

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Continuity of Government Services

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

Citizens depend on government services such as health, welfare, justice and utilities even during crises. This course covers continuity of government: identifying essential services, delegations and succession of authority, alternate sites, digital service resilience, staffing, inter-agency coordination and public communication.

Government must keep functioning when citizens need it most. You will learn how to plan continuity for public services.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Public sector scenarios, delegation planning exercises, case studies and tabletop exercises.

Course objectives

By the end of this course, participants will be able to:
• Identify essential government services
• Plan succession and delegations of authority
• Arrange alternate sites and remote working
• Ensure resilience of digital public services
• Coordinate across agencies
• Communicate with the public during disruption

Target audience

This course is suitable for:
• Public sector continuity managers
• Government department heads
• Emergency planners
• Public sector IT managers
• Policy officers



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Target competencies

Participants will develop competencies in:

- Service prioritisation
- Succession planning
- Inter-agency coordination
- Digital resilience
- Public communication

Course outline

Day 1: Government Continuity

09:00–10:08	Essential services
10:08–11:00	Legal frameworks
11:00–11:30	**Coffee break**
11:30–11:45	Legal frameworks (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Authority

09:00–10:08	Succession
10:08–11:00	Delegations
11:00–11:30	**Coffee break**
11:30–11:45	Delegations (continued)
11:45–12:53	Decision making
12:53–14:00	Workshop

Day 3: Facilities and Digital

09:00–10:08	Alternate sites
10:08–11:00	Remote working
11:00–11:30	**Coffee break**



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11:30–11:45	Remote working (continued)
11:45–12:53	Digital services
12:53–14:00	Exercise

Day 4: Coordination

09:00–10:08	Inter-agency arrangements
10:08–11:00	Shared services
11:00–11:30	**Coffee break**
11:30–11:45	Shared services (continued)
11:45–12:53	Mutual aid
12:53–14:00	Case study

Day 5: Communication

09:00–10:08	Public information
10:08–11:00	Trust
11:00–11:30	**Coffee break**
11:30–11:45	Trust (continued)
11:45–12:53	Tabletop exercise
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,650.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Vienna Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,940.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Rome Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,450.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Dubai Confirmed dates	18 Jan 2027	22 Jan 2027	**€3,150.-**
Online Confirmed dates	18 Jan 2027	22 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,540.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
Istanbul Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.-**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.-**
Barcelona Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,840.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**
Paris Confirmed dates	12 Apr 2027	16 Apr 2027	**€2,860.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**
Barcelona Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,840.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
London Confirmed dates	17 May 2027	21 May 2027	**€2,450.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Cape Town Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,890.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
London Confirmed dates	28 Jun 2027	2 Jul 2027	**€2,450.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Rome Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,450.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Vienna Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Dubai Confirmed dates	23 Aug 2027	27 Aug 2027	**€3,150.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,890.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Rome Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	8 Nov 2027	12 Nov 2027	**€3,150.-**
Online Confirmed dates	8 Nov 2027	12 Nov 2027	**€1,250.-**
Cape Town Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,890.-**
Online Confirmed dates	29 Nov 2027	3 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

info@smart-horizon.eu
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The Netherlands

View the latest course details online