

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Cyber Incident Response and Crisis Management

5 days | Classroom training | English

SMART HORIZON

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Amsterdam
The Netherlands

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Course content

Why attend

A serious cyber incident such as ransomware, data theft or system compromise quickly becomes a business crisis affecting operations, customers, regulators and reputation. This course prepares managers and technical leaders to respond in a coordinated way. Participants learn incident response planning, roles and decision-making, technical containment priorities, legal and regulatory notifications, crisis communication, recovery and post-incident learning. A realistic ransomware simulation brings together technical, business and communication perspectives.

Organisations that rehearse their response recover faster and suffer less damage. This course helps you build and test an incident response capability that connects IT security teams with executives, legal, communications and business continuity functions.

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

Learning is highly interactive, with incident response frameworks, playbook development, a multi-stage ransomware tabletop exercise, communication role plays and lessons-learned workshops. No advanced technical knowledge is required.

Course objectives

By the end of this course, participants will be able to:
• Explain the cyber threat landscape and common incident types
• Develop and maintain an incident response plan and playbooks
• Coordinate technical, business and executive decision-making
• Manage regulatory, legal and contractual notifications
• Communicate effectively with staff, customers, media and authorities
• Lead recovery and post-incident improvement



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Target audience

This course is suitable for:
- IT and information security managers
- Business continuity and crisis management professionals
- Risk, compliance and legal professionals
- Communications and PR managers
- Senior managers who may form part of a crisis team

Target competencies

Participants will develop competencies in:
- Incident response planning
- Crisis decision-making
- Ransomware response
- Regulatory notification
- Crisis communication
- Post-incident review

Course outline

Day 1: The Cyber Threat Landscape

09:00–09:54	Ransomware, data breaches and supply chain attacks
09:54–10:48	How incidents become business crises
10:48–11:00	Regulatory expectations for incident handling
11:00–11:30	**Coffee break**
11:30–12:12	Regulatory expectations for incident handling (continued)
12:12–13:06	Assessing incident readiness
13:06–14:00	Exercise: Cyber incident readiness review

Day 2: Incident Response Planning

09:00–09:54	Incident response life cycle
09:54–10:48	Roles, responsibilities and escalation
10:48–11:00	Playbooks for common scenarios



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11:00–11:30	**Coffee break**
11:30–12:12	Playbooks for common scenarios (continued)
12:12–13:06	Working with external specialists and insurers
13:06–14:00	Workshop: Building an incident response playbook

Day 3: Managing the Incident

09:00–09:54	Detection, triage and containment priorities
09:54–10:48	Decision-making under pressure
10:48–11:00	Ransom demands: legal and ethical considerations
11:00–11:30	**Coffee break**
11:30–12:12	Ransom demands: legal and ethical considerations (continued)
12:12–13:06	Evidence preservation
13:06–14:00	Simulation: Ransomware tabletop exercise, part one

Day 4: Communication and Notification

09:00–09:54	Notification obligations to regulators and individuals
09:54–10:48	Internal communication and staff guidance
10:48–11:00	Customer, partner and media communication
11:00–11:30	**Coffee break**
11:30–12:12	Customer, partner and media communication (continued)
12:12–13:06	Managing misinformation
13:06–14:00	Simulation: Ransomware tabletop exercise, part two

Day 5: Recovery and Learning

09:00–09:54	Restoring systems and business operations
09:54–10:48	Business continuity and disaster recovery integration
10:48–11:00	Post-incident review and root cause



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11:00–11:30	**Coffee break**
11:30–12:12	Post-incident review and root cause (continued)
12:12–13:06	Improving resilience and testing plans
13:06–14:00	Capstone: Incident response improvement 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.

Dates, venues and fees

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

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	9 Nov 2026	13 Nov 2026	**€3,150.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Cape Town Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,890.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Frankfurt Confirmed dates	23 Nov 2026	27 Nov 2026	**€2,650.-**
Online Confirmed dates	23 Nov 2026	27 Nov 2026	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Kuala Lumpur Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,450.-**
Online Confirmed dates	7 Dec 2026	11 Dec 2026	**€1,250.-**
Paris Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,860.-**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.-**
Istanbul Confirmed dates	11 Jan 2027	15 Jan 2027	**€2,650.-**
Online Confirmed dates	11 Jan 2027	15 Jan 2027	**€1,250.-**
Amsterdam Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,540.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Cape Town Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,890.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	1 Feb 2027	5 Feb 2027	**€1,250.-**
Singapore Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,820.-**
Online Confirmed dates	8 Feb 2027	12 Feb 2027	**€1,250.-**
London Confirmed dates	22 Feb 2027	26 Feb 2027	**€2,450.-**
Online Confirmed dates	22 Feb 2027	26 Feb 2027	**€1,250.-**
Dubai Confirmed dates	8 Mar 2027	12 Mar 2027	**€3,150.-**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.-**
Frankfurt Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,650.-**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Barcelona Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,840.-**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,450.-**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.-**
Paris Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,860.-**
Online Confirmed dates	26 Apr 2027	30 Apr 2027	**€1,250.-**
Istanbul Confirmed dates	10 May 2027	14 May 2027	**€2,650.-**
Online Confirmed dates	10 May 2027	14 May 2027	**€1,250.-**
Amsterdam Confirmed dates	24 May 2027	28 May 2027	**€2,540.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Rome Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,450.-**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.-**
Singapore Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,820.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
London Confirmed dates	21 Jun 2027	25 Jun 2027	**€2,450.-**
Online Confirmed dates	21 Jun 2027	25 Jun 2027	**€1,250.-**
Dubai Confirmed dates	12 Jul 2027	16 Jul 2027	**€3,150.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**



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Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Frankfurt Confirmed dates	26 Jul 2027	30 Jul 2027	**€2,650.-**
Online Confirmed dates	26 Jul 2027	30 Jul 2027	**€1,250.-**
Rome Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,450.-**
Online Confirmed dates	2 Aug 2027	6 Aug 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,450.-**
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Paris Confirmed dates	23 Aug 2027	27 Aug 2027	**€2,860.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Istanbul Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,650.-**



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Dates, venues and fees (continued)

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Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Amsterdam Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,540.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Vienna Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,940.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Singapore Confirmed dates	11 Oct 2027	15 Oct 2027	**€2,820.-**
Online Confirmed dates	11 Oct 2027	15 Oct 2027	**€1,250.-**
London 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.–**
Frankfurt Confirmed dates	22 Nov 2027	26 Nov 2027	**€2,650.–**
Online Confirmed dates	22 Nov 2027	26 Nov 2027	**€1,250.–**
Kuala Lumpur Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,450.–**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.–**
Paris Confirmed dates	13 Dec 2027	17 Dec 2027	**€2,860.–**
Online Confirmed dates	13 Dec 2027	17 Dec 2027	**€1,250.–**



Course content

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

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View the latest course details online