



SECURITY MANAGEMENT | SM-010

Security Operations Control Room Management

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Course content

Why Attend

Security control rooms monitor alarms, CCTV and communications and coordinate responses to incidents. Their effectiveness depends on design, procedures, staffing and operator performance.

This Aractech course covers control room design and ergonomics, technology integration, standard operating procedures, alarm handling, incident coordination, communication protocols, staffing and fatigue, performance monitoring and continuity. Participants develop control room procedures.

Course Methodology

- Practical presentations
- Procedure workshops
- Incident simulations
- Case studies
- Group discussions

Course Objectives

- Design effective control room environments
- Integrate monitoring technologies
- Develop standard operating procedures
- Handle alarms and coordinate incident response
- Manage staffing, shifts and fatigue
- Measure and improve control room performance

Target Audience

- Control room managers and supervisors
- Security operations managers

Course content

- Security operators
- Facilities managers

Course outline

Detailed course outline

Day-by-day outline for Security Operations Control Room Management.

Day 1 - Control Room Fundamentals

- 09:00-09:39 | Role of control rooms
- 09:39-10:56 | Design and ergonomics
- 10:56-11:00 | Technology
- 11:00-11:30 | Coffee break
- 11:30-12:05 | Technology (continued)
- 12:05-12:43 | Standards
- 12:43-14:00 | Exercise: Control room review

Day 2 - Procedures

- 09:00-09:45 | Standard operating procedures
- 09:45-10:30 | Alarm handling
- 10:30-11:00 | Escalation
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Escalation (continued)
- 11:45-12:30 | Logs and records
- 12:30-14:00 | Workshop: SOP development

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Day 3 - Incident Coordination

- 09:00-09:45 | Incident response
- 09:45-10:30 | Communication protocols
- 10:30-11:00 | Coordination with responders
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Coordination with responders (continued)
- 11:45-12:30 | Information management
- 12:30-14:00 | Simulation: Incident handling

Day 4 - People

- 09:00-09:45 | Staffing models
- 09:45-10:30 | Shifts and fatigue
- 10:30-11:00 | Training
- 11:00-11:30 | Coffee break
- 11:30-11:45 | Training (continued)
- 11:45-12:30 | Performance
- 12:30-14:00 | Case study: Operator error

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Day 5 - Performance and Continuity

- 09:00-09:54 | KPIs
- 09:54-10:48 | Quality checks
- 10:48-11:00 | Continuity and backup
- 11:00-11:30 | Coffee break
- 11:30-12:12 | Continuity and backup (continued)
- 12:12-13:06 | Improvement
- 13:06-14:00 | Capstone: Control room plan

Seminar dates

Available seminar dates

Live dates and pricing for Security Operations Control Room Management generated from the course details page.

Date	Location	Format	Fee
9 - 13 November 2026	Amsterdam	Classroom	€2,830
14 - 18 December 2026	London	Classroom	€2,315
18 - 22 January 2027	Frankfurt	Classroom	€1,875
15 - 19 February 2027	Barcelona	Classroom	€2,815
15 - 19 March 2027	Munich	Classroom	€3,225
19 - 23 April 2027	Rome	Classroom	€3,460
17 - 21 May 2027	Munich	Classroom	€3,225
21 - 25 June 2027	Amsterdam	Classroom	€2,830
19 - 23 July 2027	London	Classroom	€2,315
16 - 20 August 2027	Frankfurt	Classroom	€1,875

Seminar dates

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18 - 22 October 2027	Munich	Classroom	€3,225
15 - 19 November 2027	Rome	Classroom	€3,460
20 - 24 December 2027	Munich	Classroom	€3,225
9 - 13 November 2026	Online / Live	Online / Live	€1,815
14 - 18 December 2026	Online / Live	Online / Live	€1,815
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19 - 23 April 2027	Online / Live	Online / Live	€1,815

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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
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