



Business Continuity for MSPs

Syllabus

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Training Overview

This interactive training is designed specifically to guide MSPs through the fundamentals of Business Continuity. Discover how to conduct effective Business Impact Assessments, carry out Risk Assessments, and master top backup and recovery strategies. You will also gain practical communication skills to ensure your team stays connected when it matters most.

This training is designed for:

- **MSP Leaders**
- **Project Engineers**
- **Level 2/3 Technicians**

Training Inclusions

- **4-hours of virtual, interactive content taught by an expert instructor with MSP expertise**
- **Downloadable videos* of the content you can watch on-demand at your convenience**
- **Downloadable slide decks, handouts, and resources**

Learning Objectives

Partners attending this training will learn how to:

- **Understand the key concepts, purpose and importance of business continuity for MSPs and their clients**
- **Explore how MSPs fit into their clients' business continuity strategies**
- **Break down the key elements of a business continuity plan with a focus on MSP service areas**
- **Incorporate business continuity into their service offerings**
- **Ensure their MSP is protected during a business disruption**

* Videos will either be recordings from your session or previously recorded material in which partner faces and voices have been removed. It is recommended to attend trainings live to receive the full benefits of interactive Q&A with the instructor and class participants.

Training Topics

Session 1: Introduction to Business Continuity

- **Definition of Business Continuity (BC)**
- **The difference between BC, Disaster Recovery (DR), and Incident Response**
- **Why BC is critical for MSPs and their clients**
- **Real-world examples of business disruptions**
- **Regulatory and compliance implications (e.g. HIPAA, SOC 2, GDPR)**

Session 2: The MSP's Role in Client Business Continuity

- **MSP responsibilities during client disruptions**
- **Supporting vs. owning the BC process**
- **Understanding client dependencies on IT**
- **Aligning SLAs and contracts with BC capabilities**
- **Communication and escalation procedures during crises**

Session 3: Core Components of a Business Continuity Plan

- **Risk assessment**
- **Recovery strategies**
- **Communication plan**
- **Testing and maintenance**
- **Updating documentation and improving plans**

Session 4: Designing BC Services for Clients

- **Packaging BC/DR as a service**
- **Choosing the right tools (e.g. Datto, Veeam, Acronis)**
- **RPO and RTO definitions and how to communicate them**
- **Documentation templates to share with clients**
- **Billing and pricing models**
- **Selling BC as a value-add, not just a cost center**

Session 5: Internal MSP Business Continuity Planning

- **MSP internal risk assessment and BIA**
- **Ensuring continuity of NOC/SOC/helpdesk**
- **Employee communication and remote work readiness**
- **Redundancy in tools, staff, infrastructure**
- **Vendor dependencies and SLAs**

Session 6: Tools, Templates, and Resources

- **Business Continuity Plan Template**
- **Risk Assessment and BIA Templates**
- **DR Runbook Sample**
- **Tool comparison chart (BC/DR software)**
- **Checklists for internal MSP BC readiness**

Meet the Instructor



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The MSP's Guide to Selling Backup

In this guide, you will discover five steps to help your clients understand the importance of getting started with backup and business continuity solutions, as well as resources to help you position and sell solutions.

Why SMBs Need Continuity Solutions

Continuity solutions can build trust and reduce risk for SMBs (small and medium-sized businesses).

Discover continuity solutions to help your clients protect their data and minimize their downtime.

Incident Response Guide

MSPs must be prepared to handle any cybersecurity incident that occurs, for both their organizations and their clients.

This guide outlines the essential steps to successfully prepare for an incident and navigate incident response.