



# BC Training<sup>LTD</sup>

## Managing and Preparing for Cyber Incidents Two Day Training Course

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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, Talk Talk, 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.

This course was initially delivered over one day, however due to overwhelming student feedback, it has been expanded to a two day course. The course is based on good practice from a variety of government and private organisations.

## 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 and run a cyber exercise.

## Who Should Attend?

- BC and resilience managers
- IT managers
- Members of crisis management teams or those responsible for crisis management

## Course Delivery

This training course is delivered as a two day, classroom based course by an experienced tutor. During this course delegates will take part in group discussions and activities.

## Recommended Reading

It is advisable for delegates to be familiar with the Good Practice Guidelines 2018 prior to attending the course. This can be purchased from the BC Training website.

## 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.  
Course materials are provided on the day of the course.

# Managing and Preparing for Cyber Incidents

## Course Programme - Day One

Start	Finish	Subject Area	Detail
0900	1000	Introduction	
1000	1045	Module 1 - Cyber incident landscape and threats	Number of cyber case studies What are the different types of cyber threats? Who are the threat actors? What are the threat vectors? Cyber incident impacts Similarities and differences when comparing cyber incidents to other crisis events
1045	1100	Break	
1100	1230	Module 2 - Prepare	Technical preparation and different defence strategies Regulatory framework and organisations involved in cyber response Cyber risk assessment, understanding your organisation's vulnerability and level of preparedness External help available: cyber insurance, intelligence and technical response consultants
1230	1330	Lunch	
1330	1530	Module 3 - Prepare cont.	Reviewing and developing your cyber policy and guidance Developing cyber incident management response plans and playbooks How cyber fits with existing IT service continuity plans, crisis management, business continuity and disaster recovery plans
1530	1540	Break	
1540	1700	Module 4 - Group Work	Group work – Understanding the threats and levels of preparedness

Please note these timings are indicative and exact timings may vary due to delegate interest and experience in certain topics.

# Managing and Preparing for Cyber Incidents

## Course Programme - Day Two

Start	Finish	Subject Area	Detail
0900	0930	Review of day one	
0930	1045	Module 5 - Response	React, Respond, Resolve framework for managing cyber incidents Identifying a cyber incident Cyber impact assessment Reporting to regulatory bodies Ransomware, to pay or not to pay? Recovery actions
1045	1100	Break	
1100	1230	Module 6 - Response (Communications during a cyber incident)	Communications case study Managing your organisation's communications with customers, stakeholders and the media Developing a communications strategy Cyberattack victim or villain?
1230	1330	Lunch	
1330	1515	Module 7 - Exercising Cyber Plans	Developing a cyber exercise Cyber exercise scenarios Styles of exercise Exercising different levels within the organisation Simulating the threat Making exercises realistic Hints and tips for successful exercises
1515	1530	Break	
1530	1630	Module 8 - Practical exercise	Hands-on, running a cyber exercise
1630	1700	Course Review	

Please note these timings are indicative and exact timings may vary due to delegate interest and experience in certain topics.

# Managing and Preparing for Cyber Incidents

## FAQs

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

Your course will start at 9am. Courses are scheduled to finish at 5.00pm, however, timings are indicative and exact timings may vary due to student experience and their interest in certain topics.

- **Will lunch and refreshments be provided?**

Yes. There will be two 15 minute breaks where tea and coffee will be provided. A hot meal will be provided at lunchtime. There is always a choice of food, however if you have specific dietary requirements please let us know.

- **Is accommodation included?**

No. Our courses are non-residential, however we can help with local recommendations.

- **What do I need to bring?**

Everything you will require will be provided on the day. If you have a copy of the Good Practice Guidelines 2018, 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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