



BUSINESS CONTINUITY AND CRISIS MANAGEMENT | BCCM-014

Emergency Operations Centre Management

Contact

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Course content

Why Attend

Emergency operations centres coordinate information, decisions and resources during major incidents. Their design, staffing and procedures determine how effectively organisations respond.

This Aractech course covers EOC purpose and models, facility and technology design, activation, roles and functions, information management, resource coordination, communication, shift management and exercises. Participants design EOC procedures.

Course Methodology

- Design workshops
- Simulation exercises
- Case studies
- Group discussions
- Reviews

Course Objectives

- Explain EOC purpose and models
- Design EOC facilities and technology
- Activate and staff EOCs
- Manage information and situational awareness
- Coordinate resources and communication
- Exercise and improve EOC performance

Target Audience

- Emergency managers
- Business continuity managers

Course content

- Civil protection officials
- Security managers

Course outline

Detailed course outline

Day-by-day outline for Emergency Operations Centre Management.

Day 1 - EOC Fundamentals

- 09:00-09:45 | Purpose
- 09:45-10:30 | Models
- 10:30-11:00 | Legal context
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Legal context (continued)
- 11:45-12:30 | Roles
- 12:30-14:00 | Exercise: EOC review

Day 2 - Facilities and Technology

- 09:00-10:17 | Physical design
- 10:17-10:56 | Technology
- 10:56-11:00 | Backup EOCs
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Backup EOCs (continued)
- 12:05-12:43 | Virtual EOCs
- 12:43-14:00 | Workshop: EOC design

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Day 3 - Activation and Roles

- 09:00-09:45 | Activation levels
- 09:45-10:30 | Staffing
- 10:30-11:00 | Functions
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Functions (continued)
- 11:45-12:30 | Shifts
- 12:30-14:00 | Exercise: Activation procedure

Day 4 - Information and Resources

- 09:00-09:45 | Information management
- 09:45-10:30 | Situation reports
- 10:30-11:00 | Resource tracking
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Resource tracking (continued)
- 11:45-12:30 | Coordination
- 12:30-14:00 | Simulation: EOC operations

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Day 5 - Exercises and Improvement

- 09:00-09:54 | Exercises
- 09:54-10:48 | After-action reviews
- 10:48-11:00 | Training
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Training (continued)
- 12:12-13:06 | Improvement
- 13:06-14:00 | Capstone: EOC procedures

Seminar dates

Available seminar dates

Live dates and pricing for Emergency Operations Centre Management generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Vienna	Classroom	€3,225
14 - 18 December 2026	Barcelona	Classroom	€2,815
18 - 22 January 2027	Rome	Classroom	€3,460
15 - 19 February 2027	Geneva	Classroom	€4,315
15 - 19 March 2027	Madrid	Classroom	€3,400
19 - 23 April 2027	London	Classroom	€2,315
17 - 21 May 2027	Istanbul	Classroom	€1,978
21 - 25 June 2027	Cape Town	Classroom	€1,625
19 - 23 July 2027	Barcelona	Classroom	€2,815
16 - 20 August 2027	Rome	Classroom	€3,460

Seminar dates

Available seminar dates

Live dates and pricing for Emergency Operations Centre Management generated from the course details page.

Date	Location	Format	Fee
20 - 24 September 2027	Geneva	Classroom	€4,315
18 - 22 October 2027	Dubai	Classroom	€1,845
15 - 19 November 2027	London	Classroom	€2,315
20 - 24 December 2027	Istanbul	Classroom	€1,978
9 - 13 November 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815
18 - 22 January 2027	Online / Live	Online / Live	€1,815
15 - 19 February 2027	Online / Live	Online / Live	€1,815
15 - 19 March 2027	Online / Live	Online / Live	€1,815
19 - 23 April 2027	Online / Live	Online / Live	€1,815

Seminar dates

Available seminar dates

Live dates and pricing for Emergency Operations Centre Management generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Online / Live	Online / Live	€1,815
21 - 25 June 2027	Online / Live	Online / Live	€1,815
19 - 23 July 2027	Online / Live	Online / Live	€1,815
16 - 20 August 2027	Online / Live	Online / Live	€1,815
20 - 24 September 2027	Online / Live	Online / Live	€1,815
18 - 22 October 2027	Online / Live	Online / Live	€1,815
15 - 19 November 2027	Online / Live	Online / Live	€1,815
20 - 24 December 2027	Online / Live	Online / Live	€1,815