ontwikkeling.

Number of Pages: 220

Language: Dutch

ISBN: 9789047008378



Security **deskundig en praktisch juridisch advies**

Arnoud Engelfriet

Number of Pages: 143

Language: Dutch

ISBN: 9789081336055



Spanning rond de boardroom **Reputatielessen voor directeuren en commissarissen**

Frank Peters and Eric Heres

Summary:

De reputatie van organisaties, en ook van haar directieleden en commissarissen, wordt steeds belangrijker. Klanten, politiek, (social) media en maatschappelijke organisaties verwachten en eisen transparantie én informatie. Een goede reputatie onderscheidt je van de rest en schept daardoor kansen. Je reputatie is kwetsbaarder dan ooit en 'de omgeving' is nu rechter, jury en beul tegelijkertijd. Directeuren en commissarissen moeten oog hebben voor hun omgeving, want als het misgaat wordt hun dit persoonlijk aangerekend. En aangezien iedereen tegenwoordig met elkaar verbonden is via (sociale) netwerken, kan een reputatie snel onder druk komen te staan. Je reputatie komt te voet en gaat per twitter. Hiermee komt er steeds meer spanning rond de boardroom. Reputatiemanagement is voor elke moderne leider een absolute must om succesvol te zijn of zelfs te overleven. In Spanning rond de boardroom geven Frank Peters en Eric Heres inzicht hoe je reputaties (van organisaties en personen) kunt bouwen en beschermen. Boegbeelden uit bedrijfsleven, gezondheidszorg en media geven hun visie op reputatiemanagement en vertellen hoe zij belangrijke issues hebben aangepakt. Daarbij delen ze hun best practices en lessons learned. Daarnaast zijn er interviews met bestuurders als Eelco Blok (KPN), Dick Berlijn (Deloitte) Cees 't Hart (Carlsberg Group), Daniel Ropers (bol.com), Gerard van Olphen (APG), Jos de Blok (Buurtzorg) en Susi Zijderveld (NS). Topcommissarissen als Mijntje Lückcrath-Rovers, Erik van de Merwe, Jacqueline Rijsdijk en Mirjam Sijmons belichten het onderwerp vanuit de rol als toezichthouder. Margot Scheltema, vier jaar op rij nummer 1 van de Management Scope Top 50 Corporate Vrouwen, geeft haar visie in het voorwoord.

Number of Pages: 148

Language: Dutch

ISBN: 9789492221353



Stakeholdermanagement start met wie

Paul H. Stamsnijder

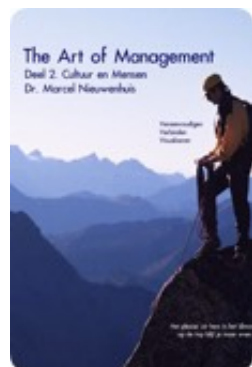
Summary:

De toegenomen transparantie heeft de wereld van overheden, non-profitorganisaties en bedrijven een stuk spannender gemaakt. Door social media is informatie breed toegankelijk geworden. Stakeholders zijn mondiger dan ooit. Om in verbinding te blijven met hun omgeving, kiezen steeds meer organisaties voor de maatschappelijke dialoog. Maar dat is makkelijker gezegd dan gedaan. In de praktijk spelen diverse vraagstukken als: Wie zijn onze in- en externe stakeholders? - Hoe krijgen we mensen mee in de verandering? - Waarmee vergroot de afdeling communicatie haar impact? - Welke kansen zijn er voor bestuurders en raden van toezicht? - Op welke manier brengt stakeholderonderzoek de belangen in kaart?

Number of Pages: 207

Language: Dutch

ISBN: 9789058754455



The Art of Management

M.A. (Marcel Albertus) Nieuwenhuis

Number of Pages: 145

Language: Dutch

ISBN: 9789080666528



The Art of Management, Deel 1 Strategie en Structuur

Dr. M.A.Nieuwenhuis

Number of Pages: 134

Language: Dutch

ISBN: 9789080666511



Van risico-inventarisatie naar cultuurverandering de menselijke factor in risicomanagement

Adrianus Waltherus Zwaard and Cecile van der Velde

Number of Pages: 355

Language: Dutch

ISBN: 9789462150157



Verzekeren kan altijd nog risicomanagement en bedrijfscontinuïteitsmanagement

Erik van de Crommenacker, Peter Dona, and Siebrand van der Ploeg

Language: Dutch

ISBN: 9789052541655



What are they saying about you?

50 lessen voor het managen van jouw persoonlijke reputatie

Frank Peters

Number of Pages: 144

Language: Dutch

ISBN: 9789063694074



Zeg dat nog eens? inspirerende inzichten en oneliners uit de (management)literatuur

Eric de Haan

Language: Dutch

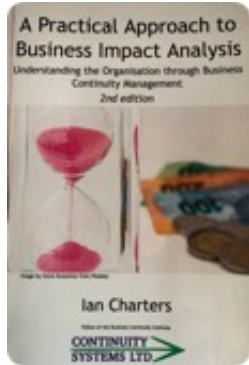
ISBN: 9789024434930



Zo Overleef Je Een Audit Hoe Ziet Het Audit Proces Eruit

Frank Van Vonderen

Language: Dutch

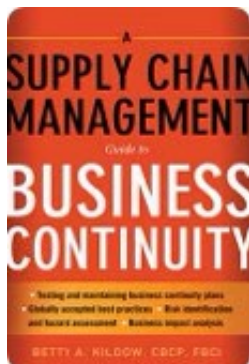


A PRACTICAL APPROACH TO BUSINESS IMPACT ANALYSIS Understanding the Organisation Through Business...

IAN. CHARTERS

Language: English

ISBN: 9798665017129



A Supply Chain Management Guide to Business Continuity

Betty A. Kildow

Summary:

The smooth, consistent operation of your company's supply chain--from procurement through delivery, and everything in between--is directly tied to cash flow, profitability, and growth, as well as essential factors such as customer trust, stakeholder confidence, and the protection of the brand. When the unexpected occurs--whether it's in the form of environmental disaster, social disruptions such as strikes or sabotage, an accident that affects production, failure on the part of a supplier, terrorist attack, or the loss of a key staff member--your production and productivity can be ground to a halt, often with dire consequences. Yet despite growing awareness, many business continuity plans still fail to properly account for incidents affecting the supply chain. Filled with powerful assessment tools, detailed disaster-preparedness checklists and scenarios, and instructive case studies in supply chain reliability, *A Supply Chain Management Guide to Business Continuity* focuses on supply chain business continuity within the framework of your over-all business continuity program. Easy to understand, and filled with practical solutions and suggestions, this essential guide shows you how to: recognize and mitigate potential threats, risks, and hazards - evaluate and select suppliers, contractors, and service providers - develop, test, document, and maintain business continuity plans - follow globally accepted best practices - analyze the potential business impact of supply chain disruptions The book gives you a foundation in business continuity basics, as well as an overview of the entire business continuity planning life-cycle. You'll learn how to protect against risk in a way that's right for your organization, integrating all the elements of the supply chain, from purchasing through distribution, and honestly assess your company's current disaster management capabilities. The book provides a sequential process for developing supply chain business continuity strategies, writing actionable business continuity plan documents, performing a business impact analysis, and ensuring that you meet current business continuity standards, regulations, and requirements. Whether your organization is large or small, no matter what type of business you do, failure to plan for events that can lead to supply chain disruptions can devastate company performance, damage profitability and stock prices, and result in irreparable harm to your organization. This book shows you how to take the precautions you need and be prepared to protect your supply chain...no matter what. BETTY A. KILDOW has been a Certified Business Continuity Professional (CBCP) with the Disaster Recovery Institute International since 1998, and was named a fellow of the Business Continuity Institute (FBCI) in 2002. She has specialized in business continuity, disaster recovery, and emergency management consulting for more than 18 years. She is the author of *Front Desk Security and Safety*.

Number of Pages: 266

Language: English

ISBN: 9780814416457



Adaptive Business Continuity: A New Approach

David Lindstedt Ph.D., PMP, CBCP and CBCP Mark Armour

Summary:

Have you begun to question traditional best practices in business continuity (BC)? Do you seem to be concentrating on documentation rather than preparedness? Compliance rather than recoverability? Do your efforts provide true business value? If you have these concerns, David Lindstedt and Mark Armour offer a solution in *Adaptive Business Continuity: A New Approach*. This ground-breaking new book provides a streamlined, realistic methodology to change BC dramatically. After years of working with the traditional practices of business continuity (BC) – in project management, higher education, contingency planning, and disaster recovery – David Lindstedt and Mark Armour identified unworkable areas in many core practices of traditional BC. To address these issues, they created nine Adaptive BC principles, the foundation of this book: Deliver continuous value. Document only for mnemonics. Engage at many levels within the organization. Exercise for improvement, not for testing. Learn the business. Measure and benchmark. Obtain incremental direction from leadership. Omit the risk assessment and business impact analysis. Prepare for effects, not causes. *Adaptive Business Continuity: A New Approach* uses the analogy of rebuilding a house. After the initial design, the first step is to identify and remove all the things not needed in the new house. Thus, the first chapter is “Demolition” – not to get rid of the entire BC enterprise, but to remove certain BC activities and products to provide the space to install something new. The stages continue through foundation, framework, and finishing. Finally, the last chapter is “Dwelling,” permitting you a glimpse of what it might be like to live in this new home that has been created. Through a wealth of examples, diagrams, and real-world case studies, Lindstedt and Armour show you how you can execute the Adaptive BC framework in your own organization. You will: Recognize specific practices in traditional BC that may be problematic, outdated, or ineffective. Identify specific activities that you may wish to eliminate from your practice. Learn the capability and constraint model of recoverability. Understand how Adaptive BC can be effective in organizations with vastly different cultures and program maturity levels. See how to take the steps to implement Adaptive BC in your own organization. Think through some typical challenges and opportunities that may arise as you implement an Adaptive BC approach.

Number of Pages: 186

Language: English

ISBN: 9781944480493



Auditing Business Continuity Management Plans

British Standards Institute Staff and John Silltow

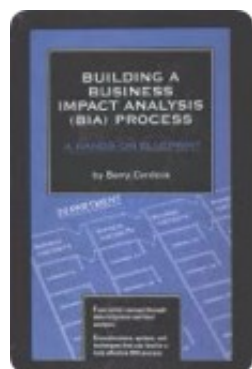
Summary:

Auditing (financial), Accounting, Organizations, Enterprises, Management operations, Risk analysis, Business continuity, Planning, Forecasting, Financial management

Number of Pages: 248

Language: English

ISBN: 9780580626401



Building a Business Impact Analysis (BIA) Process A Hands-on Blueprint

Barry A. Cardoza

Summary:

The BIA (Business Impact Analysis) is not just all about satisfying management requirements. Its most important goal is to provide your organization (business, hospital, or agency) with a solid data foundation upon which you can build a meaningful, comprehensive Business Continuity Plan (BCP). In Building a Business Impact Analysis (BIA) Process: A Hands-on Blueprint, Barry Cardoza uses his teaching and lecturing skills to clearly lead you through a concise, step-by-step blueprint for building not just another "window dressing document", but an entire, systematic, functioning BIA Process. He shows you how to: Obtain the all-important Executive Support that gives you your analysis authority. Involve stakeholders in the planning process, and obtain their honest, meaningful input Establish the goals, and "Big Picture" scope of your entire BIA process Focus on what's important, and not get side-tracked by minutia Collect, and then validate your data Analyze your collected data, and produce a concise, valuable document, one that is a cornerstone piece in the entire organizational Business Model Keep your BIA current, dynamic and meaningful A FREE, accompanying CD-ROM contains: A flow chart of BIA considerations and action items Sample communications and forms Customized example of Spreadsheet approach to data collection and analysis Customized example of a Database approach to data collection and analysis A good BIA-based BCP that is team-driven, flexible and useful, today and tomorrow, is what works! Whatever your job accountability is in your organization: management, business continuity, risk or loss prevention, crisis preparedness and response, or education & training – this is your designated, hands-on guidebook!

Number of Pages: 416

Language: English

ISBN: 9780972713450



Business Continuity & Disaster Recovery for IT Professionals

Susan Snedaker

Summary:

Increase Your Company's Odds of Surviving a Major DisasterPowerful Earthquake Triggers Tsunami in Pacific. Hurricane Katrina Makes Landfall in the Gulf Coast. Avalanche Buries Highway in Denver. Tornado Touches Down in Georgia... These headlines not only have caught the attention of people around the world, they have had a significant effect on IT professionals as well. As technology continues to become more integral to corporate operations at every level of the organization, the job of IT has expanded to become almost all-encompassing. These days, it's difficult to find corners of a company that technology does not touch. As a result, the need to plan for potential disruptions to technology services has increased exponentially. Business Continuity Planning (BCP) and Disaster Recovery Planning (DRP) are emerging as the 'next big thing' in corporate IT circles. With distributed networks, increasing demands for confidentiality, integrity and availability of data, and the widespread risks to the security of personal, confidential and sensitive data, no organization can afford to ignore the need for disaster planning. The British Standards Institute is releasing a new standard for BCP this year, the Disaster Recovery Institute has developed a certification for DRP/BCP professionals in conjunction with the British Standards Institute, trade shows are popping up on this topic and the news is filled with companies facing disasters from all sides. In this book you will find:

- * Complete coverage of the 3 categories of disaster: natural hazards, human-caused hazards, and accidental/ technical hazards.
- * Updated information on risks from cyber attacks, rioting, protests, product tampering, bombs, explosions, and terrorism.
- * Extensive disaster planning and readiness checklists for IT infrastructure, enterprise applications, servers and desktops.
- * Clear guidance on developing alternate work and computing sites and emergency facilities.
- * Actionable advice on emergency readiness and response.
- * Up-to-date information on the legal implications of data loss following a security breach or disaster.

Featuring Case Studies from: Deanna Conn, Partner, Quarles & Brady, LLP, information security expert Debbie Earnest, Disaster Recovery and IT expert Patty Hoenig, Communications and PR expert* Complete coverage of the 3 categories of disaster: natural hazards, human-caused hazards, and accidental and technical hazards.* Only published source of information on the new BCI standards and government requirements.* Up dated information on recovery from cyber attacks, rioting, protests, product tampering, bombs, explosions, and terrorism.

Number of Pages: 456

Language: English

ISBN: 9781597491723

Business Continuity and
Risk Management:
Essentials of Organizational Resilience

Kurt J. Engemann, PhD 2017
Douglas M. Henderson, PhD 2017

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Business Continuity and Risk Management Essentials of Organizational Resilience

Kurt J. Engemann and Douglas M. Henderson

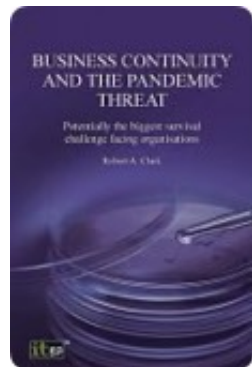
Summary:

As an instructor, you have seen business continuity and risk management grow exponentially, offering an exciting array of career possibilities to your students. They need the tools needed to begin their careers -- and to be ready for industry changes and new career paths. You cannot afford to use limited and inflexible teaching materials that might close doors or limit their options. Written with your classroom in mind, Business Continuity and Risk Management: Essentials of Organizational Resilience is the flexible, modular textbook you have been seeking -- combining business continuity and risk management. Full educator-designed teaching materials available for download. From years of experience teaching and consulting in Business Continuity and Risk, Kurt J. Engemann and Douglas M. Henderson explain everything clearly without extra words or extraneous philosophy. Your students will grasp and apply the main ideas quickly. They will feel that the authors wrote this textbook with them specifically in mind -- as if their questions are answered even before they ask them. Covering both Business Continuity and Risk Management and how these two bodies of knowledge and practice interface, Business Continuity and Risk Management: Essentials of Organizational Resilience is a state-of-the-art textbook designed to be easy for the student to understand -- and for you, as instructor, to present. Flexible, modular design allows you to customize a study plan with chapters covering: Business Continuity and Risk principles and practices. Information Technology and Information Security. Emergency Response and Crisis Management. Risk Modeling -- in-depth instructions for students needing the statistical underpinnings in Risk Management. Global standards and best practices. Two real-world case studies are integrated throughout the text to give future managers experience in applying chapter principles to a service company and a manufacturer. Chapter objectives, discussion topics, review questions, numerous charts and graphs. Glossary and Index. Full bibliography at the end of each chapter. Extensive, downloadable classroom-tested Instructor Resources are available for college courses and professional development training, including slides, syllabi, test bank, discussion questions, and case studies. Endorsed by The Business Continuity Institute (BCI) and The Institute of Risk Management (IRM). "It's difficult to write a book that serves both academia and practitioners, but this text provides a firm foundation for novices and a valuable reference for experienced professionals." --Security Management Magazine "The authors...bring the subject to life with rich teaching and learning features, making it an essential read for students and practitioners alike." -- Phil Kelly, DBA, FHEA, FIRM, Senior Lecturer, Liverpool (UK) Business School and Lead Examiner, Risk Decisions, The Institute of Risk Management (IRM).

Number of Pages: 354

Language: English

ISBN: 9781931332545



Business Continuity and the Pandemic Threat

Robert Clark

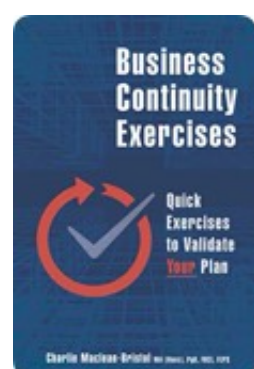
Summary:

Considering the pandemic threat in a business continuity context I thoroughly enjoyed reading Clark's book which is written in a style that makes it easy for anyone to understand without requiring a background in medicine or business. I have been involved in disaster management planning for the past ten years and yet I still found this book both enlightening and extremely informative. Dr Tanya Melillo MD, MSc(Dist), PhD This informative book is written in an easy going and conversational manner, but the message it brings to the table is critical to understanding the meaning of any forthcoming pandemic threat and considerations of how to mitigate the effects, where possible, to you and your organisation Owen Gregory MSc BA (Hons) MBCI MBCS The increase in commercial aviation and international travel means that pandemics now spread faster than ever before. Seasonal flu pandemics, zoonotic contagions such as Ebola, swine flu and avian flu (e.g. H5N1 and H7N9), and respiratory syndromes such as SARS and MERS have affected millions worldwide. Add the ever-present threat of terrorism and biological warfare, and the possibility of large proportions of your workforce being incapacitated is a lot stronger than you might think. You may well have prepared for limited business interruptions, but how would your business fare if 50% or more of your employees, including those you rely on to execute your business continuity plan, were afflicted by illness - or worse? Although nothing can be done to prevent pandemics, their impact can be significantly mitigated. Business Continuity and the Pandemic Threat explains how. Product overview The book is divided into two parts, which examine the pandemic threat and explain how businesses can address it: Part I: Understanding the Threat The first, shorter, part provides the reader with a detailed overview of the challenge that pandemic threats can present. It uses historical examples (such as the 1918-19 Spanish Flu outbreak, which killed 50 million) to illustrate how pandemics can have devastating effects not only on the global population but also on critical infrastructure, the global economy and society. Part II: Preparing for the Inevitable The second part of the book considers the actions that can be taken at a global, national, corporate and individual level to mitigate the risk and limit the damage of pandemic incidents. It provides guidance on creating and validating a pandemic plan, and explains how it integrates with a business continuity plan. Comprehensive case studies are provided throughout. Topics covered include: The World Health Organisation (WHO)'s pandemic phases and the Centre for Disease Control (CDC)'s Pandemic Severity Index Preventive control measures Crisis management and the composition of a crisis management team Dealing with cash-flow, staff absenteeism, home working and supply chain management Communications and media plans Pandemic issues for HR The threat to critical national infrastructure Health service contingency plans and first responders' business continuity plans The provision of vaccines and antiviral medicines, including relevant ethical issues Take your business continuity plan to the next level: ensure your organisation survives a pandemic with a substantially depleted workforce. Buy Business Continuity and the Pandemic Threat today. About the author A Fellow of the Institute of Business Continuity Management and Member of the Business Continuity Institute, Robert A. Clark is also a Fellow of the British Computer Society and a Member of the Security Institute. His career includes 15 years with IBM and 11 years with Fujitsu Services working with clients on BCM related assignments. He is now a freelance business continuity consultant at www.bcm-consultancy.com.

Number of Pages: 300

Language: English

ISBN: 9781849288194



Business Continuity Exercises

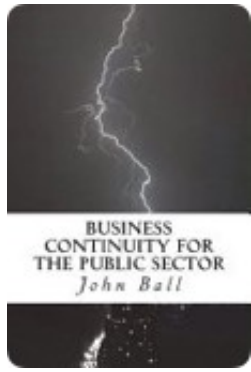
Quick Exercises to Validate Your Plan

Charlie Maclean-Bristol

Number of Pages: 316

Language: English

ISBN: 9781944480684



Business Continuity for the Public Sector Right People, Right Time, Right Place

John Ball

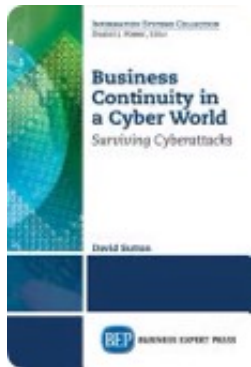
Summary:

This book is full of ideas, tips and templates for use by anyone connected with introducing or refreshing a Business Continuity Programme within the Public Sector. It is not the only method, but one that works, and has attracted National, European and Global Business Continuity Awards

Number of Pages: 156

Language: English

ISBN: 9781986149853



Business Continuity in a Cyber World Surviving Cyberattacks

David Sutton

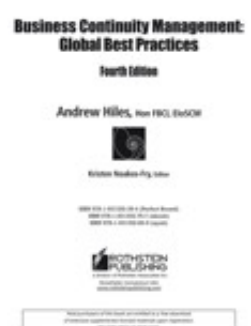
Summary:

Until recently, if it has been considered at all in the context of business continuity, cyber security may have been thought of in terms of disaster recovery and little else. Recent events have shown that cyber-attacks are now an everyday occurrence, and it is becoming clear that the impact of these can have devastating effects on organizations whether large or small, public or private sector. Cyber security is one aspect of information security, since the impacts or consequences of a cyber-attack will inevitably damage one or more of the three pillars of information security: the confidentiality, integrity or availability of an organization's information assets. The main difference between information security and cyber security is that while information security deals with all types of information assets, cyber security deals purely with those which are accessible by means of interconnected electronic networks, including the Internet. Many responsible organizations now have robust information security, business continuity and disaster recovery programs in place, and it is not the intention of this book to re-write those, but to inform organizations about the kind of precautions they should take to stave off successful cyber-attacks and how they should deal with them when they arise in order to protect the day-to-day businesses.

Number of Pages: 204

Language: English

ISBN: 9781947441460



Business Continuity Management Global Best Practices

Andrew Hiles

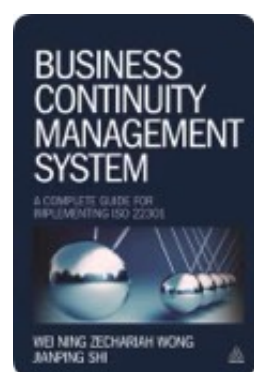
Summary:

Discover new ideas and inspiration to build world-class Business Continuity Management from this masterwork that distills Hiles' wisdom about what works and why from 30+ years' experience in 60+ countries. First published in 1999, the new 4th Edition of Hiles' classic is the most international, comprehensive, readable exposition on the subject. It now includes: New or revised sections: New, extensive chapter on supply chain risk – including valuable advice on contract aspects. Horizon scanning of new risks. Fresh perspectives. Multilateral continuity planning. Impact of new technologies, including mobile computing, cloud computing, bring your own device, and the Internet of things. Extensive, up-to-the-minute coverage of global/country-specific standards, with detailed appendices on ISO 22301/22313 and NFPA 1600. BCP exercising and testing. Helpful discussion on issues relating to certification professional certification. New revealing case studies and vivid examples of crises and disruptions – and effective response to them. Updated action plans and roadmaps. Proven techniques to win consensus on BC strategy and planning. Hint of the future – what's next for BCM? Demonstrates step-by-step how to build and maintain a world-class BC management system and plan. Shares field-tested tools and hard-won insights about what works and why. Chapter learning objectives, case studies and real-life examples, self-examination and discussion questions, forms, checklists, charts and graphs, glossary, index. 520-page book + hundreds of pages of Downloadable Resources, including project plans, risk analysis forms, BIA spreadsheets, BC plan formats, exercise/test material, checklists, and a variety of editable models, templates, and spreadsheets. Instructional Materials coming soon including valuable educational tools, such as syllabi, test bank, slides – for use by approved adopters in college courses and professional development training.

Number of Pages: 443

Language: English

ISBN: 9781931332354



Business Continuity Management System

A Complete Guide to Implementing ISO 22301

Wei Ning Zechariah Wong and Jianping Shi

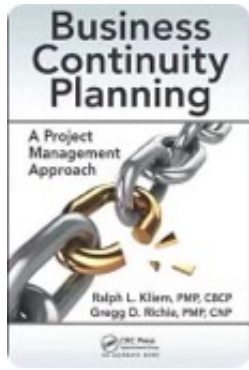
Summary:

A business continuity management system (BCMS) is a management framework that prepares the organization by developing business continuity strategies to meet its business and statutory obligations during an incident. It is about optimizing service availability and preserving business performance to secure future growth in the market. Business Continuity Management System offers a complete guide to establishing a fit-for-purpose business continuity capability in your organization. Structured in line with the principles of ISO22301 (the International Standard for business continuity management) and with current best practice, this user-friendly book covers the whole life cycle of developing, establishing, operating and evaluating a BCMS initiative. It is aimed at new and seasoned business continuity practitioners involved in business continuity activities in their organizations, whatever the size and sector. It includes proven techniques and easy-to-use methodologies that specifically support the implementation of those requirements specified in ISO 22301. Pragmatic approaches supported by in-depth explanations guide you to assess and improve your organization's BCMS performance. This is the first book to offer an end-to-end solution that addresses all aspects of implementing an effective BCMS. Business Continuity Management System is intended to act as a catalyst to accelerate progress on the journey from business continuity management and risk management to the creation and implementation of a business continuity management system, both by enhancing the BCM and risk competence of individual readers and by contributing to shared knowledge in implementing ISO 22301 in organizations.

Number of Pages: 279

Language: English

ISBN: 9780749469115



Business Continuity Planning A Project Management Approach

Ralph L. Kliem and Gregg D. Richie

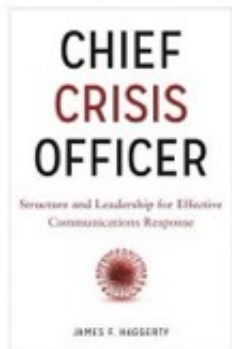
Summary:

If a major event such as a terrorist attack, 7.2 earthquake, tsunami, or hacker attack were to disrupt business operations, would your organization be prepared to respond to the financial, political, and social impacts? In order for your company to be resilient, it must be ready to respond and recover quickly from the impact of such events. Business continuity is the discipline that can help your organization become truly resilient. *Business Continuity Planning: A Project Management Approach* explains how to deploy project management, risk management, business continuity, and business preparedness methods in a manner that will ensure organizational resiliency. With an emphasis on building business preparedness plans, it covers the fundamental principles of project management, risk management, business continuity, and business preparedness. Upon reading this book, you will learn how to apply project management to institute business continuity governance and to build and maintain business preparedness plans. You will also learn what's required to conduct an effective business impact analysis. Detailing a proven plan for achieving business continuity and business preparedness, the book includes numerous diagrams, checklists, and tools to help you determine exactly what you must do to prepare for a serious event. It also explains how to test your continuity plans and evaluate preparedness processes to ensure your organization will be truly prepared to withstand or recover from the next emergency, disaster, or catastrophic event to affect your organization.

Number of Pages: 400

Language: English

ISBN: 9781482251784



Chief Crisis Officer

Structure and Leadership for Effective Communications Response

James F. Haggerty

Summary:

An organization's crisis response involves public communications response: ensuring the general public, media, employees and other stakeholders understand (1) what has happened, and (2) what you are doing about it. Crisis events tend to ripple and echo long after the initial drama, as today's plant explosion is tomorrow's government investigation and next week's class action lawsuit. In this environment a fumbled ineffective response can mean the difference between a crisis that is managed...and one that manages you. *Chief Crisis Officer: Structure and Leadership for Effective Communications Response* explains why every company and organization needs to identify a Chief Crisis Officer, who will take the lead in preparing the organization for crisis communications response, and responding effectively when the inevitable crisis hits. Using a mixture of real life examples, strategies, and tactics, the book will break down various forms of crises into their component parts and provide both a strategic approach and the proper tools to enable the Chief Crisis Officer to assemble his or her team, and respond--effectively and efficiently--when the crisis occurs.

Number of Pages: 227

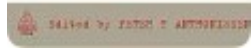
Language: English

ISBN: 9781634251754

Crisis Communication

Practical PR Strategies for Reputation Management and Company Survival

Peter Frans Anthonissen



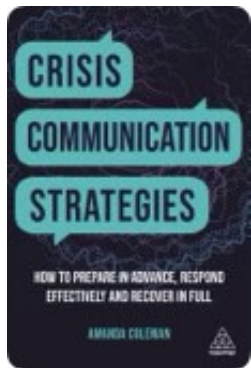
Summary:

No company or organization is immune to crisis. Every day brings the risk of being affected - an accident results in death or injury; a failed company takeover causes share prices to plummet; toxic food, medicines and drinks leads to mass hysteria. A crisis, however, does not necessarily have to turn into a PR disaster for the business or organization involved. "Crisis Communications" provides readers with advice on how to limit damage by acting quickly and positively. Moreover, it explains how to turn a crisis into an opportunity by communicating efficiently, through the use of successful public relations strategies. "Crisis Communications" is a thorough guide to help prepare an organization for unexpected calamities. It provides information on accountability; crisis communication planning; building your corporate image; natural disasters; accidents; financial crises; legal issues; corporate re-organization; food crises; dealing with negative press; media training; and risk managers. Including international case studies, crisis communication checklists and sample crisis preparation documents, this book will help managers ensure they are fully prepared for proactive crisis communication. Contributors include: Kathryn Blanchard (USA); Roger Bridgeman (USA); Willem Buitelaar (The Netherlands); Marianne de Bruijn (The Netherlands); Tom Gable (USA); Kathryn H Tunheim (USA); Jerry Hendin (USA); Stuart Hyslop (United Kingdom); Nick Leighton (United Arab Emirates); Thom M Serafin (USA); Bob Oltmanns (USA); Steven Pellegrino (USA); Silvia Pendas de Cassina (Mexico); Nuria Sanchez (Spain); Elizabeth Seigenthaler Courtney (USA); Tony Shelton (USA); Odile Vernier (France); Jim Walsh (Ireland); Tim Wallace (USA); Mania Xenou (Greece).

Number of Pages: 222

Language: English

ISBN: 9780749454005



Crisis Communication Strategies

How to Prepare in Advance, Respond Effectively and Recover in Full

Amanda Coleman

Summary:

Crisis communication is high stakes work. For communications managers and PR professionals, it's likely to be the most stressful time of their working life. Crisis Communication Strategies is a must-have handbook which covers the whole span of the crisis from preparing and laying the groundwork before it occurs, during the incident, and the aftermath, including the move to recovery. It guides readers through each phase, providing details of what to consider, what should be done, and tips and checklists for improved responses. Crisis Communication Strategies equips readers to deal with any kind of crisis - whether caused by internal error, customer action, natural disasters, terrorism or political upheaval. Supported by case studies and examples from responses to events including the 2011 Norway terror attacks, the 2018 British Airways data breach, the 2017 Pepsi advert and the 2005 Hurricane Katrina New Orleans floods, the book explores the role of leadership in a crisis and developing a crisis communication response that has people at the heart of it. Crisis Communication Strategies is the essential guide for PR and communication professionals to protecting your company and building true, long-term resilience.

Number of Pages: 224

Language: English

ISBN: 9781789662900



Crisis Communications: The Definitive Guide to Managing the Message

Steven Fink

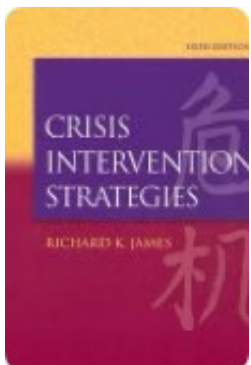
Summary:

The Definitive Guide to Communicating in Any Crisis “When facing an already difficult crisis, the last thing a company needs is to make it worse through its own communications – or lack thereof. As one who has lived through a number of [business] crises and served as an independent investigator of the crises of others, I consider Steven Fink’s book to be an excellent guide to avoiding collecting scar tissue of your own by learning from the scar tissue painfully collected by others.”—Norman R. Augustine, former Chairman and Chief Executive Officer, Lockheed Martin There are few guarantees in business today. Unfortunately, one of them is the inevitability of a crisis having a potentially major effect on your business and your reputation. When your company finds itself in the midst of a crisis, the ripple effects can disrupt lives and business for the foreseeable future if public opinion is not properly shaped and managed. Skillfully managing the perception of the crisis determines the difference between a company’s life or death. Because in the pitched battle between perception and reality, perception always wins. Fortunately, there is a solution. Crisis communications and crisis management legend Steven Fink gives you everything you need to prepare for the inevitable—whether it’s in the form of human error, industrial accidents, criminal behavior, or natural disasters. In this groundbreaking guide, Fink provides a complete toolkit for ensuring smooth communications and lasting business success through any crisis. Crisis Communications offers proactive and preventive methods for preempting potential crises. The book reveals proven strategies for recognizing and averting damaging crisis communications issues before it’s too late. The book also offers ways to deal with mainstream and social media, use them to your advantage, and neutralize and turn around a hostile media environment Steven Fink uses his decades of expertise and experience in crisis communications to help you: UNDERSTAND AND MANAGE THE RELATIONSHIP BETWEEN PUBLIC PERCEPTION AND REALITY CHOOSE THE BEST SPOKESPERSON FOR THE CRISIS PROTECT YOUR BRAND AND REPUTATION THROUGH CRISES LARGE AND SMALL MAKE WISE, VIGILANT, AND DEFENSIBLE DECISIONS UNDER EXTREME CRISIS-INDUCED STRESS TELL THE TRUTH NO MATTER HOW TEMPTING IT MAY BE TO MISLEAD USE SOCIAL MEDIA OUTLETS TO COMMUNICATE DIRECTLY TO THE PUBLIC ABOUT A CRISIS The explosion of the Internet and, especially, social media, has added a new layer to the business leader’s skill set: the ability to handle a crisis quickly and professionally within moments of its occurrence. Livelihoods depend upon it. With in-depth case studies of Toyota, BP, and Penn State, Crisis Communications provides everything you need to successfully lead your company through today’s rocky landscape of business—where crises large and small loom around every corner, and the lives of businesses and management teams hang in the balance. PRAISE FOR STEVEN FINK’S CRISIS MANAGEMENT “Every major executive in America ought to read at least one book on crisis management. In this way, he or she might be better prepared to deal with the disasters striking organizations at an ever-increasing rate ... The question is: ‘Is Steven Fink’s book one that busy executives ought to read?’ The answer is a resounding yes.”—LOS ANGELES TIMES, FRONT PAGE SUNDAY BOOK REVIEW

Number of Pages: 272

Language: English

ISBN: 9780071799218



Crisis Intervention Strategies

Richard James

Summary:

CRISIS INTERVENTION STRATEGIES, 6th Edition is designed to equip helping professionals with the practical skills and procedures they will need to handle real crisis situations. Using an applied format that integrates strategies and case material (based upon real life crisis situations), James present a six-step model that gives students and practitioners a systematic way of dealing with people in crisis: Defining the Problem, Ensuring Client Safety, Providing Support, Examining Alternatives, Making Plans, and Obtaining Commitment. Using this model, the author then builds specific strategies for handling a myriad of different crisis situations - in many cases providing the dialogue the nurse, minister, police officer, counselor, or other practitioner might use. At the end of the course, your students will have developed skills and strategies that they can take out of the classroom and onto the street. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version.

Number of Pages: 720

Language: English

ISBN: 9780495100263



Crisis Management

Is Social Media Its New Best Friend Or Its Worst Nightmare?

Robert A. Clark

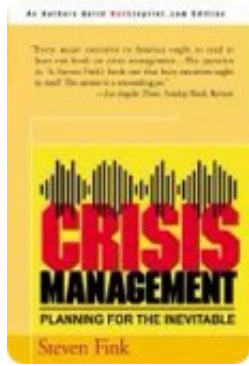
Summary:

We are living in what is often referred to as the information age during which time we have witnessed the global economy becoming ever more dependent upon Information Technology and the Internet. In making its own contribution to this digital revolution, since the first site was launched in the late 1990's social media has evolved at a breath taking pace. It has massively influenced just about every aspect of our lives and like the Internet it appears to be here to stay. There are naturally both advantages and disadvantages. While the benefits it brings on both a personal and commercial perspective are there to be enjoyed, it also has a darker side that individuals with evil intent have not been slow in exploiting. In evaluating the case for social media being adopted as a crisis management communication channel, the author has considered both the rewards and drawbacks that this offers. It soon becomes clear to the reader that social media is capable of playing the 'hero' or the 'villain' in just about every crisis. The broad spectrum of examples the author uses cover a number of industry sectors. He has successfully aligned these examples to many of the mainstream threats that organisations face on a daily basis. These include natural disasters, cyber threats, terrorism, adverse publicity, insider threat and even human error. He effectively demonstrates that a large corporation can just as easily find itself facing a major crisis in exactly the same way that a small or medium size enterprise can. Additionally, at both ends of the scale social media invariably finds some part to play. Consideration is also given to social media's contribution to civil emergencies often when many hundreds or even thousands of vulnerable people can find themselves at risk. This book provides evidence that social media can and does help to save lives. Conversely, it can equally be held accountable for damaging our health both physically and psychologically. There is a fascinating assessment of Big Brother's interest and involvement in social media. With skilful articulation social media's darker side is delineated highlighting what is certainly one of its extremely undesirable attributes. One can be particularly captivated by a very realistic hypothesis that the text presents. It considers whether social media could have helped in savings more lives after the 9/11 Twin Towers attack had its capability back in 2001 been comparable to its modern day counterpart. The style of writing is with an ease almost as if the author is chatting with you. The book is well researched and does not necessitate one to be an expert on either crisis management or social media to understand and appreciate the arguments presented. Reviewers have found this book to be an enlightening read with an excellent opportunity for learning more in this field. So who should read this book? The obvious answer is anyone who has an interest in incident or crisis management in addition to media specialists. Individuals involved in law enforcement, emergency planning, risk management, business continuity and organisational resilience would also find this book a very useful source of reference. But it does not stop there. Just about anyone who uses social media personally or professionally would benefit from reading this book if only to fully understand the associated risks to their health and some cases even their careers.

Number of Pages: 226

Language: English

ISBN: 9781980376859



Crisis Management Planning for the Inevitable

Steven Fink and American Management Association

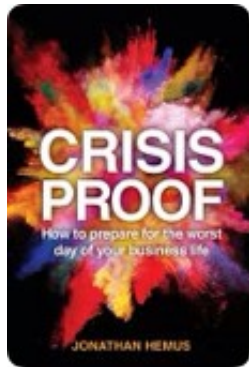
Summary:

Looks at the way businesses have handled various crises, explains how to predict the development of problems, and tells how to set up crisis management guidelines.

Number of Pages: 245

Language: English

ISBN: 9780814458594



Crisis Proof

How to Prepare for the Worst Day of Your Business Life

Jonathan Hemus

Summary:

WINNER of the Specialist Business Book category of the 2021 Business Book Awards. Mishandled crises can devastate businesses, lives and livelihoods. Crisis Proof will enable you to sleep peacefully at night, knowing your organisation is ready to protect its business and reputation, whatever the world may throw at it. Read this book to ensure you succeed in your role as your organisation's crisis management champion by: - Gaining confidence and clarity about the requirements to make your company crisis proof- Learning how to create and embed a crisis-resistant culture- Understanding the real purpose of crisis management plans and critical content- Creating a high performing crisis management team- Discovering the essential characteristics of a successful crisis response

Number of Pages: 270

Language: English

ISBN: 9781781335109



Crisis Ready

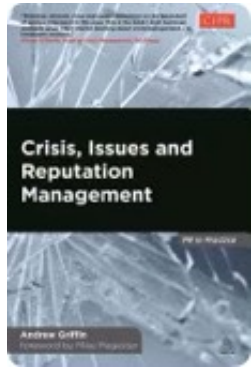
Melissa Agnes

Summary:

BUILD AN INVINCIBLE BRAND IN THIS UNCERTAIN WORLD The potential risks in modern-day business are greater, more dynamic, and less predictable than ever before. And yet, the greatest exposure does not lie within these risks. Rather, it lies in having a team that is not prepared to anticipate, foresee, or respond to a rising threat, and its impact on your reputation, revenue, and relationships in real time. No matter your level of security, due diligence, or control, the reality is that we live in uncertain times. Organizations are prone to a multitude of risks that can attack from every angle. When your team is Crisis Ready, your organization is prepared for anything and everything that the modern world can throw at it.

Number of Pages: 288

Language: English
ISBN: 9781684014132



Crisis, Issues and Reputation Management

Andrew Griffin

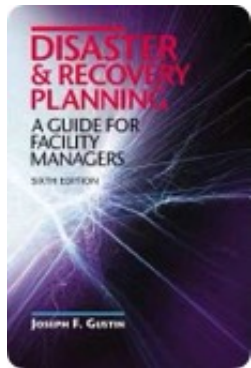
Summary:

Crisis, Issues and Reputation Management defines reputation, explores how to value it and provides practical guidelines for effective reputation management, including how to approach issues of Corporate Social Responsibility. Practical and accessible, it outlines a comprehensive approach to managing situations that may turn into crises and handling crises once they occur. Featuring a wide range of international case studies of brands who have had to respond to a variety of crises including Nestle, Unilever, General Electric, McDonald's, Coca-cola, Cadbury, Tesco, Pan Am, RBS and more, Crisis, Issues and Reputation Management demonstrates how organizations have to understand and respond rapidly to shifting public values, rising expectations, demands for public consultation and increasingly intrusive news media. As such, it provides a new and broader perspective on the topic for new and seasoned practitioners alike.

Number of Pages: 262

Language: English

ISBN: 9780749469924



Disaster and Recovery Planning A Guide for Facility Managers, Sixth Edition

Joseph F. Gustin

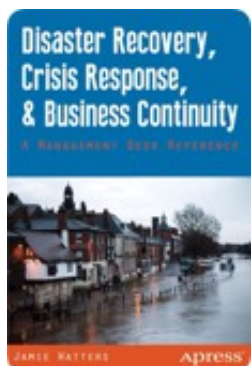
Summary:

This new edition of a bestseller book addresses the complexities of disaster preparedness and business continuity. Updated with the latest statistics, the new edition includes an overview of natural disasters, coverage of computer and data protection expanded to include cyber-attacks on the private sector, and information on managing data privacy. It also includes the latest information on dirty bombs, chemical and biological agents and weapons, disaster planning and recovery issues, regulatory influences and emergency preparedness. This reference highlights the importance of prevention as well as controlling the effects of a disaster on a company's operations.

Number of Pages: 350

Language: English

ISBN: 9781482215670



Disaster Recovery, Crisis Response, and Business Continuity A Management Desk Reference

Jamie Watters

Summary:

You're in charge of IT, facilities, or core operations for your organization when a hurricane or a fast-moving wildfire hits. What do you do? Simple. You follow your business continuity/disaster recovery plan. If you've prepared in advance, your operation or your company can continue to conduct business while competitors stumble and fall. Even if your building goes up in smoke, or the power is out for ten days, or cyber warriors cripple your IT systems, you know you will survive. But only if you have a plan. You don't have one? Then Disaster Recovery, Crisis Response, and Business Continuity: A Management Desk Reference, which explains the principles of business continuity and disaster recovery in plain English, might be the most important book you'll read in years. Business continuity is a necessity for all businesses as emerging regulations, best practices, and customer expectations force organizations to develop and put into place business continuity plans, resilience features, incident-management processes, and recovery strategies. In larger organizations, responsibility for business continuity falls to specialist practitioners dedicated to continuity and the related disciplines of crisis management and IT service continuity. In smaller or less mature organizations, it can fall to almost anyone to prepare contingency plans, ensure that the critical infrastructure and systems are protected, and give the organization the greatest chance to survive events that can--and do--bankrupt businesses. A practical how-to guide, this book explains exactly what you need to do to set up and run a successful business continuity program. Written by an experienced consultant with 25 years industry experience in disaster recovery and business continuity, it contains tools and techniques to make business continuity, crisis management, and IT service continuity much easier. If you need to prepare plans and test and maintain them, then this book is written for you. You will learn: How to complete a business impact assessment. How to write plans that are easy to implement in a disaster. How to test so that you know your plans will work. How to make sure that your suppliers won't fail you in a disaster. How to meet customer, audit, and regulatory expectations. Disaster Recovery, Crisis Response, and Business Continuity: A Management Desk Reference will provide the tools, techniques, and templates that will make your life easier, give you peace of mind, and turn you into a local hero when disaster strikes. What you'll learn All the concepts comprising business continuity, IT service continuity, data recovery, and crisis management How to set up and run an end-to-end business continuity program for your organization How to write business continuity policies and governance documents How to test your business continuity plans, system DR, data center DR, and crisis management processes How to avoid almost all the common traps that both beginners and experienced practitioners fall into How to keep your IT system up and running in the face of disaster Who this book is for Business continuity managers and analysts, emergency planners, disaster recovery managers, service continuity managers and analysts, IT project and operations managers, IT availability managers, auditors, facilities managers, heads of IT, risk analysts and managers, site managers, office managers, governance professionals, and C-level managers. Table of ContentsIntroduction Part One: Introduction to Business Continuity and Disaster Recovery 1. An Overview of Business Continuity Management (BCM)2. Essentials of BCMPart Two: Plan for Business Continuity and Disaster Recovery 3. Get Started on Your Plan: First Things First 4. Prepare the Plan5. Write a IT Disaster Recovery Plan6. Write a Business Process Recovery Plan7. Manage Supply Chain Continuity8. Select and Manage Continuity Suppliers9. Educate the Workforce 10. Provide Governance and ReportingPart Three: Test and Maintain Your Continuity and Recovery Plans 11. Testing Principles 12. IT Testing 13. Business Testing14. Crisis Exercises15. Maintain Your Plans, Solutions, and Skills Part Four: Execute the Plan16. Manage a Disaster 17. Return to Normal OperationsPart Five: AppendicesAppendix A – Criticality Levels Appendix B – Roles and Responsibility Matrix (RACI) Appendix C – Suggested BCM Timetable Appendix D – Useful Resources and Contacts Appendix E – Continuity Assessment Questionnaire Appendix F – Crisis Management Team Roles and Responsibilities Appendix G - Call Cascade Appendix H – Basic BCP Template Appendix I – Business Impact Analysis Questionnaire Appendix J – Business Continuity Management Standards Appendix K – Severity Levels Appendix L – Mapping Severity Levels to Criticalities

Number of Pages: 316

Language: English

ISBN: 9781430264064



Dream Teams

Working Together Without Falling Apart

Shane Snow

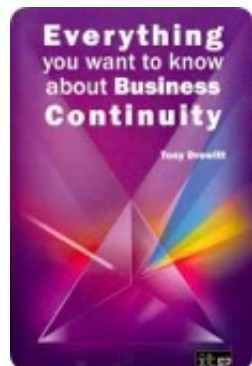
Summary:

La 4e de couverture indique : "Drawing on the history of the FBI and law enforcement, Snow explains how to utilise team members' diverse perspectives and experiences. He reveals why DaimlerChrysler, one of the biggest mergers of all time, flopped while the Wu-Tang Clan succeeded -and the one factor that predicts failed mergers, marriages and partnerships. Using the example of the Wright Brothers, he teaches partners and groups how to disagree with one another productively. And he dissects great social movements to decode the science of becoming open-minded, for instance the integration of Jews into Argentinean society Provocative and entertaining, Dream Teams is a landmark work that will change the way we think about people, progress and collaboration."

Number of Pages: 286

Language: English

ISBN: 9780349420967



Everything You Want to Know about Business Continuity

Tony Drewitt

Summary:

Business continuity is crucial to the survival of your business. Learn how to manage it effectively. The risks for businesses today are increasing all the time, as are the consequences of incidents and interruptions. Too many companies lose time, customers and income because of circumstances beyond their control. Companies that have a business continuity plan are able to not only minimise their losses and retain their clients, but also win new business! Everything you want to know about Business Continuity will show you how to develop a modern response to the operational risk landscape and how to prepare your organisation for interruptions to your key activities, minimising the impact on your bottom line, reputation and credibility. You will be able to identify and assess the risks to your company and put in place a 'fit-for-purpose' business continuity plan which will enable you to meet the expectations of your customers and stakeholders in the event of an unforeseen incident. This practical book will guide you through domestic and international standards relating to business continuity, with particular reference to ISO22301. Companies achieving certification under the Standard will communicate to their stakeholders their commitment to uninterrupted supply. Your company will enjoy greater customer loyalty and be more competitive, enabling you to retain and win more business! Tony Drewitt held a number of technical, commercial and senior management positions before becoming a full-time management consultant 10 years ago. He was one of the first consultants in the UK to achieve full certification under BS25999-2. Tony has been a practising business continuity consultant, trainer and technical expert since 2001 and is a professional member of the Business Continuity Institute. Everything you want to know about Business Continuity is Tony's third ITG publication and follows the successful BS25999: A Pocket Guide and A Manager's Guide to BS25999. Buy this book and gain the tools you need to future-proof your business!

Number of Pages: 261

Language: English

ISBN: 9781849282000



Faster Disaster Recovery

The Business Owner's Guide to Developing a Business Continuity Plan

Jennifer H. Elder and Samuel F. Elder

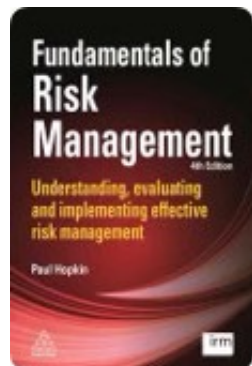
Summary:

Protect your company's finances in the event of a disaster In the face of an environmental or man-made disaster, it's imperative to have a contingency plan that's mapped out your corporation's strategy to minimize the impact on the daily functions or life of the corporation. Successful planning not only can limit the damage of an unforeseen disaster but also can minimize daily mishaps—such as the mistaken deletion of files—and increase a business's overall efficiency. Faster Disaster Recovery provides a 10-step approach for business owners on creating a disaster recovery plan (from both natural and man-made events). Each chapter ends with thought-provoking questions that allow business owners to explore their particular situation. Covers natural events such as earthquakes and floods Provides guidance on dealing with man-made events such as terrorist attacks Offers worksheets to make your contingency plans Includes several examples throughout the book There's no time like the present to develop a business contingency plan—and this book shows you how.

Number of Pages: 208

Language: English

ISBN: 9781119570967



Fundamentals of Risk Management

Understanding, Evaluating and Implementing Effective Risk Management

Paul Hopkin

Summary:

Fundamentals of Risk Management, now in its fourth edition, is a comprehensive introduction to commercial and business risk for students and a broad range of risk professionals. Providing extensive coverage of the core frameworks of business continuity planning, enterprise risk management and project risk management, this is the definitive guide to dealing with the different types of risk an organization faces. With relevant international case examples from both the private and public sectors, this revised edition of Fundamentals of Risk Management is completely aligned to ISO 31000 and provides a full analysis of changes in contemporary risk areas including supply chain, cyber risk, risk culture and improvements in risk management documentation and statutory risk reporting. This new edition of Fundamentals of Risk Management has been fully updated to reflect the development of risk management standards and practice, in particular business continuity standards, regulatory developments, risks to reputation and the business model, changes in enterprise risk management (ERM), loss control and the value of insurance as a risk management method. Also including a thorough overview of the international risk management standards and frameworks, strategy and policy, this book is the definitive professional text for risk managers.

Number of Pages: 488

Language: English

ISBN: 9780749479619



Good Practice Guidelines

The Global Guide to Good Practice in Business Continuity

Business Continuity Institute

Summary:

The Good Practice Guidelines (GPG) 2018 Edition is the definitive guide for business continuity and resilience professionals. The GPG is used as an information source for individuals and organizations seeking an understanding of business continuity as part of their awareness raising campaigns and training schedules. The GPG takes a collaborative approach to business continuity, ensuring organizations and individuals understand how to work with related management disciplines to successfully implement their business continuity solutions. The Good Practice Guidelines draw on the knowledge of practitioners from all over the world as well as information within International Standards. As a result, the GPG is globally recognised as the go-to publication for good practice.

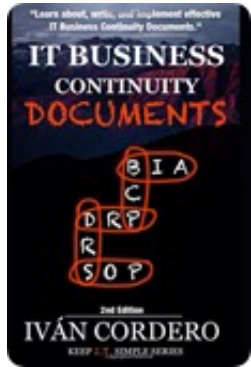
Number of Pages: 105



HR Guide to Business Continuity Planning [preparing for an avian flu pandemic].

More

Language: English
ISBN: 9781933807218



IT Business Continuity Documents

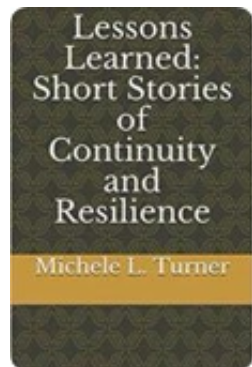
Ivan Cordero

Summary:

IT Business Continuity Documents assures that during and after a disaster, there will be a documented roadmap toward returning to normal. Unfortunately, Business Continuity (BC) has been made into a complicated subject. And not surprisingly, there are a whole lot of books out there to cover all those in-depth methodologies. IT Business Continuity Documents is not one of those books. What this book does provide is a practical approach to handling unexpected events and disasters through the use of a documented Business Continuity Strategy. This book provides all you need to know to make your base Business Continuity Strategy a reality. It accomplishes this by teaching you about Business Continuity as you create your documents. The result is a fully documented IT Business Continuity Strategy. IT Business Continuity Documents is for everyone who has Business Continuity or Disaster Recovery in their job title. It's for: The IT colleague who just noticed the words "Business Continuity" in his/her yearly to-do project list. The Data Center Administrator who just had a "bad server" day. The IT Supervisor who wants to sleep well at night. The IT Director who wants to keep his/her job after a major disaster. The Site Leader that wants to followup on the IT Business Continuity Strategy state. This small book (2-hour read) provides a clear path on what is required to get your IT Business Continuity documentation underway. It is written in simple terms and follows a logical order that will take you through the creation of the following four documents: Business Impact Analysis (BIA) Business Continuity Plan (BCP) Disaster Recovery Plan (DRP) Disaster Recovery Script (DRS) It then ties in the administration of these documents under a Standard Operating Procedure. Finally, this book is all about keeping I.T. simple. I will go over what to consider and what to include when creating these Business Continuity documents. I promise I won't surprise you halfway through with some gimmicky offer. It's all here. We won't be re-inventing the wheel, and I won't bore you with the latest methodology hype. This book is a simple documented plan for the design, creation, and maintenance of IT Business Continuity documents. I won't just cover how to write the BC documents; I will explain the reasoning behind these documents. This book is not template-based; it's an informative guide on how to create your BC documents. It's my goal that with the information and guidance included in this book, you successfully write your BC documents. Templates seldom fit specific requirements and provide little or no reasoning on why things are the way they are. In this book, you will find all the information required to write BC documents that you can easily explain to your team, boss, and external auditors. You will understand: How IT Disaster Recovery ties back into Business Continuity. When to activate one type of BC document and when to apply the other. How the BIA, BCP, DRP, and DRS documents relate to one another. How to implement these Business Continuity documents without incurring in costly consultant services. Think it's impossible? It's not; it's all here in under 200 pages. This approach to Business Continuity will fit in perfectly to most methodologies out there. So if the rest of the business gets on board at a later date, all your hard work won't be lost. BC documents created using the approach described in this book have been part of quality audits that have resulted in zero findings. Note: With the purchase of the paperback you receive a free download of the kindle format ebook.

Number of Pages: 188

Language: English



Lessons Learned: Short Stories of Continuity and Resilience

Michele L. Turner

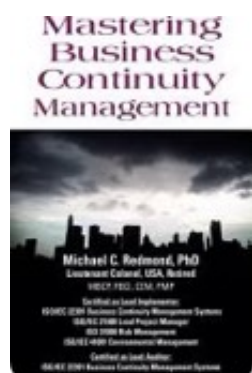
Summary:

Continuity and Resilience- two words that could track to the same destination albeit, varied in arrival time. According to Merriam-Webster, the definition for Continuity is: uninterrupted connection, succession, or union. Using this same resource, the definition for Resilience is: an ability to recover from or adjust easily to misfortune or change. While an uninterrupted life, free of misfortune may sound wonderful, it is in the challenge, in the change, that we learn the greatest lessons. This book has been written with 51 years of personal life experiences, and an overlay of close to 30 years of professional subject matter expertise in managing the continuance of business operations across the globe, come rain...or shine. Both aspects have resulted in significant lessons learned... stories of continuity and resilience.

Number of Pages: 40

Language: English

ISBN: 9798708633569



Mastering Business Continuity Management

Michael C. Redmond

Summary:

Disasters, including technological, natural, and manmade, have increased exponentially, making this book essential for organizations and students in areas such as Business Management, Business Continuity, Disaster Recovery, Information Security, Risk Management, Project Management, Audit, Compliance, and IT. This book takes a complicated subject and breaks it down into plain English, allowing for concepts, definitions, and so much more to be absorbed and understood. It offers a detailed understanding of what is crucial in Business Continuity Management, and the practical steps and stories help the reader implement each phase of planning including: Project Management, Gap Analysis, Risk Evaluation and Control, Business Impact Analysis, Strategic Planning, Emergency Response and Operations, Awareness and Training, Maintaining and Exercising Plans, Public Relations and Crisis Coordination, and more. Unlike other books where you are offered only a checklist, this book teaches through stories, practical applications, and yes, bullet pointed checklists, too.

Number of Pages: 430

Language: English

ISBN: 9781634914215



My Experiments with BCM: My BCM Journey = Your BCM Mentor/companion

Daman Dev Sood

Summary:

Walking down the memory lane - I relive my BCM (Business Continuity Management) Moments. Firstly, this book will answer the question - 'What do the BC (Business Continuity) Managers do?' It took me 16 years to write this response! This book will not make you a Business Continuity Management (BCM) Professional, but will help you to become a better one for sure. In this book, you will find not just a teacher, but a mentor. The book does not contain what and why of the BCM, but the How of the BCM - The way I ascertained and experienced it. I have poured my heart into it, sharing with you 'How to win BC! (or any other)?' award. Each chapter has a learning or a message that I extracted while I was going through those moments. These are my encounters with the BCM as a practitioner, trainer, consultant and auditor during my service in the companies and countries across various industry sectors. Come, walk with me on this journey of 'learning and sharing forever.'

Number of Pages: 234

Language: English

ISBN: 9781685382964

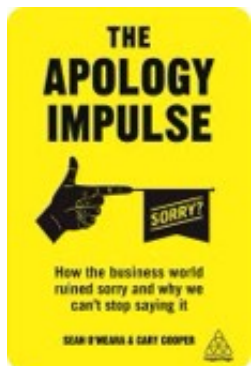


Organisatie Als Hulpmiddel

Klaas Schermer

Language: English

ISBN: 9781282017955



The Apology Impulse

How the Business World Ruined Sorry and Why We Can't Stop Saying It

Cary Cooper and Sean O'Meara

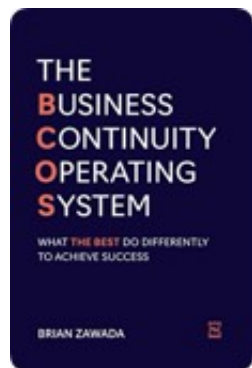
Summary:

Saying sorry is in crisis. On one hand there are anxious PR aficionados and social media teams dishing out apologies with alarming frequency. On the other there are people and organizations who have done truly terrible things issuing much-delayed statements of mild regret. We have become addicted to apologies but immune from saying sorry. In January 2018 there were 35 public apologies from high-profile organizations and individuals. That's more than one per day. Between them, in 2017, the likes of Facebook, Mercedes Benz and United Airlines issued over 2,000 words of apologies for their transgressions. Alarming, the word 'sorry' didn't appear once. This perfectly timed book examines the psychology, motivations and even the economic rationale of giving an apology in the age of outrage culture and on-demand contrition. It reveals the tricks and techniques we all use to evade, reframe and divert from what we did and demonstrates how professionals do it best. Providing lessons for businesses and organizations, you'll find out how to give meaningful apologies and know when to say sorry, or not say it at all. The Apology Impulse is the perfect playbook for anyone - from social media executive through to online influencers and CEOs - who apologise way too much and say sorry far too infrequently.

Number of Pages: 360

Language: English

ISBN: 9780749493202



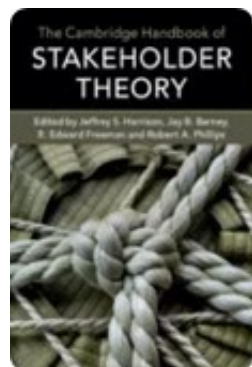
The Business Continuity Operating System

What the Best Do Differently to Achieve Success

Brian Zawada

Language: English

ISBN: 9781735943527



The Cambridge Handbook of Stakeholder Theory

Jeffrey S. Harrison, Jay B. Barney, R. Edward Freeman, and Robert A. Phillips

Summary:

In the decades since R. Edward Freeman first introduced stakeholder theory, which views firms in terms of their relationships to a broad set of partners, the stakeholder approach has drawn increasing attention as a model for ethical business. Edited by Freeman, alongside other leading scholars in stakeholder theory and strategic management, this handbook provides a comprehensive foundation for study in the field, with eighteen chapters covering some of the most important topics in stakeholder theory written by respected and highly cited experts. The chapters contain an overview of the topic, an examination of the most important research on the topic to date, an evaluation of that research, and suggestions for future directions. Given the pace of new scholarship in the field, this handbook will provide an essential reference on both foundational topics as well as new applications of stakeholder theory to entrepreneurship, sustainable business, corporate responsibility, and beyond.

Number of Pages: 298

Language: English

ISBN: 9781316642047



The New (Ab)Normal

Reshaping Business and Supply Chain Strategy Beyond Covid-19

Yosef Sheffi

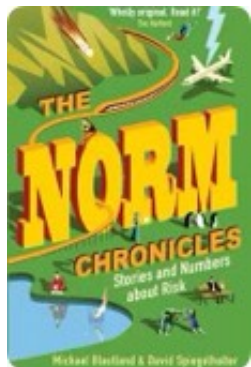
Summary:

MIT Professor Yossi Sheffi maps how the Covid-19 pandemic impacted business, supply chains, and society. He exposes the critical role supply chains play in helping people, governments, and companies to manage the crisis. Sheffi points toward future scenarios that business people and entrepreneurs will need to be aware of to navigate during and after the pandemic. The book draws on executive interviews, pandemic media coverage, and historical analyses. Sheffi also builds on themes from his books "The Resilient Enterprise" (2005) and "The Power of Resilience" (2015) to form a compelling picture of how the Covid-19 virus is changing many facets of human life and what our post-pandemic world might look like. This must-read book helps companies to redefine their business models and adjust to a fast-evolving economic landscape. The Stage is Set During a Global Pandemic In Part 1, "What Happened," the author looks at how companies fought to mend the global economic fabric even as the virus ripped more holes in it. Part 2, "Living with Uncertainty," views the crisis through a supply chain risk management lens derived from Yossi Sheffi's previous books. This perspective shows how companies create corporate immune systems to quickly recognize and manage large-scale disruptions. The Future is Anything but Normal The ongoing pandemic is creating a new normal in life, work, and education-covered in Part 3, "Adjustment Required." Consumer fears about the contagion as well as government mandates require businesses in industries such as retail, hospitality, entertainment, sports, and education to create "safe zones" for workers and customers. Many elements of the book - especially in Part 4, "Supply Chains for the Future" - show how the virus accelerated preexisting trends in technology adoption. China was the epicenter of the pandemic; it also was the first nation to be disrupted and recover. Part 5 of the book, "Of Politics and Pandemics," explains why reports that companies are abandoning China in favor of other offshore manufacturing centers do not reflect reality. Fundamentally, The New (Ab)Normal is about businesses, managers, and entrepreneurs trying to create a better future in a time of extreme uncertainty - a point emphasized in Part 6, "The Next Opportunities." The outlook is not necessarily gloomy. The advance of technology is accelerating, a trend that can level the playing field between small and large companies. Nimble small businesses are using a growing array of off-the-shelf cloud computing and mobile apps to deploy sophisticated technologies in their supply chains and customer interfaces. The New Abnormal One new normal is working from home. Remote working enables individuals to live anywhere and companies to recruit talent from anywhere. Similarly, education, especially higher education, faces a major disruption (and major opportunity) that is likely to shake the high-cost model of in-person education in favor of online or hybrid learning. Finally, the book recognizes one trend accentuated by Covid-19 - growing inequality - and anticipates that the new normal will be more economically stratified. The research for this book shows that flexibility and agility are vital to managing both the chaos of the pandemic and the pivot toward a changed and changing future.

Number of Pages: 320

Language: English

ISBN: 9781735766119



The Norm Chronicles

Stories and Numbers about Danger

Michael Blastland and David Spiegelhalter

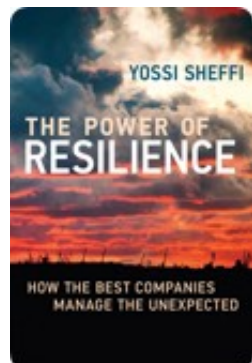
Summary:

"Meet Norm. He's 31, 5'9", just over 13 stone, and works a 39 hour week. He likes a drink, doesn't do enough exercise and occasionally treats himself to a bar of chocolate (milk). He's a pretty average kind of guy. In fact, he is the average guy in this clever and unusual take on statistical risk, chance, and how these two factors affect our everyday choices. Watch as Norm (who, like all average specimens, feels himself to be uniquely special), and his friends careful Prudence and reckless Kelvin, turns to statistics to help him in life's endless series of choices - should I fly or take the train? Have a baby? Another drink? Or another sausage? Do a charity skydive or get a lift on a motorbike? Because chance and risk aren't just about numbers - it's about what we believe, who we trust and how we feel about the world around us. From a world expert in risk and the bestselling author of *The Tiger That Isn't* (and creator of BBC Radio 4's *More or Less*), this is a commonsense (and wildly entertaining) guide to personal risk and decoding the statistics that represent it"--Publisher's description.

Number of Pages: 336

Language: English

ISBN: 9781846686214



The Power of Resilience

How the Best Companies Manage the Unexpected

Yossi Sheffi

Summary:

How the best companies prepare for and manage modern vulnerabilities—from cybersecurity risks to climate change: new tools, processes and organizations for developing corporate resilience. A catastrophic earthquake is followed by a tsunami that inundates the coastline, and around the globe manufacturing comes to a standstill. State-of-the-art passenger jets are grounded because of a malfunctioning part. A strike halts shipments through a major port. A new digital device decimates the sales of other brands and sends established firms to the brink of bankruptcy. The interconnectedness of the global economy today means that unexpected events in one corner of the globe can ripple through the world's supply chain and affect customers everywhere. In this book, Yossi Sheffi shows why modern vulnerabilities call for innovative processes and tools for creating and embedding corporate resilience and risk management. Sheffi offers fascinating case studies that illustrate how companies have prepared for, coped with, and come out stronger following disruption—from the actions of Intel after the 2011 Japanese tsunami to the disruption in the “money supply chain” caused by the 2008 financial crisis. Sheffi, author of the widely read *The Resilient Enterprise*, focuses here on deep tier risks as well as corporate responsibility, cybersecurity, long-term disruptions, business continuity planning, emergency operations centers, detection, and systemic disruptions. Supply chain risk management, Sheffi shows, is a balancing act between taking on the risks involved in new products, new markets, and new processes—all crucial for growth—and the resilience created by advanced risk management.

Number of Pages: 484

Language: English

ISBN: 9780262533638

ABDULLA J. ALKUWAITI



The Project Book

A Simple and Direct Approach to Project Management

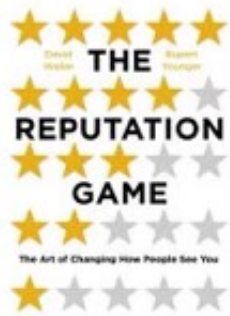
Abdulla Alkuwaiti

Summary:

Project Management for Every One. Project Management is becoming complex nowadays. The project Book provides a clear and simple to use method to help project managers initiate, plan, execute and close their projects. There are many tools and techniques. Also there are many Examples to show how to use the project Book Frame Work

Number of Pages: 252

Language: English



The Reputation Game

The Art of Changing How People See You

David Waller and Rupert Younger

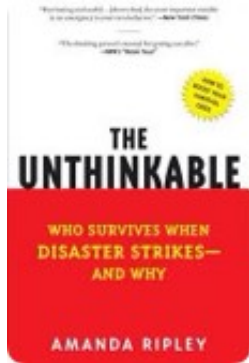
Summary:

It's a game you're already playing, whether you like it or not. You can choose to ignore it and remain at the mercy of what others say about you, or you can take the time to learn how it works. For those who do the potential benefits are unlimited. Through pioneering research and interviews with a host of major figures ranging from Jay-Z and LinkedIn co-founder Reid Hoffman to Bernie Madoff and Man Booker prize-winning Hilary Mantel, Waller and Younger reveal the key mechanisms that make and remake our reputations, providing the essential guide to the most important game in business and in life.

Number of Pages: 304

Language: English

ISBN: 9781786070715



The Unthinkable

Who Survives when Disaster Strikes - and why

Amanda Ripley

Summary:

Discover how human beings react to danger—and what makes the difference between life and death Today, nine out of ten Americans live in places at significant risk of earthquakes, hurricanes, tornadoes, terrorism, or other disasters. Tomorrow, some of us will have to make split-second choices to save ourselves and our families. How will we react? What will it feel like? Will we be heroes or victims? In her quest to answer these questions, award-winning journalist Amanda Ripley traces human responses to some of recent history's epic disasters, from the explosion of the Mont Blanc munitions ship in 1917—one of the biggest explosions before the invention of the atomic bomb—to the journeys of the 15,000 people who found their way out of the World Trade Center on September 11, 2001. To understand the science behind the stories, Ripley turns to leading brain scientists, trauma psychologists, and other disaster experts. She even has her own brain examined by military researchers and experiences, through realistic simulations, what it might be like to survive a plane crash into the ocean or to escape a raging fire. Ripley comes back with precious wisdom about the surprising humanity of crowds, the elegance of the brain's fear circuits, and the stunning inadequacy of many of our evolutionary responses. Most unexpectedly, she discovers the brain's ability to do much, much better—with just a little help.

Number of Pages: 266

Language: English

ISBN: 9780307352903



Understanding IT Security Administration

Hans De Vries

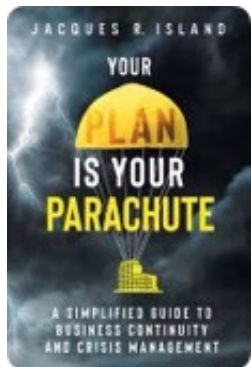
Language: English



Understanding The GDPR Privacy & Data Protection

Anna Mácsai and Hans De Vries

Language: English



Your Plan is Your Parachute A Simplified Guide to Business Continuity and Crisis Management

Jacques R. Island

Summary:

Myriad crises can affect your business-from natural disasters to human-caused ones, like product sabotage, lawsuits, a pandemic or other health crisis, or terrorism. Your business' survival and successful recovery depends on your continuity plan. Changes are that your business will face at least one disruptive or potentially crippling event in the near future. Will you be able to avert it? If not, will your business survive? Through this book's simple explanations and illustrations you can quickly and easily create a business continuity plan with the following components-your business parachute-in a day's time:

- Threat and risk assessment-
- Early warning system-
- Risk mitigation strategies-
- Crisis response program-
- Business impact assessment-
- Business continuity assessment

Worksheets that are included in the book are also available for download through the publisher.

Number of Pages: 206

Language: English

ISBN: 9780976941606
