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BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-025

Cyber Crisis Management and Incident Response Coordination

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Course content

Why Attend

Ransomware, data breaches and destructive cyber attacks can bring an organisation to a standstill within hours. These incidents are no longer just technical problems: they quickly become business crises involving executives, legal advisers, regulators, customers, insurers and the media, often while key systems are unavailable.

This Cyber Crisis Management and Incident Response Coordination training course prepares participants to coordinate the organisational response to major cyber incidents. Participants learn how technical incident response connects with crisis management, how to make critical decisions such as system shutdown or ransom considerations, how to meet notification obligations, how to communicate under scrutiny and how to coordinate recovery.

Course Methodology

• The course centres on a progressive cyber crisis simulation in which participants play crisis team roles as an attack unfolds. Briefings on attack types, legal duties and communication provide the knowledge needed for each stage, and facilitated debriefs draw out lessons and improvements.

Course Objectives

• Explain the anatomy of major cyber incidents and their business impacts

• Connect technical incident response with crisis management structures

• Activate and coordinate a cyber crisis team

• Make critical decisions under uncertainty during a cyber attack

• Manage legal, regulatory and contractual notification duties

• Communicate with staff, customers, regulators and the media

Target Audience

• Crisis management team members

• Information security and incident response managers

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- Business continuity and IT disaster recovery professionals
- Legal, compliance and data protection officers

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Course outline

Detailed course outline

Day-by-day outline for Cyber Crisis Management and Incident Response Coordination.

Day 1 - The Cyber Crisis Landscape

- 09:00-09:39 | Ransomware, data theft and destructive attacks explained simply
- 09:39-10:18 | How cyber incidents escalate into business crises
- 10:18-10:57 | Business, legal and reputational impacts of major attacks
- 10:57-11:00 | Lessons from well-known cyber crises
- 11:00-11:30 | Coffee break
- 11:30-12:06 | Lessons from well-known cyber crises (continued)
- 12:06-12:44 | Roles of IT, security, legal, communications and executives
- 12:44-13:22 | Cyber insurance and external response partners
- 13:22-14:00 | Self-assessment of cyber crisis readiness

Day 2 - Incident Response and Crisis Structures

- 09:00-09:34 | Technical incident response phases and teams
- 09:34-10:08 | Escalation criteria from incident to crisis
- 10:08-10:42 | Cyber crisis team activation and roles
- 10:42-11:00 | Working with forensic and specialist response firms
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Working with forensic and specialist response firms (continued)
- 11:46-12:20 | Out-of-band communication when systems are compromised
- 12:20-12:53 | Decision logs and evidence preservation
- 12:53-14:00 | Simulation: detection and escalation of an attack

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Day 3 - Critical Decisions During a Cyber Attack

- 09:00-09:34 | Containment decisions and shutting down systems
- 09:34-10:08 | Balancing investigation, recovery and business needs
- 10:08-10:42 | Ransom demands and the considerations involved
- 10:42-11:00 | Engaging law enforcement and national cyber agencies
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Engaging law enforcement and national cyber agencies (continued)
- 11:46-12:20 | Managing third-party and supply chain impacts
- 12:20-12:53 | Ethical and legal dilemmas in cyber response
- 12:53-14:00 | Simulation: executive decisions under pressure

Day 4 - Notification and Communication

- 09:00-09:34 | Regulatory and data protection notification duties
- 09:34-10:08 | Contractual notifications to customers and partners
- 10:08-10:42 | Communicating with staff when systems are unavailable
- 10:42-11:00 | Customer communication and support during a breach
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Customer communication and support during a breach (continued)
- 11:46-12:20 | Media and social media management for cyber incidents
- 12:20-12:53 | Coordinating legal privilege and communications
- 12:53-14:00 | Exercise: drafting breach notifications and statements

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Day 5 - Recovery and Readiness Improvement

- 09:00-09:34 | Prioritising system restoration using business impact analysis
- 09:34-10:08 | Manual workarounds and continuity without technology
- 10:08-10:42 | Validating systems are clean before restoration
- 10:42-11:00 | Post-incident review and lessons learned
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Post-incident review and lessons learned (continued)
- 11:46-12:53 | Building and exercising cyber crisis playbooks
- 12:53-13:27 | Reporting cyber readiness to the board
- 13:27-14:00 | Personal action plan for cyber crisis management

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Seminar dates

Available seminar dates

Live dates and pricing for Cyber Crisis Management and Incident Response Coordination generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	London	Classroom	**€2,915**
11 - 15 January 2027	Barcelona	Classroom	**€2,275**
18 - 22 January 2027	Frankfurt	Classroom	**€2,175**
25 - 29 January 2027	Vienna	Classroom	**€3,425**
8 - 12 February 2027	London	Classroom	**€2,915**
15 - 19 February 2027	Barcelona	Classroom	**€2,275**
22 - 26 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Cyber Crisis Management and Incident Response Coordination generated from the course details page.

Date	Location	Format	Fee
1 - 5 February 2027	Amsterdam	Classroom	**€3,215**
15 - 19 March 2027	London	Classroom	**€2,915**
22 - 26 March 2027	Barcelona	Classroom	**€2,275**
1 - 5 March 2027	Frankfurt	Classroom	**€2,175**
8 - 12 March 2027	Cape Town	Classroom	**€1,825**
26 - 30 April 2027	London	Classroom	**€2,915**
5 - 9 April 2027	Barcelona	Classroom	**€2,275**
12 - 16 April 2027	Frankfurt	Classroom	**€2,175**
19 - 23 April 2027	Dubai	Classroom	**€2,845**
3 - 7 May 2027	London	Classroom	**€2,915**

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Seminar dates

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Date	Location	Format	Fee
10 - 14 May 2027	Barcelona	Classroom	**€2,275**
17 - 21 May 2027	Frankfurt	Classroom	**€2,175**
24 - 28 May 2027	Geneva	Classroom	**€3,315**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	London	Classroom	**€2,915**
26 - 30 July 2027	Barcelona	Classroom	**€2,275**
5 - 9 July 2027	Frankfurt	Classroom	**€2,175**
12 - 16 July 2027	Kuala lumpur	Classroom	**€2,425**

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Seminar dates

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Date	Location	Format	Fee
23 - 27 August 2027	London	Classroom	**€2,915**
2 - 6 August 2027	Barcelona	Classroom	**€2,275**
9 - 13 August 2027	Frankfurt	Classroom	**€2,175**
16 - 20 August 2027	Madrid	Classroom	**€3,400**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
11 - 15 October 2027	London	Classroom	**€2,915**
18 - 22 October 2027	Barcelona	Classroom	**€2,275**
25 - 29 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
4 - 8 October 2027	Paris	Classroom	**€2,810**
15 - 19 November 2027	London	Classroom	**€2,915**
22 - 26 November 2027	Barcelona	Classroom	**€2,275**
1 - 5 November 2027	Frankfurt	Classroom	**€2,175**
8 - 12 November 2027	Rome	Classroom	**€2,830**
27 - 31 December 2027	London	Classroom	**€2,915**
6 - 10 December 2027	Barcelona	Classroom	**€2,275**
13 - 17 December 2027	Frankfurt	Classroom	**€2,175**
20 - 24 December 2027	Vienna	Classroom	**€3,425**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

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Live dates and pricing for Cyber Crisis Management and Incident Response Coordination generated from the course details page.

Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	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**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 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**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 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**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**
24 - 28 May 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**
21 - 25 June 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**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**

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2 - 6 August 2027	Online / Live	Online / Live	**€1,625**
9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 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**
20 - 24 September 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**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**

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15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 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**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**