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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-027

Crisis Management for Critical Infrastructure

Contact

+31 85 7444446
info@aractech.com
https://aractech.com

Address

Waarderweg 50, 2031 BP Haarlem - Netherlands.

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Course content

Why Attend

Energy, water, transport, telecommunications, healthcare and financial systems underpin everyday life. When critical infrastructure fails, the effects cascade rapidly across other sectors and whole communities, and operators face intense public, political and regulatory scrutiny. Managing crises in these environments demands specialised preparation and close coordination with government and other operators.

This Crisis Management for Critical Infrastructure training course equips professionals to prepare for and lead the response to major disruptions in essential services. Participants explore interdependencies between infrastructure sectors, regulatory resilience requirements, crisis structures, coordination with emergency services and government, public communication during service outages, and the restoration of services in priority order.

Course Methodology

• The course uses case studies of major infrastructure failures, interdependency mapping exercises and a multi-agency simulation in which participants represent operators, regulators and emergency services. Facilitated discussions explore coordination challenges and good practice across sectors.

Course Objectives

• Explain the characteristics and vulnerabilities of critical infrastructure

• Analyse interdependencies and cascading failure risks between sectors

• Understand regulatory and government resilience expectations

• Design crisis management structures suited to essential service operators

• Coordinate effectively with government, regulators and emergency services

• Communicate with the public during prolonged service outages

Target Audience

• Crisis and emergency managers in infrastructure organisations

• Operations and control room managers

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Course content

- Business continuity and resilience professionals
- Security and risk managers in essential services

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Course outline

Detailed course outline

Day-by-day outline for Crisis Management for Critical Infrastructure.

Day 1 - Critical Infrastructure and Its Vulnerabilities

- 09:00-09:34 | Defining critical infrastructure and essential services
- 09:34-10:08 | Natural, technical, cyber and malicious threats to infrastructure
- 10:08-10:42 | Characteristics that make infrastructure crises distinctive
- 10:42-11:00 | Lessons from major power, water and transport failures
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Lessons from major power, water and transport failures (continued)
- 11:46-12:20 | National resilience frameworks and operator obligations
- 12:20-12:53 | Public expectations and political scrutiny during outages
- 12:53-14:00 | Exercise: identifying critical services in your sector

Day 2 - Interdependencies and Cascading Effects

- 09:00-09:34 | Mapping dependencies between energy, water, telecoms and transport
- 09:34-10:08 | How failures cascade across sectors and regions
- 10:08-10:42 | Identifying single points of failure in infrastructure networks
- 10:42-11:00 | Scenario planning for compound and concurrent events
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Scenario planning for compound and concurrent events (continued)
- 11:46-12:20 | Information sharing between infrastructure operators
- 12:20-12:53 | Using interdependency analysis in resilience planning
- 12:53-14:00 | Workshop: building an interdependency map

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Day 3 - Crisis Structures and Coordination

- 09:00-09:34 | Operator crisis management levels and control centres
- 09:34-10:08 | Linking operational control rooms with strategic crisis teams
- 10:08-10:42 | Coordination with government crisis structures
- 10:42-11:00 | Working with emergency services and local authorities
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Working with emergency services and local authorities (continued)
- 11:46-12:20 | Mutual aid arrangements between operators
- 12:20-12:53 | Liaison officers and shared situational awareness
- 12:53-14:00 | Simulation: multi-agency response to a regional outage

Day 4 - Public Communication and Vulnerable Customers

- 09:00-09:34 | Communicating outage information quickly and accurately
- 09:34-10:08 | Estimated restoration times and managing expectations
- 10:08-10:42 | Supporting vulnerable customers during service loss
- 10:42-11:00 | Coordinating messages with government and other operators
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Coordinating messages with government and other operators (continued)
- 11:46-12:20 | Using social media, websites and alerts effectively
- 12:20-12:53 | Handling media and political scrutiny
- 12:53-14:00 | Exercise: preparing public outage communications

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Day 5 - Restoration, Recovery and Learning

- 09:00-09:39 | Prioritising restoration of services to critical users
- 09:39-10:18 | Safe restoration and avoiding secondary failures
- 10:18-10:57 | Resource mobilisation and contractor support
- 10:57-11:00 | Regulatory reporting and post-incident reviews
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Regulatory reporting and post-incident reviews (continued)
- 12:06-12:44 | Investing in long-term infrastructure resilience
- 12:44-13:22 | Sharing lessons across the sector
- 13:22-14:00 | Personal action plan for infrastructure crisis management

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Seminar dates

Available seminar dates

Live dates and pricing for Crisis Management for Critical Infrastructure generated from the course details page.

Date	Location	Format	Fee
21 - 25 December 2026	London	Classroom	**€2,915**
7 - 11 December 2026	Barcelona	Classroom	**€2,275**
14 - 18 December 2026	Frankfurt	Classroom	**€2,175**
18 - 22 January 2027	London	Classroom	**€2,915**
25 - 29 January 2027	Barcelona	Classroom	**€2,275**
4 - 8 January 2027	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	Cape Town	Classroom	**€1,825**
22 - 26 February 2027	London	Classroom	**€2,915**
1 - 5 February 2027	Barcelona	Classroom	**€2,275**
8 - 12 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Crisis Management for Critical Infrastructure generated from the course details page.

Date	Location	Format	Fee
15 - 19 February 2027	Dubai	Classroom	**€2,845**
1 - 5 March 2027	London	Classroom	**€2,915**
8 - 12 March 2027	Barcelona	Classroom	**€2,275**
15 - 19 March 2027	Frankfurt	Classroom	**€2,175**
22 - 26 March 2027	Geneva	Classroom	**€3,315**
12 - 16 April 2027	London	Classroom	**€2,915**
19 - 23 April 2027	Barcelona	Classroom	**€2,275**
26 - 30 April 2027	Frankfurt	Classroom	**€2,175**
5 - 9 April 2027	Istanbul	Classroom	**€2,825**
17 - 21 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Crisis Management for Critical Infrastructure generated from the course details page.

Date	Location	Format	Fee
24 - 28 May 2027	Barcelona	Classroom	**€2,275**
3 - 7 May 2027	Frankfurt	Classroom	**€2,175**
10 - 14 May 2027	Kuala lumpur	Classroom	**€2,425**
21 - 25 June 2027	London	Classroom	**€2,915**
7 - 11 June 2027	Barcelona	Classroom	**€2,275**
14 - 18 June 2027	Frankfurt	Classroom	**€2,175**
5 - 9 July 2027	London	Classroom	**€2,915**
12 - 16 July 2027	Barcelona	Classroom	**€2,275**
19 - 23 July 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	Munich	Classroom	**€2,425**

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Seminar dates

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Live dates and pricing for Crisis Management for Critical Infrastructure generated from the course details page.

Date	Location	Format	Fee
9 - 13 August 2027	London	Classroom	**€2,915**
16 - 20 August 2027	Barcelona	Classroom	**€2,275**
23 - 27 August 2027	Frankfurt	Classroom	**€2,175**
2 - 6 August 2027	Paris	Classroom	**€2,810**
20 - 24 September 2027	London	Classroom	**€2,915**
6 - 10 September 2027	Barcelona	Classroom	**€2,275**
13 - 17 September 2027	Frankfurt	Classroom	**€2,175**
25 - 29 October 2027	London	Classroom	**€2,915**
4 - 8 October 2027	Barcelona	Classroom	**€2,275**
11 - 15 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

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Date	Location	Format	Fee
18 - 22 October 2027	Vienna	Classroom	**€3,425**
1 - 5 November 2027	London	Classroom	**€2,915**
8 - 12 November 2027	Barcelona	Classroom	**€2,275**
15 - 19 November 2027	Frankfurt	Classroom	**€2,175**
22 - 26 November 2027	Amsterdam	Classroom	**€3,215**
13 - 17 December 2027	London	Classroom	**€2,915**
20 - 24 December 2027	Barcelona	Classroom	**€2,275**
27 - 31 December 2027	Frankfurt	Classroom	**€2,175**
6 - 10 December 2027	Cape Town	Classroom	**€1,825**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**