

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Resilience in Energy and Utilities

5 days | Classroom training | English

SMART HORIZON

info@smart-horizon.eu
Amsterdam
The Netherlands

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Course content

Why attend

Energy, water and utility networks must withstand extreme weather, cyber attacks, equipment failures and demand shocks. This course covers resilience for utilities: critical asset identification, network redundancy, emergency restoration, mutual assistance, cyber resilience of operational technology, customer communication and regulatory expectations.

Utility failures affect entire communities. You will learn approaches that keep essential services running.

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

Utility case studies, network resilience exercises, restoration planning and tabletop exercises.

Course objectives

By the end of this course, participants will be able to:
- Identify critical utility assets and dependencies
- Design network redundancy and resilience
- Plan emergency restoration
- Use mutual assistance arrangements
- Strengthen cyber resilience of operational technology
- Communicate with customers and regulators during outages

Target audience

This course is suitable for:
- Utility operations and network managers
- Emergency planners in utilities
- Asset managers
- OT security managers
- Regulatory affairs staff



Course content

Target competencies

Participants will develop competencies in:

- Critical asset analysis
- Network resilience
- Restoration planning
- OT cyber resilience
- Stakeholder communication

Course outline

Day 1: Utility Resilience

09:00–10:08	Threats to utilities
10:08–11:00	Major outage case studies
11:00–11:30	**Coffee break**
11:30–11:45	Major outage case studies (continued)
11:45–12:53	Regulation
12:53–14:00	Exercise

Day 2: Assets and Networks

09:00–10:08	Critical assets
10:08–11:00	Redundancy
11:00–11:30	**Coffee break**
11:30–11:45	Redundancy (continued)
11:45–12:53	Interdependencies
12:53–14:00	Workshop

Day 3: Restoration

09:00–10:08	Restoration planning
10:08–11:00	Crews and resources
11:00–11:30	**Coffee break**



Course content

11:30–11:45	Crews and resources (continued)
11:45–12:53	Mutual assistance
12:53–14:00	Exercise

Day 4: Cyber Resilience

09:00–10:08	Operational technology risks
10:08–11:00	Defences
11:00–11:30	**Coffee break**
11:30–11:45	Defences (continued)
11:45–12:53	Incident response
12:53–14:00	Case study

Day 5: Customers and Regulators

09:00–10:08	Outage communication
10:08–11:00	Vulnerable customers
11:00–11:30	**Coffee break**
11:30–11:45	Vulnerable customers (continued)
11:45–12:53	Reporting
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)
London Confirmed dates	9 Nov 2026	13 Nov 2026	**€2,450.-**
Online Confirmed dates	9 Nov 2026	13 Nov 2026	**€1,250.-**
Kuala Lumpur Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,450.-**
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.-**
Istanbul Confirmed dates	25 Jan 2027	29 Jan 2027	**€2,650.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Barcelona Confirmed dates	8 Feb 2027	12 Feb 2027	**€2,840.-**



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.–**
Frankfurt Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,650.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
Cape Town Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,890.–**
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.–**
Rome Confirmed dates	3 May 2027	7 May 2027	**€2,450.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	17 May 2027	21 May 2027	**€1,890.–**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.–**
Vienna Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,940.–**
Online Confirmed dates	7 Jun 2027	11 Jun 2027	**€1,250.–**
Dubai Confirmed dates	28 Jun 2027	2 Jul 2027	**€3,150.–**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.–**
Barcelona Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,840.–**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.–**
Amsterdam Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,540.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Cape Town Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,890.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Vienna Confirmed dates	13 Sept 2027	17 Sept 2027	**€2,940.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
London Confirmed dates	4 Oct 2027	8 Oct 2027	**€2,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Dubai Confirmed dates	25 Oct 2027	29 Oct 2027	**€3,150.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	15 Nov 2027	19 Nov 2027	**€2,450.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Dubai Confirmed dates	29 Nov 2027	3 Dec 2027	**€3,150.-**
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
Amsterdam
The Netherlands

View the latest course details online