BLACKBIRD FOR TRAINING

Advanced Incident Management: Service Recovery, Response & Operational Resilience

5 – 9 April 2027
Amsterdam (Netherlands)



Advanced Incident Management: Service Recovery, Response & Operational Resilience

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Introduction

The Advanced Incident Management: Service Recovery, Response & Operational Resilience Course is designed to help professionals develop a comprehensive understanding of modern Incident Management practices and strengthen their ability to respond effectively to service disruptions. This course focuses on the principles, processes, techniques, and practical applications required to manage incidents efficiently, restore services rapidly, and minimize operational and business impact.

Designed for executives, team leaders, IT professionals, service management practitioners, operations personnel, business continuity specialists, and professionals across various industries, the program provides a structured learning experience that combines theory, practical exercises, simulation workshops, and real-world case studies. Participants will learn how to identify, assess, prioritize, manage, and resolve incidents while supporting service continuity, operational resilience, customer satisfaction, and organizational performance.

Throughout ten intensive days, attendees will gain the knowledge and practical skills needed to strengthen incident response capabilities, improve service recovery processes, manage major incidents, enhance stakeholder communication, and build resilient operational environments capable of sustaining critical services during disruptions.

Course Objectives

By the end of this course, participants will be able to:

- Understand the key concepts and principles of modern incident management.
- Explain the objectives, value, and business benefits of effective incident management.
- Apply structured incident response processes and workflows.
- Classify, prioritize, and manage incidents based on business impact and operational risk.
- Utilize monitoring, escalation, and coordination mechanisms effectively.
- Develop service restoration and recovery strategies.
- Manage major incidents and crises efficiently.
- Integrate incident management with business continuity and operational resilience initiatives.
- Measure Incident Management performance using relevant metrics and performance indicators.
- Apply root cause analysis techniques to reduce recurring incidents.
- Identify opportunities for continuous improvement within Incident Management processes.
- Strengthen service reliability and organizational resilience capabilities.



Course Outlines

Day 1: Foundations of Advanced Incident Management

- Overview of modern incident management concepts and frameworks.
- Purpose and objectives of Incident Management.
- Understanding incidents, outages, and service disruptions.
- Incident lifecycle management.
- Roles, responsibilities, and stakeholder involvement.
- Incident governance and accountability.
- Service reliability and operational resilience fundamentals.

Day 2: Incident Detection and Prioritization

- Incident detection and reporting mechanisms.
- Monitoring and event management integration.
- Incident classification and categorization models.
- Business impact assessment techniques.
- Risk-based prioritization methodologies.
- Escalation paths and response procedures.
- Incident logging and documentation standards.
- Practical exercises on incident classification and prioritization.

Day 3: Incident Response and Service Recovery

- Incident investigation and diagnosis techniques.
- Coordinating response teams and support functions.
- Service restoration strategies and recovery planning.
- Managing technical and operational response activities.
- Communication during service disruptions.
- Decision-making during critical incidents.
- Recovery validation and service stabilization.
- Incident response simulation workshop.

Day 4: Major Incident Management

- Characteristics of major incidents.
- Establishing major incident management structures.
- Crisis response coordination and governance.
- Executive communication during critical incidents.
- Stakeholder engagement and escalation management.
- Managing high-impact service outages.
- Command and control procedures.
- Major incident simulation exercise.



Day 5: Root Cause Analysis and Incident Resolution

- Root cause analysis methodologies.
- Investigating recurring incidents and service failures.
- Corrective and preventive action planning.
- Knowledge capture and organizational learning.
- Incident trend analysis and reporting.
- Reducing recurring incidents through improvement initiatives.
- Integration between incident resolution and service improvement.
- Practical root cause analysis workshop.

Why Attend This Course: Wins & Losses!

- Build a comprehensive understanding of advanced Incident Management practices.
- Strengthen incident response and service recovery capabilities.
- Improve decision-making during service disruptions and critical incidents.
- Enhance collaboration between technical, operational, and business teams.
- Learn practical techniques through real-world scenarios and simulation exercises.
- Strengthen organizational resilience and business continuity readiness.
- Improve service reliability and operational performance.
- Reduce downtime and minimize business disruption.
- Support continuous service improvement initiatives.
- Increase confidence in managing incidents and restoring services effectively.

Conclusion

The Advanced Incident Management: Service Recovery, Response & Operational Resilience Course provides participants with a practical and structured understanding of how to manage incidents effectively throughout their entire lifecycle. From incident detection and prioritization to service restoration, major incident coordination, operational resilience, and continuous improvement, the course equips professionals with the knowledge and techniques needed to support reliable service delivery and sustainable operational performance.

Through practical exercises, case studies, simulations, and interactive discussions, participants will develop the confidence and capabilities required to manage incidents effectively, coordinate recovery efforts, communicate with stakeholders, and support resilient service operations. Whether working in technology, telecommunications, finance, government, healthcare, energy, or other sectors, attendees will gain valuable skills that contribute to improved service performance, stronger organizational resilience, and more effective operational support.

