CEL
Center of Education and Leadership

Badge Awarded to:

FABIOLA BEATRIZ CHINCHILLA ZAMORA



Operational Risk and Business Continuity

Understand the fundamentals of operational risk and differentiate between cause, risk, event, incident, and impact. Assess and prioritize risks according to probability, impact, severity, and risk appetite.
Propose preventive, detective, and corrective controls, together with Key Risk Indicators (KRIs). Conduct a Business Impact Analysis (BIA) and calculate RTO, RPO, and MTPD based on business criteria.
Design continuity strategies, business continuity plans, and crisis response measures aligned with international best practices.

Skills Acquired

Course Modality: Virtual
Academic Hours: 24 hours
Course Date: September 22, 2026

Learning Unit 1: Fundamentals of Operational Risk and Risk Appetite

Learning Unit 2: Operational Risk Assessment, Controls, and KRIs

Learning Unit 3: Business Continuity Governance and Business Impact Analysis (BIA)

Learning Unit 4: Continuity Strategies, Business Continuity Plans, and Crisis Management

Course Approval Criteria

Objective 1: Identify operational incidents and structure their analysis by differentiating between cause, risk, event, and impact.

Objective 2: Assess and prioritize operational risks, and design controls, KRIs, and risk treatment actions.

Objective 3: Support a business continuity program and identify critical dependencies through a BIA using RTO, RPO, and MTPD.

Objective 4: Develop continuity strategies and plans, and coordinate the crisis management committee during a disruption.

Signatory Name: Andrés Santacruz
Signatory Position: Academic Director

Additional Academic Information

- Certified by CEL and endorsed by Florida Global University.
- Digital verification code available on the institutional platform.

José Gerardo Guarisma Jr., Ed.D. Ph.D
Florida Global University President
Center of Education and Leadership CEO