Resilience Metrics - Building a Resilience Scorecard Training Course

Professional Development Training Course Outline

Category	Risk Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

The modern business environment is defined by volatility, uncertainty, complexity, and ambiguity (VUCA), making Operational Resilience and Enterprise Risk Management (ERM) non-negotiable strategic priorities. Organizations today face a relentless barrage of disruptions, from cyberattacks and geopolitical instability to supply chain failures and climate-related events. Simply having a Business Continuity Plan (BCP) is no longer enough; the mandate is shifting towards proactive, measurable resilience that ensures uninterrupted delivery of critical business services. Resilience Metrics - Building a Resilience Scorecard Training Course addresses a vital gap: translating abstract resilience concepts into actionable, quantitative metrics. It will empower participants to move beyond descriptive narratives to a data-driven, predictive approach, establishing a robust Resilience Scorecard that serves as a single source of truth for leadership, regulators, and stakeholders.

Measuring resilience is the key to effectively governing it. This training is a deep dive into establishing a rigorous resilience measurement framework that aligns with strategic business objectives and regulatory compliance. We focus on developing a holistic view of enterprise resilience by integrating inputs from Cybersecurity, IT Disaster Recovery (ITDR), Supply Chain Risk Management, and Third-Party Risk (TPRM). Participants will learn to identify key risk indicators (KRIs) and key performance indicators (KPIs) that feed directly into a quantifiable scorecard, allowing the organization to visualize its current state of preparedness, track improvement over time, and make data-driven investment decisions to achieve maximum disruption tolerance and sustain competitive advantage.

Programme Curriculum

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Course Duration

5 days

Course Objectives

1. Quantify and operationalize Business Resilience and Operational Resilience concepts.
2. Design a comprehensive, Cross-Functional Resilience Scorecard for executive reporting.
3. Establish Risk-Based Thresholds for Maximum Tolerable Downtime (MTD) and Recovery Time Objective (RTO).
4. Develop effective Key Resilience Indicators (KRIs) and Key Control Indicators (KCIs).
5. Align resilience metrics with Strategic Business Objectives and Regulatory Compliance frameworks
6. Integrate Cyber Resilience Metrics and IT Disaster Recovery (ITDR) data into the scorecard.
7. Map Critical Business Services to underpinning resources and Interdependencies.
8. Implement a framework for measuring Supply Chain Resilience and Third-Party Risk (TPRM) performance.
9. Conduct Scenario-Based Stress Testing and translate results into measurable scorecard inputs.
10. Utilize data analytics and AI/Machine Learning for Predictive Resilience monitoring.
11. Determine the Cost of Resilience and articulate the Return on Investment (ROI) of resilience initiatives.
12. Establish a process for Continuous Improvement and adaptive management of the Scorecard framework.
13. Drive a Culture of Resilience by communicating scorecard results effectively to diverse stakeholders.

Target Audience

1. Chief Risk Officers (CROs) and Enterprise Risk Management (ERM) Professionals.
2. Business Continuity and Disaster Recovery (BC/DR) Managers.
3. Heads of Operational Resilience and Resilience Program Directors.
4. Information Technology (IT) and Cybersecurity Leaders.
5. Audit, Compliance, and Regulatory Affairs Professionals.
6. Supply Chain and Third-Party Risk Management (TPRM) Specialists.

7. Senior Management and Executive Decision Makers requiring aggregated risk reporting.
8. Operations Managers responsible for critical business service delivery.

Course Modules

1. Foundational Concepts and Resilience Frameworks

- Moving from recovery to disruption tolerance and adaptive capacity.
- Understanding the Critical Business Service mapping process.
- Overview of global Resilience Frameworks and regulatory expectations.
- Establishing Impact Tolerance and setting quantifiable recovery objectives
- Case Study: Analyzing a financial institution's regulatory failure due to inadequate Impact Tolerance definition for payment services.

2. Designing the Resilience Measurement Framework

- Differentiating between KRIs, KPIs, and KCIs in a resilience context.
- Principles of data-driven risk assessment and scoring methodologies.
- Structuring the Resilience Scorecard into logical domains
- Developing a Weighting and Aggregation Model for a single Resilience Index Score.
- Case Study: A global manufacturer successfully unifying disparate risk reports into a single, executive-level Resilience Index.

3. Operational Resilience Metrics and IT/Cyber Integration

- Metrics for Technical Resilience
- Measuring Cyber Resilience and translating security posture into a business impact score.
- Developing metrics for Incident Response effectiveness and post-incident learning.
- Integrating IT Disaster Recovery test results and metrics
- Case Study: A healthcare provider using Mean Time to Detect (MTTD) and Mean Time to Recover (MTTR) metrics to justify a Zero Trust architecture investment.

4. Supply Chain and Third-Party Risk Metrics (TPRM)

- Mapping Tier 1 and Tier N dependencies for critical services.
- Developing metrics for Supplier Concentration Risk and geographic diversification.
- Quantifying Vendor Resilience Posture using audit scores and contract metrics
- Establishing Supply Chain Visibility metrics and early warning indicators.
- Case Study: A major retailer measuring resilience improvement after diversifying its manufacturing base following a single-source regional disaster.

5. People and Organizational Resilience Metrics

- Measuring Workforce Resilience
- Developing metrics for Crisis Communications effectiveness and stakeholder confidence.
- Metrics for Organizational Culture and risk-awareness.
- Quantifying the effectiveness of Training and Exercising programs.
- Case Study: An energy company tracking Human Factor errors and using a people-centric scorecard to reduce operational incidents.

6. Stress Testing and Scenario Analysis

- Designing relevant, Plausible Stress Scenarios
- Methodologies for conducting War-Gaming and immersive resilience exercises.
- Translating Test Outcomes into actionable scorecard data.
- Metrics for measuring the time and cost required to close identified gaps.
- Case Study: A regulator-led Scenario Analysis where a bank's inability to process a high volume of transactions during a simulated market event drives a new resilience metric priority.

7. Scorecard Visualization, Reporting, and Governance

- Best practices for Dashboard Design and visual communication of complex metrics.
- Creating executive-friendly Resilience Reporting that drives strategic decision-making.
- Implementing Resilience Governance models
- Using the Scorecard to prioritize Resilience Investments and resource allocation.
- Case Study: A technology firm implementing a red/amber/green Heatmap Scorecard that clearly highlights top-risk areas for the Board of Directors.

8. Future-Proofing and Advanced Metrics

- Exploring Predictive Analytics and the role of AI/ML in forecasting resilience failures.
- Developing metrics for Adaptive Capacity and organizational learning.
- Integrating Environmental, Social, and Governance (ESG) factors into the Resilience Scorecard.
- The role of Blockchain and other emerging technologies in enhancing resilience data integrity.
- Case Study: A logistics company experimenting with AI-driven forecasting to predict supply chain disruptions and automatically adjust inventory buffers.

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

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