



TrainingCentral

Program Structure

Program Structure

Module No.	Title	Topics	Components and Duration (in hours)
1	Business Contingency Planning for Offshore Centres – GCC Captives and Third Party	<ul style="list-style-type: none">➤ Overview of the offshoring/outsourcing industry – with key statistics to outline significance➤ What is BCP? Why is it important?➤ Types of situations – city down/ country down with examples of actual incidents to illustrate the issue.➤ Key regulatory aspects such as recovery & resolution planning which necessitate a robust BCP.➤ BCP formulation and execution➤ Understanding the business characteristics and activities including an overview of where these are done➤ Listing of activities and their segregation as critical and non-critical➤ Linking of these activities to related service level agreements and any specific requirements➤ Bifurcation based on the critical/non-critical with a split for time to recover	Classroom session – 7 hours with role play and group exercises

		<ul style="list-style-type: none">➤ Split of the activities by location and assessment of resilience provided by multi location – more importantly, is there a critical mass of people with the requisite skill sets in an alternative location➤ Other ways of ensuring minimal disruption – examples could be work from home, fly key personnel to another office etc. What would be considerations when planning for such alternatives➤ Testing of the BCP – frequency/training/recording learnings➤ What should a model BCP document comprise?➤ Typical failures in a BCP – what can go wrong?	
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Target Audience

This program is for professionals working in GCC captives or firms offering third party outsourcing services. Regulation is increasingly being made more onerous to ensure that outsourcing does not dilute the responsibility and accountability of the service receiving organisation. Also, in an age where firms are exposed to multiple challenges such as cyber attacks, terrorist actions, pandemic and other natural disasters, it is becoming extremely critical for organisations to demonstrate and regularly challenge themselves on business continuity. India is a major player with many international organisations housing their back office activities here – a key ingredient for their sustainability is to be able to demonstrate that across the work force there is a good awareness and the ability to enforce contingency plans as and when required.

Duration

Classroom session for 7 hours with a short break in between.



Faculty Profile

Krishnakumar NT (KK)

- KK is a qualified Chartered Accountant and holds a membership with both the Institute of Chartered Accountants in India (ICAI) and the Institute of Chartered Accountants, England and Wales (ICAEW).
- He is a finance professional with 30+ years of experience primarily in the banking industry (HSBC and SCB) in addition to the Big 4 Audit Firms (KPMG and EY) – across India, the UAE, and the UK. He has wide-ranging experience in business partnering, balance sheet management, M&A activity, and capital/debt raising. He has a strong technical accounting and financial governance background and appreciation of the big picture and investor/stakeholder related dynamics which was helped by his first-hand experience in engaging with the Board, Risk and Audit Committees of FTSE 25 organisations. Most recently, KK was instrumental in helping HSBC to build out its Finance Operations Hub and worked as a Global Process Owner in addition to driving the learning and development agenda. He has managed large and diverse teams across geographies and has helped coach and mentor a robust talent pipeline. He can therefore bring to the fore the various cultural aspects and nuances that are critical as business is increasingly becoming more global.

Areas of Expertise and Interests

- Liquidity and Working Capital - Corporates
- Leadership and managing remote teams
- Capital and Balance Sheet management for Banks/NBFCs
- Business Contingency Planning
- Business Strategy and Vision
- Setting up captive GCCs and Centres of Excellence
- Coaching and mentoring
- Operational Risk
- Accounting/Regulatory framework – Banks/NBFCs