ISO 9001:2015 Quality Management

BC Training LTD

Live Online Managing and Preparing for Cyber Incidents

Two Day NCSC Certified Training Course

Certified Training

in association with National Cyber Security Centre

APMG International

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Managing and Preparing for Cyber Incidents

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.

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 of Attendance

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

Course Cost

The cost of this two day training course is £1050 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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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 take it along to the course with you. You will also be provided with a folder containing the course materials which you can take away with you at the end of the course.

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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