



# BC Training<sup>LTD</sup>

Live Online BCT Certificate in  
Cyber Incident Management

Two Day NCSC Certified Training Course with Exam

Certified Training



in association with  
National Cyber  
Security Centre

 **APMG** International

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# BCT Certificate in Cyber Incident Management

## Course Description

Over the last few years the number of cyber incidents has grown, affecting organisations large and small. High profile incidents such as Sony, TalkTalk, and the Petya and NHS ransomware attacks, have had a major impact on the operations and reputation of the organisations. This training course is not a technical response, but looks at the actions organisations can take to prepare themselves, and how they should manage a cyber incident, including very importantly, how to manage communications associated with the incident. It will also look at the types of cyber attacks, the cyber landscape and how to exercise your cyber response plan. Delegates will learn how to prepare their organisation, how to develop an effective response and how to manage an incident should it occur. The course is based on good practice from a variety of government and private organisations. This course has been certified by NCSC and is the only certified course which deals with reputational issues associated with the preparing for and responding to a cyber incident. The course includes a 1 hour multiple choice exam taken individually after the training.

## Course Objectives

- Understand the different types of cyber attack and cyber incident landscape
- Look at the preparation which can be carried out prior to a cyber incident occurring
- Create a cyber playbook
- Identify the responses and issues associated with responding to a cyber attack
- Plan a and run a cyber exercise

## Who Should Attend?

- Business continuity and resilience managers
- IT managers
- CIOs and CTOs
- Crisis managers
- Head of cyber incident teams
- Members of crisis management teams or those responsible for crisis management and crisis communications

## Course Delivery

This training course is delivered as a two day, live online training course by an experienced tutor. During the course, delegates will be able to use their microphones to take part in discussions, there is also the option to use a webcam. Interactivity features used during the training may include the use of breakout sessions for group work, polls and quizzes.

## Recommended Reading

It is advisable for delegates to be familiar with the Cyber Security Incident Response Guide by CREST prior to attending the course.

## Certificate

A certificate will be issued to delegates following the completion of the course and exam.

## Course Cost

The cost of this two day training course including the exam is £1250 plus VAT.

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## Course Modules

### Module 1: Cyber Threats and Landscape

- Definitions
- Number of different case studies
- Different types of cyber threats
- Who are the different threat actors?
- What are the threat vectors?
- Cyber incident impacts
- Cyber threats to your industry
- Cyber video and discussion

### Module 2: Prepare - Understanding your vulnerabilities and risks

- Understanding your organisation's vulnerabilities
- Questions to ask to understand your information security culture, cyber prep and awareness
- Incident reporting helpline
- Measuring cyber preparation and maturity
- Understanding what you have to lose and conducting a cyber data risk assessment

### Module 3: Prepare - Developing a cyber incident response framework

- Reviewing and developing your cyber policy and guidance
- Developing a cyber incident response team
- Developing scenario responses
- Developing decision and scenario based playbooks
- Third party support, insurance and cyber intelligence

### Module 4: Prepare - Awareness and Cyber Exercises

- What do senior managers need to know about cyber
- Cyber exercise scenarios
- Styles of exercises
- Exercising at different levels within the organisation
- Making exercises realistic
- Hints and tips for successful exercises

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## Module 5: Respond - Overview of incident management and technical cyber response

- Incident response overview - what are we trying to achieve
- Difference between a cyber and a 'normal' incident
- React, Respond, Resolve framework for managing incidents
- Identifying the cyber incident
- Triaging incidents
- Cyber impact assessment
- Kill Chains and Diamond Model
- Forensics, investigations and third-party response

## Module 6: Respond - Executive Incident Management

- Situational awareness and OODA loop
- Use of situation - direction - action
- Incident decision making
- Information management
- Setting of incident objectives
- Statutory and regulatory reporting including GDPR requirements

## Module 7: Respond - Crisis Communications and Reputation Management

- Communications case study- Equifax
- Communications pre-incident preparation
- Managing your organisation's communications with customers, stakeholders and the media
- Stakeholder information requirements
- Developing a communications strategy
- Cyber attack 'victim or villain'

## Module 8: Recovery - Using existing BC plans to recover operations

- Use of existing business continuity plans, DR and crisis plans to help lessen the impact of the incident

## Final response exercise

- Exercise Athena - opportunity to bring all the knowledge together during an exercise

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## The Exam

### Is the cost of the exam included in the cost of the course?

The cost of the exam is included in the course cost.

### What does the exam consist of?

The examination consists of 50 multiple choice questions which the candidate will have 1 hour to complete.

### What is the pass mark?

A score of 70% is required to pass the exam.

### Is it a closed or open book exam?

The exam is closed book.

### What language can I sit the exam in?

The exam is only available in English.

### When can I take the exam?

The exam is taken online by delegates individually after the training.

## FAQs

- **What are the timings of my training course?**

The timings for the course sessions are 9.30-12.30 and 13.30-16.30 UK time.

Scheduled breaks will also be provided within each session. Timings are indicative and exact timings may vary due to student experience and their interest in certain topics.

The course may finish earlier if all topics have been covered.

- **What do I need for the course?**

You will be provided with an electronic copy of the course materials. If you have a copy of the Cyber Security Incident Response Guide by CREST, please ensure you have access to it during the course.

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If you have further questions or would like an official quotation, please contact a member of the BC Training Team:

## Contact Details

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