

BUSINESS CONTINUITY AND CRISIS MANAGEMENT | COURSE BROCHURE

Technology Resilience and Outage Management

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Digital services must stay available despite hardware failures, software bugs, cloud outages and human error. This course covers technology resilience: architecture for availability, dependency mapping, monitoring and alerting, major incident management, communication during outages, post-incident reviews and resilience engineering practices.

Customers expect always-on digital services. You will learn to design for resilience and manage outages professionally.

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

Architecture reviews, major incident simulations, post-incident review practice and case studies.

Course objectives

By the end of this course, participants will be able to:
• Design technology for high availability
• Map technology and service dependencies
• Implement monitoring and alerting
• Run major incident management
• Communicate during outages
• Conduct blameless post-incident reviews

Target audience

This course is suitable for:
• IT operations and infrastructure managers
• Site reliability engineers
• Service managers
• Business continuity managers
• Digital product owners



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Target competencies

Participants will develop competencies in:

- Resilient architecture
- Dependency mapping
- Incident management
- Outage communication
- Continuous improvement

Course outline

Day 1: Technology Resilience

09:00–10:08	Causes of outages
10:08–11:00	Availability concepts
11:00–11:30	**Coffee break**
11:30–11:45	Availability concepts (continued)
11:45–12:53	Case studies
12:53–14:00	Exercise

Day 2: Architecture

09:00–10:08	Redundancy
10:08–11:00	Failover
11:00–11:30	**Coffee break**
11:30–11:45	Failover (continued)
11:45–12:53	Cloud resilience
12:53–14:00	Workshop

Day 3: Monitoring

09:00–10:08	Observability
10:08–11:00	Alerting
11:00–11:30	**Coffee break**



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11:30–11:45	Alerting (continued)
11:45–12:53	Dependency mapping
12:53–14:00	Exercise

Day 4: Major Incidents

09:00–10:08	Incident roles
10:08–11:00	Coordination
11:00–11:30	**Coffee break**
11:30–11:45	Coordination (continued)
11:45–12:53	Communication
12:53–14:00	Simulation

Day 5: Learning

09:00–10:08	Post-incident reviews
10:08–11:00	Resilience engineering
11:00–11:30	**Coffee break**
11:30–11:45	Resilience engineering (continued)
11:45–12:53	Improvement
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.–**
Cape Town Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,890.–**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.–**
Rome Confirmed dates	14 Dec 2026	18 Dec 2026	**€2,450.–**
Online Confirmed dates	14 Dec 2026	18 Dec 2026	**€1,250.–**
Frankfurt Confirmed dates	18 Jan 2027	22 Jan 2027	**€2,650.–**
Online Confirmed dates	18 Jan 2027	22 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.–**
Vienna Confirmed dates	1 Mar 2027	5 Mar 2027	**€2,940.–**
Online Confirmed dates	1 Mar 2027	5 Mar 2027	**€1,250.–**
London Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Rome Confirmed dates	5 Apr 2027	9 Apr 2027	**€2,450.–**
Online Confirmed dates	5 Apr 2027	9 Apr 2027	**€1,250.–**
Vienna Confirmed dates	26 Apr 2027	30 Apr 2027	**€2,940.–**
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)
Kuala Lumpur Confirmed dates	17 May 2027	21 May 2027	**€1,450.-**
Online Confirmed dates	17 May 2027	21 May 2027	**€1,250.-**
Barcelona Confirmed dates	7 Jun 2027	11 Jun 2027	**€2,840.-**
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.-**
Rome Confirmed dates	12 Jul 2027	16 Jul 2027	**€2,450.-**
Online Confirmed dates	12 Jul 2027	16 Jul 2027	**€1,250.-**
Paris Confirmed dates	2 Aug 2027	6 Aug 2027	**€2,860.-**



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.-**
Cape Town Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,890.-**
Online Confirmed dates	23 Aug 2027	27 Aug 2027	**€1,250.-**
Dubai Confirmed dates	13 Sept 2027	17 Sept 2027	**€3,150.-**
Online Confirmed dates	13 Sept 2027	17 Sept 2027	**€1,250.-**
Cape Town Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,890.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
Istanbul Confirmed dates	18 Oct 2027	22 Oct 2027	**€2,650.-**
Online Confirmed dates	18 Oct 2027	22 Oct 2027	**€1,250.-**



Course content

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.-**
Amsterdam Confirmed dates	29 Nov 2027	3 Dec 2027	**€2,540.-**
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

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View the latest course details online