



Global Knowledge®

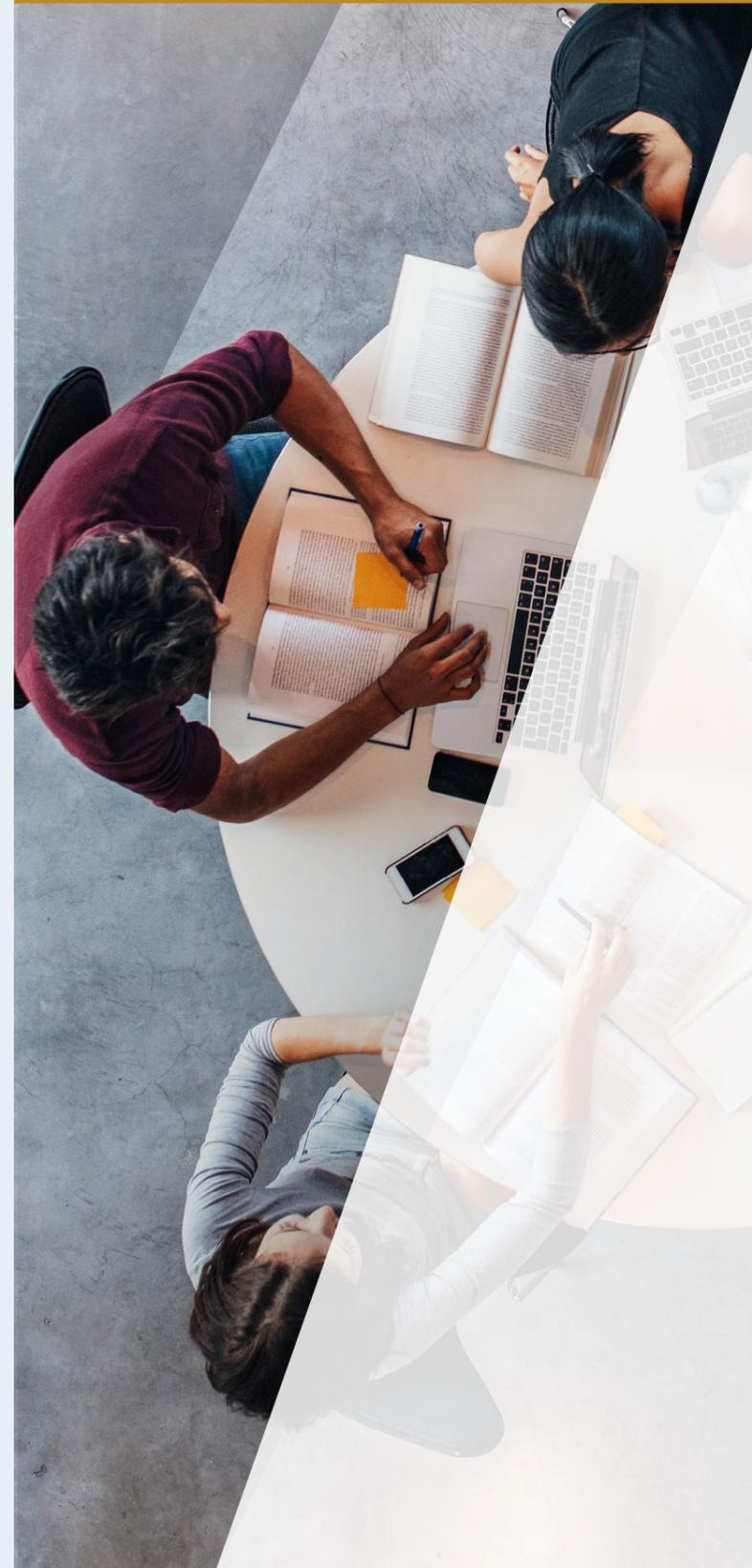
CYBERSECURITY GUIDE **YOUR GUARD FOR THE ULTIMATE SECURITY**



CONTENT

3	INTRODUCTION
4-7	GK CYBERSECURITY ROADMAP
8-9	IT & CYBERSECURITY FOUNDATION
10-11	CYBERSECURITY OPERATIONS
12-13	INFORMATION SECURITY MANAGEMENT
14-15	GOVERNANCE, RISK & COMPLIANCE
16-17	FORENSICS & INCIDENT RESPONSE
18-19	DATA PRIVACY
20-21	ETHICAL HACKING & PENETRATION TESTING
22-23	SECURE CODING
24-25	BUSINESS CONTINUITY & DISASTER RECOVERY
26	WHY GLOBAL KNOWLEDGE?
27	DELIVERY FORMATS

INTRODUCTION



As the internet becomes all pervasive via Internet of Things (IoT), mobile and wireless, in addition to the amount and sensitivity of data collected, processed and stored increases exponentially, so there is a need to secure our networks. The risk and number of cyber-attacks that rise every year and the impact of a network breaches on a business, in terms of reputational damage, loss of earnings and punitive fines, place Cybersecurity at the top of the agenda for any CxO. An increase in the variety and nature of attacks has accompanied the growth in the number of cyber-attacks. Traditional attacks exploiting vulnerabilities in hardware devices and software code are now being augmented by attacks through individual employees, e.g. via identity theft, ransomware, phishing and whaling.

As these threats evolve, the traditional reactive way of defending ourselves through a hardened network, is proving to be ineffective in protecting our most valuable assets and a new approach is required involving the three pillars of people, process and technology. Organizations must continually invest in maintaining the security of the network with strengthened edge protection, but this will only be effective if it is supported by a well-trained, threat aware workforce operating within a well-designed security policy framework.

As the leading technology training provider, Global Knowledge supports organizations in creating and maintaining a secure IT infrastructure and organization, through broad and deep security training paths. Global Knowledge provides training programs in all areas and levels of security and it offers industry respected certifications to validate your employees' skills. Whether you are looking for cybersecurity, security policy, designing and implementing secure networks, risk analysis, monitoring, troubleshooting or creating security awareness among employees, here you will find the security training that fits your needs.



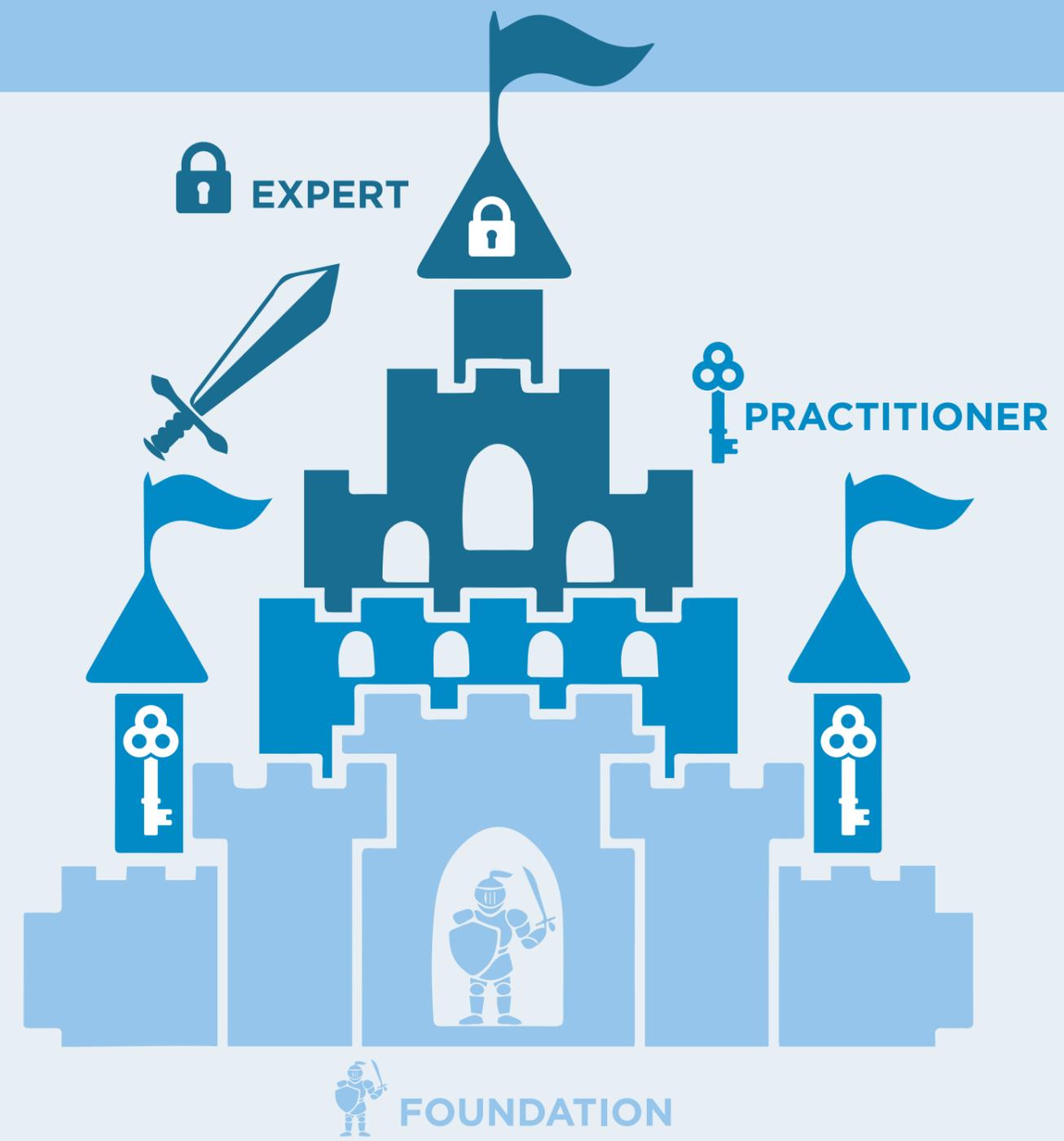
GLOBAL KNOWLEDGE CYBERSECURITY ROADMAP

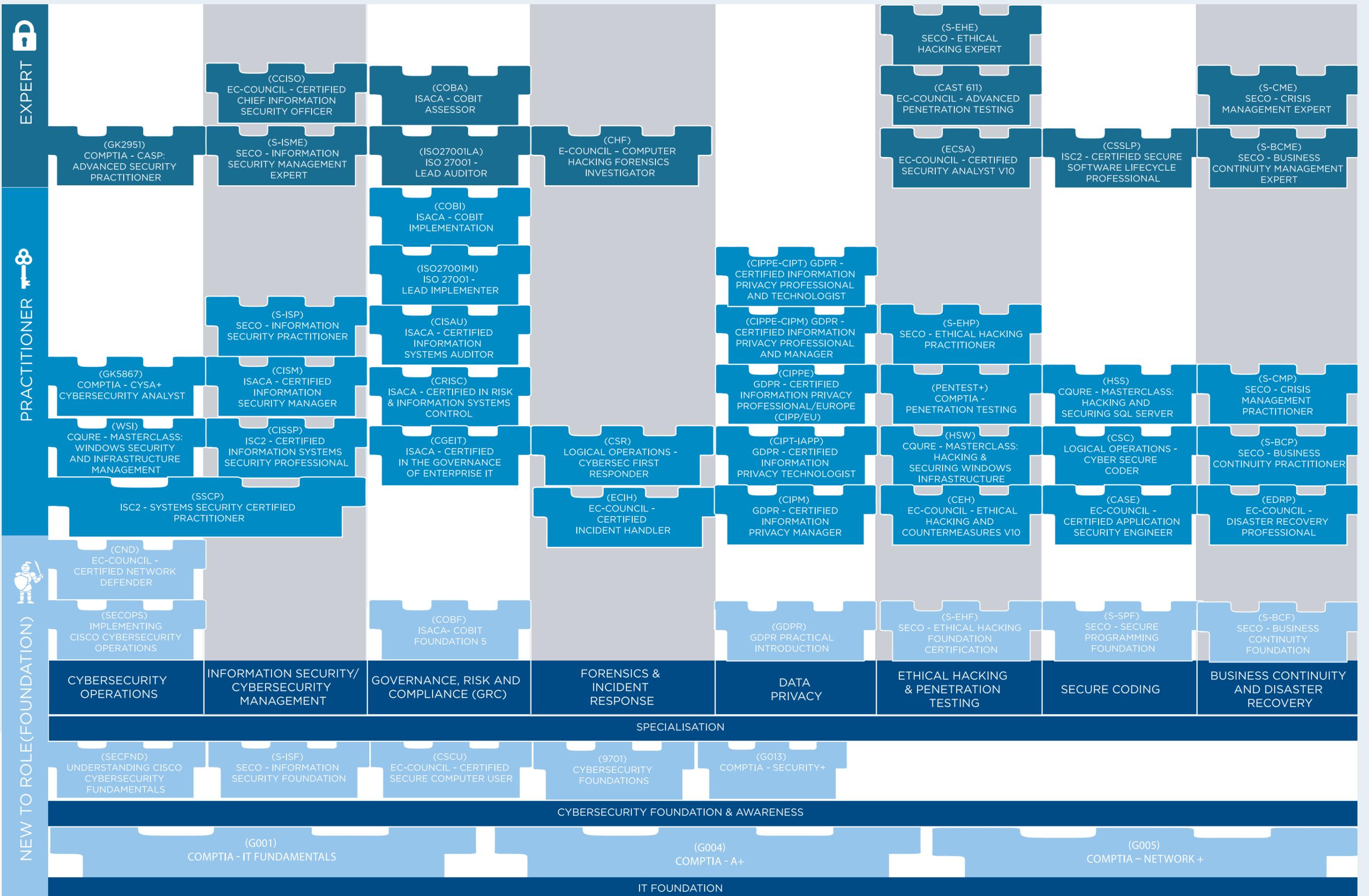
The Cybersecurity dilemma made lots of organizations and government sectors vulnerable to an enormous number of Threats, varying from script kiddies to APT - Advanced Persistent Threats that is costing them millions of dollars to recover from those attacks. This is simply spending unnecessary amounts of money chasing the unrealistic zero-risk state. The endless cycle of the required actions and security standards like frameworks, cyber related laws, and evolving regulations represent a top compliance mandate like, (PCI-DSS, HIPAA), which make the Security Officers dazzled and often hard to know where to start.

You will never walk alone; Global knowledge will introduce you to Cybersecurity Roadmap that leads your security journey to the safe side.

The Global Knowledge Cybersecurity roadmap (GKCSR) is designed in a way to help existing Cybersecurity professionals to clearly spot and plan their next step and to help newcomers to start their Cybersecurity career.

CYBERSECURITY ROADMAP





IT FOUNDATION



A solid foundation is always needed to support your massive Cybersecurity Structure. This phase is designed to build-up a basic concept of Information Technology that the candidate requires to start her/his Cybersecurity career.

The CompTIA - Network+ training empowers you to have the knowledge of networking features and functions. It gives you all the essential skills to design and implement functional networks, in addition to configure, manage, and maintain essential network devices and use devices such as switches and routers to segment network traffic and create resilient networks, and support the creation of virtualized networks.

The CompTIA - A+ training will provide you with the needed knowledge of basic computer hardware and operating systems, covering the essential principles of installing, building, upgrading, repairing, configuring, troubleshooting, optimizing, and preventative maintenance on desktop and laptop computers, including the elements of customer service and communication skills necessary to work with clients.

The CompTIA IT Fundamentals training is designed to equip you with the knowledge required to identify and explain basic computer components, set up a basic workstation, conduct basic software installation, establish basic network connectivity, identify compatibility issues, and identify/prevent basic security risks.

CYBERSECURITY FOUNDATION & AWARENESS

THE STATE OF CYBERSECURITY

IN 2016, THERE WERE 4,149 BREACHES WORLD-WIDE. EXPOSING MORE THAN 4.4 BILLION PERSONAL RECORDS

The first layer of defense methodology starts by understanding your defensive technologies and learning more about the threats that surround you. Cyber security foundation & awareness phase is designed to equip The Cybersecurity Specialist with all the terms, concepts and principles of Cybersecurity Science.



**(CSCU)
EC-COUNCIL - CERTIFIED
SECURE COMPUTER USER**

The EC-Council - training program provides individuals with the necessary knowledge and skills to protect their information assets. This class will immerse you into an interactive workshop where you will acquire a fundamental understanding of various computer and network security threats such as identity theft, credit card fraud, online banking phishing scams, virus and backdoors, emails hoaxes, sex offenders lurking online, loss of confidential information, hacking attacks and social engineering.

**(9701)
CYBERSECURITY FOUNDATIONS**

The Cybersecurity Foundation training will help you to gain a global perspective of the challenges of designing a secure system, touching on all the cyber roles needed to provide a cohesive security solution. You will learn about current threat trends across the Internet and their impact on organizational security.

**(G013)
COMPTIA - SECURITY+**

The CompTIA - Security+ training will equip you with the knowledge and skills required to install and configure systems to secure applications, networks, and devices; perform threat analysis and respond with appropriate mitigation techniques, in addition to participate in risk mitigation activities; and operate with an awareness of applicable policies, laws, and regulations.

**(SECFND)
UNDERSTANDING CISCO
CYBERSECURITY FUNDAMENTALS**

The Understanding Cisco Cybersecurity Fundamentals training provides you with an understanding of network infrastructure devices, operations and vulnerabilities of the TCP/IP protocol suite, basic information security concepts, common network application operations and attacks, the Windows and Linux operating systems, and the types of data that are used to investigate security incidents.

**(S-ISF)
SECO - INFORMATION
SECURITY FOUNDATION**

The Information Security Foundation certification is designed to empower you to have all the essential skills to handle information in any capacity and to help entrepreneurs in small and medium enterprises who seek basic understanding of Data Security and Privacy.

CYBERSECURITY OPERATION

The key role of building a Successful Cybersecurity Program is to build the perfect Cyber Operations Team and equip them with all the needed skills to conduct their critical role. Experience both sides of the wall (Defensive and Offensive) Security and learn what to do exactly during and after an incident. See the full image through conducting simple Cyber Intelligence activities to help organizations know who is targeting them from the dark side of Security.



**NEW TO ROLE
(FOUNDATION)**

**(SECOPS)
IMPLEMENTING CISCO
CYBERSECURITY
OPERATIONS**

This is the second course in Cisco's CCNA Cyber Ops Curriculum and is designed to provide students with an understanding of how a Security Operations Center (SOC) functions and the knowledge required in this environment. This course focuses on the introductory-level skills needed for a SOC Analyst at the associate level. Specifically, understanding basic threat analysis, event correlation, identifying malicious activity and how to use a playbook for incident response.

**(CND)
EC-COUNCIL - CERTIFIED
NETWORK DEFENDER**

Certified Network Defender is a vendor-neutral, hands-on, and an instructor-led comprehensive network security certification training program. CND training will equip you with the basic understanding of the true construct of data transfer, network technologies and software technologies. It will help to understand what software is automating and how to analyze the subject material, in addition to network defense fundamentals, the application of network security controls, protocols, perimeter appliances, secure IDS, VPN and firewall configuration, and intricacies of network traffic signature.



**(GK5867)
COMPTIA - CYSA+
CYBERSECURITY ANALYST**

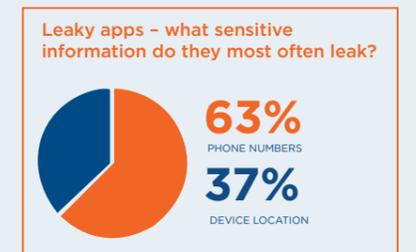
The CompTIA CySA+ Cybersecurity Analyst training will empower you to have the knowledge to achieve great performance, threat management, vulnerability management, Cyber incident response, and security architecture and tool sets.

**(WSI)
CQURE - MASTERCLASS:
WINDOWS SECURITY AND
INFRASTRUCTURE
MANAGEMENT**

The Masterclass: Windows Security and Infrastructure Management training is a deep dive course on infrastructure services configuration, increasing their level of security and windows internals.

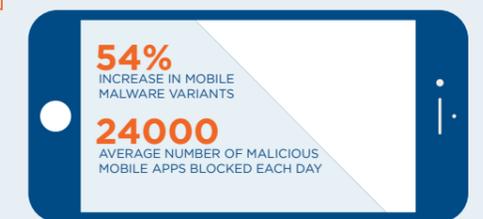
**(SSCP)
ISC2 - SYSTEMS SECURITY
CERTIFIED PRACTITIONER**

The ISC2 - Systems Security Certified Practitioner training is aimed at providing security knowledge to people who are on the front line of a business dealing with technologies employed to protect Information. Equipping you with the right knowledge for implementing and maintaining countermeasures such as firewalls, intrusion detection or prevention, anti-virus solutions or public key infrastructures.



**(GK2951)
COMPTIA - CASP:
ADVANCED SECURITY
PRACTITIONER**

CompTIA Advanced Security Practitioner, is the course you will need to take if your job responsibilities include securing complex enterprise environments. In this course, you will expand your knowledge of information security to apply more advanced principles that will keep the safety of your organization from several ways of threats. This course is designed for IT professionals who want to acquire the technical knowledge and skills needed to conceptualize, engineer, integrate, and implement secure solutions across complex enterprise environments.



INFORMATION SECURITY CYBERSECURITY MANAGEMENT

The journey to find the right CISO – Chief Information Security Officer continues. You will learn how to prepare yourself with the necessary skills and knowledge to execute Information Security and Cybersecurity managerial tasks.

ISMS

- RISK MANAGEMENT
- CONTROL & COMPLIANCE MANAGEMENT
- INCIDENTS & EXCEPTIONS
- MANAGEMENT REPORTING
- AUDIT AND ACTIVITY MANAGEMENT
- BUSINESS IMPACT AND CONTINUITY



KEY PRACTITIONER

(S-ISP)
SECO - INFORMATION SECURITY PRACTITIONER

The SECO - Information Security Practitioner training will equip you with knowledge regarding the latest technologies, trends and threat mitigation techniques, so that you can demonstrate your ability to evaluate and manage the threats affecting your environment.

(CISM)
ISACA - CERTIFIED INFORMATION SECURITY MANAGER

The ISACA - Certified Information Security Manager training will prepare you for the CISM exam that will validate that you have the expertise and knowledge of the relationship between the information security program and the broader business goals and objectives.

(CISSP)
ISC2 - CERTIFIED INFORMATION SYSTEMS SECURITY PROFESSIONAL

The ISC2 - Certified Information Systems Security Professional training is one of the most comprehensive review of information security concepts and the best practices of the industry. In addition, the training covers the eight domains of the official CISSP CBK (Common Body of Knowledge).

(SSCP)
ISC2 - SYSTEMS SECURITY CERTIFIED PRACTITIONER

The ISC2 - Systems Security Certified Practitioner training is aimed at providing security to people who are on the front line of a business dealing with technologies employed to protect Information. Equipping you with the right knowledge for implementing and maintaining countermeasures such as firewalls, intrusion detection or prevention, anti-virus solutions or public key infrastructures.

LOCK EXPERT

(CCISO)
EC-COUNCIL - CERTIFIED CHIEF INFORMATION SECURITY OFFICER

The Certified CISO program is the first of its kind training and certification program aimed at producing top-level information security executives. The CCISO does not focus solely on technical knowledge, but on the application of the principles of information security management from an executive management point of view. The program was developed by sitting the current and aspiring CISOs.

(S-ISME)
SECO - INFORMATION SECURITY MANAGEMENT EXPERT

The SECO - Information Security Management Expert training will equip you with an expert-level knowledge that will enable you to act as a linchpin between the business and operations departments to drive security throughout the business.

GOVERNANCE RISK & COMPLIANCE (GRC)

Stop being a compliance-driven and become more risk-driven as enterprises operate on a strictly regulated environment. In this phase you will be equipped with all the needed skills and information to build a mature enterprise wide security governance program, and enterprise wide cyber-risk framework.



**(COBF)
ISACA- COBIT
FOUNDATION 5**

This COBIT Foundation course empowers you to have the five basic principles on which COBIT 5 is founded and the enablers for governance and management of enterprise IT which support the integration between the goals, objectives, controls and processes of the business and IT. The course includes an introduction to COBIT 5 implementation and the concepts relating to the process assessment model.



**(CGEIT)
ISACA - CERTIFIED
IN THE GOVERNANCE
OF ENTERPRISE IT**

The ISACA - Certified in The Governance of Enterprise IT training empowers you to handle the governance of an entire organization and is considered a move to the C-suite, if you are not already there. That's why the ranks of CGEIT holders around the world are filled with CEOs, CIOs, CISOs, IT directors, security directors and more.

**(CRISC)
ISACA - CERTIFIED IN RISK
& INFORMATION SYSTEMS
CONTROL**

The Certified In Risk and Information Systems Control certification preparation training is designed for IT professionals who have hands-on experience with risk identification, assessment and evaluation, risk response, risk monitoring, IS control design and implementation, In addition to IS control monitoring and maintenance.

**(CISAU)
ISACA - CERTIFIED
INFORMATION SYSTEMS
AUDITOR**

The ISACA - Certified Information Systems Auditor training will cover all six domains of the Certified Information Systems Auditor (CISA) exam and give the knowledge and technical concepts required to obtain CISA certification.

**(ISO27001MI)
ISO 27001 -LEAD
IMPLEMENTER**

This five-day intensive course enables the participants to develop the expertise to support an organization in implementing and managing the Information Security Management System (ISMS) as specified in ISO/IEC 27001:2013. Participants will also master the best practices for implementing information security controls from the eleven areas of ISO/IEC 27002:2005.

**(COBI)
ISACA - COBIT
IMPLEMENTATION**

Get a practical appreciation of how to apply COBIT 5 to specific business problems, pain points, trigger events and risk scenarios within the organization. Learn how to implement and apply COBIT 5 to your enterprise and how to use it effectively for client initiatives. Attendees will walk away with an appreciation of how to use COBIT 5 effectively for different organizational scenarios.



**(COBA)
ISACA - COBIT
ASSESSOR**

The ISACA - COBIT Assessor training provides the basis for assessing an enterprise's process capabilities against the COBIT 5 Process Reference Model (PRM). Evidence-based to enable a reliable, consistent and repeatable way to assess IT process capabilities, this model helps IT leaders gain C-level and board member buy-in for change and improvement initiatives.

**(ISO27001LA)
ISO 27001 -
LEAD AUDITOR**

This five-day intensive course enables participants to develop the expertise needed to audit the Information Security Management System (ISMS) and to manage a team of auditors through applying widely recognized audit principles, procedures and techniques. During this training, the participant will acquire the skills and knowledge needed to proficiently plan and perform audits compliant with the certification process of the ISO/IEC 27001:2013 standard.

DIGITAL FORENSICS & INCIDENT RESPONSE

As a Digital Forensics Investigator, you are dealing with a very dynamic volatile environment. Furthermore, with the advances of the Hacker's anti-forensics techniques, it leaves us clueless about what happened and who did it. Arm yourself with the right knowledge and technical skills on how to conduct an efficient Digital Forensics and Incident response activity to recover the digital evidence and learn from mistakes.



PRACTITIONER



**(ECIH)
EC-COUNCIL - CERTIFIED
INCIDENT HANDLER**

The EC-Council Certified Incident Handler program is designed to provide the fundamental skills to handle and respond to the computer security incidents in the information system. The course addresses various underlying principles and techniques for detecting and responding to current and emerging computer security threats. Students will learn how to handle various types of incidents, risk assessment methodologies, and various laws, in addition to policies related to incident handling.



**(CSR)
LOGICAL OPERATIONS -
CYBERSEC FIRST
RESPONDER**

The Cybersec First Responder training will prepare you to become a first responder who defends against cyber-attacks through teaching you to analyze threats, design secure computing and network environments, proactively defend networks, and respond/investigate cyber security incidents

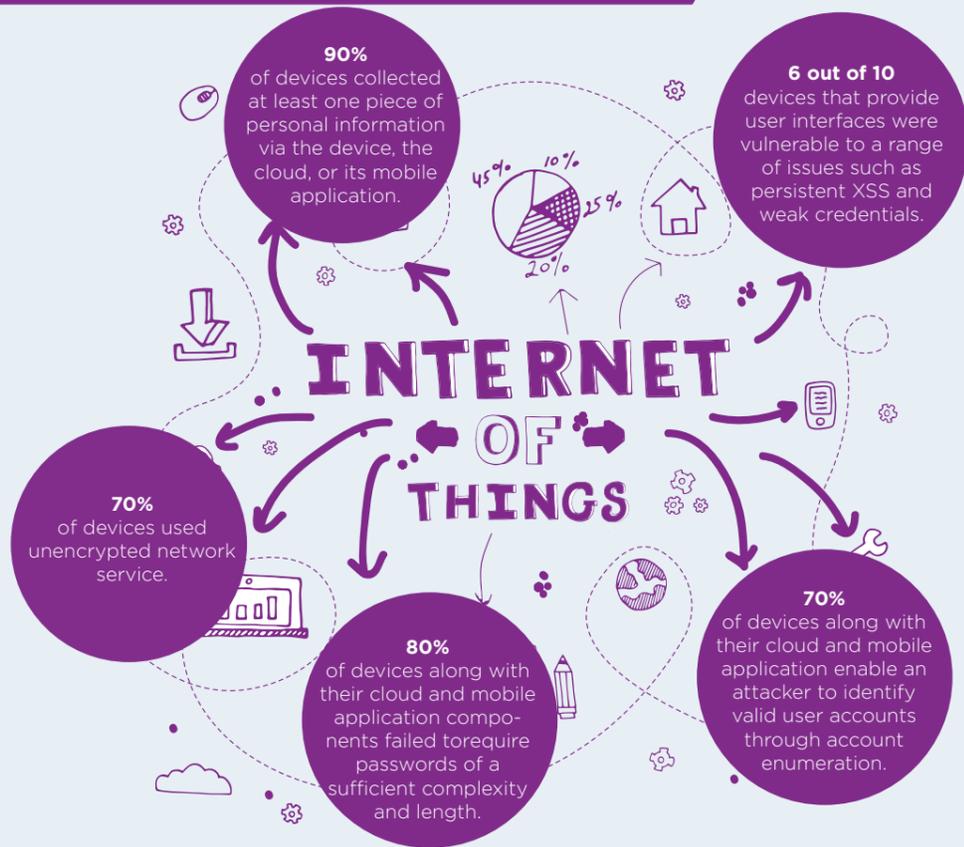


EXPERT



**(CHF)
E-COUNCIL - COMPUTER
HACKING FORENSICS
INVESTIGATOR**

This course covers major forensic investigation scenarios that enable you to acquire hands-on experience on various forensic investigation techniques and standard tools necessary to successfully carry-out a computer forensic investigation. In this course you will learn how to excel in digital evidence acquisition, handling, and forensically sound analysis. Those skills will lead to successful prosecutions in various types of security incidents such as data breaches, corporate espionage, insider threats, and other intricate cases involving computer systems.



DATA PRIVACY

Privacy is a main concern for every organization. Help your organization in protecting its private data and have relevant data protection in place by becoming a Data Protection Officer.

TOP DATA VARIETIES COMPROMISED



**NEW TO ROLE
(FOUNDATION)**



**(GDPR)
GDPR PRACTICAL
INTRODUCTION**

The GDPR Practical Introduction training course will provide you with a good understanding of the new regulation, the changes it will bring and the potential impact it will have on your organization. In addition, It will explain the new rules regarding the legal basis for processing, consent, privacy notices, control of personal data, mandatory breach reporting, complaints and penalties.



PRACTITIONER



**(CIPPE-CIPT) GDPR -
CERTIFIED INFORMATION
PRIVACY PROFESSIONAL
AND TECHNOLOGIST**

The Certified Information Privacy Technologist training will prepare you for the CIPT credential, which shows that you have the knowledge to build your organization's data protection structures from the ground up to the top.



**(CIPPE-CIPM) GDPR -
CERTIFIED INFORMATION
PRIVACY PROFESSIONAL
AND MANAGER**

This course delves into the context of European data protection law: origins, institutions and legislative framework, data protection concepts, principles and application, including processing criteria, obligations, data subject rights, confidentiality, security, notification requirements, international data transfers, supervision, enforcement and European data protection practices related to employment, surveillance, direct marketing and outsourcing.



**(CIPPE)
GDPR - CERTIFIED
INFORMATION PRIVACY
PROFESSIONAL/EUROPE
(CIPP/EU)**

The Certified Information Privacy Professional/Europe training will equip you with a comprehensive GDPR related knowledge, perspective and understanding to ensure compliance and data protection.



**(CIPT-IAPP)
GDPR - CERTIFIED
INFORMATION PRIVACY
TECHNOLOGIST**

The Certified Information Privacy Professional and Technologist training gives you the knowledge to build your organization's data protection structures from the ground up to the top.

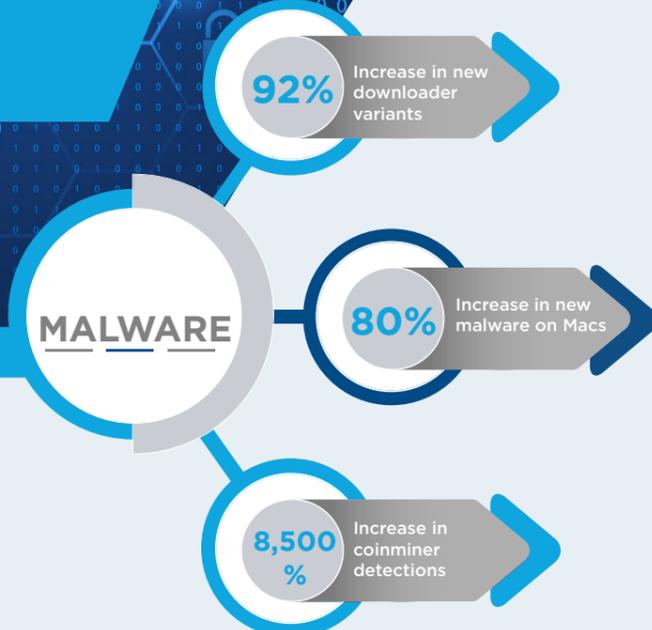


**(CIPM)
GDPR - CERTIFIED
INFORMATION
PRIVACY MANAGER**

The Certified Information Privacy Manager training will help to achieve the CIPM credential that shows that you have a practical and comprehensive knowledge of how data protection programs should work across an organization.

ETHICAL HACKING & PENETRATION TESTING

Theoretically, most of the systems are designed secure; Unfortunately, history has proven that this is not true. We have to test our systems/networks to its limits to prove its Security capability and maintain the right CIA Levels



MORE THAN ONE BILLION WEB REQUESTS ANALYZED EACH DAY UP **5% FROM 2016**

1 IN 13 WEB REQUESTS LEAD TO MALWARE UP 3% FROM 2016 TILL NOW



NEW TO ROLE (FOUNDATION)



(S-EHF) SECO - ETHICAL HACKING FOUNDATION CERTIFICATION

The SECO - Ethical Hacking Foundation certification training will introduce the basics of Ethical Hacking from vulnerability scanning and penetration testing, providing you with a solid grounding in various hacking techniques and approaches.



PRACTITIONER



(CEH) EC-COUNCIL - ETHICAL HACKING AND COUNTERMEASURES V10

The EC-Council - Ethical Hacking and Countermeasures training is designed to equip you with all the needed and essential skills to understand the need of offensive security measures. Furthermore, it will help you understand the basics steps of conducting penetration-testing services.



(HSW) CQURE - MASTERCLASS: HACKING & SECURING WINDOWS INFRASTRUCTURE

The CQURE - Masterclass: Hacking & Securing Windows Infrastructure training is designed to empower you to see all aspects of Windows infrastructure security from the hacker's mind perspective and teach you how to design and implement secure infrastructures



(PENTEST+) COMPTIA - PENETRATION TESTING

The CompTIA - Penetration Testing training enables you to know the most up-to-date penetration testing, vulnerability assessment and management skills necessary to determine the resiliency of the network against attacks. You will have a hand-on intermediate skills required to customize assessment frameworks to effectively collaborate on and report findings



(S-EHP) SECO - ETHICAL HACKING PRACTITIONER

The SECO - Ethical Hacking Practitioner training will equip you with the Intermediate-level of Ethical Hacking Knowledge, including the most important practical aspects. This will provide you with skills to analyze network traffic, hack wireless networks, scan networks and penetrate computer systems and websites.



EXPERT



(ECSA) EC-COUNCIL - CERTIFIED SECURITY ANALYST V10

The EC-Council - Certified Security Analyst training is a highly interactive, comprehensive, standards-based program that teaches information security professionals how professional real-life penetration testing are conducted.



(CAST 611) EC-COUNCIL - ADVANCED PENETRATION TESTING

The EC-Council - Advanced Penetration Testing training is a high-level penetration-testing workshop that will teach you how to perform a controlled professional security test for the whole organization through practicing real world scenarios to gain hands on knowledge.



(S-EHE) SECO - ETHICAL HACKING EXPERT

The SECO - Ethical Hacking Expert training is intended for the Professional Ethical Hackers who wish to gain the knowledge of Ethical Hacking and acquire expert-level Ethical Hacking skills.

SECURE CODING

The most vulnerable yet most targeted asset in any enterprise is their Web Application Infrastructure. No matter how technology advances, if we don't write the perfect secure code, we will remain helpless. In this phase, we help developers to design and code the secure application by a hands-on workshop with our market top subject-matter experts.



13%
OVERALL INCREASE IN
REPORTED VULNERABILITIES

29%
INCREASE IN INDUSTRIAL
CONTROL SYSTEM (ICS)
RELATED VULNERABILITIES



The SECO - Secure Programming Foundation training will teach you the basic understanding behind security principles and how to apply it in design and code.



PRACTITIONER



(CASE)
**EC-COUNCIL -
CERTIFIED APPLICATION
SECURITY ENGINEER**

The CASE - Certified Application Security Engineer training program will provide you with all the needed skills to encompass security activities related to all the phases of the Software Development Lifecycle (SDLC): planning, creating, testing, and deploying an application by a hands-on and comprehensive security workshop.



(CSC)
**LOGICAL OPERATIONS -
CYBER SECURE CODER**

The Cyber Secure Coder training is focused on dealing with security and privacy through-out the entire Software Development Lifecycle that will equip you with the needed knowledge to learn about vulnerabilities that undermine software security, how to design software to deal with the human element in security, and how to incorporate security into all phases of development.



(HSS)
**CQURE - MASTERCLASS:
HACKING AND
SECURING SQL SERVER**

The CQURE - Masterclass: Hacking and Securing SQL Server training is an intense workshop with deep dive on the SQL Server that will enable you to analyze, learn and practice critical tasks for implementing highly secure SQL server infrastructure.



EXPERT



(CSSLP)
**ISC2 - CERTIFIED SECURE
SOFTWARE LIFECYCLE
PROFESSIONAL**

ISC2 - Certified Secure Software Lifecycle Professional training is designed to take you through all aspects of the secure software lifecycle incorporating planning, designing, developing, acquiring, testing, deploying, maintaining, and managing software. You will learn a series of software methodologies to develop software that is secure and resilient to attacks while meeting software requirements for compliance, quality, functionality and assurance through design principles and processes.

BUSINESS CONTINUITY AND DISASTER RECOVERY

We have to be prepared for the worst-case scenario, from zero-day vulnerability to an internal threat that targets the organization's most valuable asset/critical business function. In the BCP/DRP training workshops, we give real hands-on training on real case studies from previously targeted top government/private sector.



**(S-BCF)
SECO - BUSINESS CONTINUITY FOUNDATION**

The SECO - Business Continuity Foundation training will help you to acquire a solid grounding in the most important theoretical and practical aspects of business continuity.



PRACTITIONER

**(EDRP)
EC-COUNCIL - DISASTER RECOVERY PROFESSIONAL**

The EC-Council - Disaster Recovery Professional training provides the professionals with a strong understanding of business continuity and disaster recovery principles, including conducting business impact analysis, assessing risks, developing policies and procedures, in addition to implementing a plan. It also teaches professionals how to secure data through putting policies and procedures in place, and how to recover and restore their organization's critical data in the aftermath of a disaster.

**(S-BCP)
SECO - BUSINESS CONTINUITY PRACTITIONER**

The SECO - Business Continuity Practitioner training will provide you with the knowledge of Business Continuity Management theory, and how to translate it to your own organization, and will enhance your ability to apply the acquired knowledge to solve practical problems related to Business Continuity.

**(S-CMP)
SECO - CRISIS MANAGEMENT PRACTITIONER**

The SECO - Crisis Management Practitioner course is designed to equip you with all the needed skills to be prepared for a possible crisis through showing you how to identify, prioritize and manage events to build a resilient and effective respond to crisis capability.



EXPERT

**(S-BCME)
SECO - BUSINESS CONTINUITY MANAGEMENT EXPERT**

The SECO - Business Continuity Management Expert training is intended for professionals who are involved in the coordination and management of Business Continuity Planning at a tactical or strategic level. This Course will empower you to have the necessary knowledge and skills to develop, implement, embed and manage the Business Continuity process.

**(S-CME)
SECO - CRISIS MANAGEMENT EXPERT**

The SECO - Crisis Management training is intended for professionals who are involved in the coordination and control of crisis management at a strategic and tactical level. The course will empower you to have all the expert-level skills in Crisis Management and an enhanced ability to implement and anchor a crisis management process to increase confidence and value in your organization.

WHY GLOBAL KNOWLEDGE?

Technology and process are crucial for accomplishing organizational objectives, but they've been democratized by the digital revolution. The larger issue are the skill gaps hijacking your technology return on investments. As a result, organizations who are successfully using technology to accelerate success are also successfully transforming the capabilities of their people to maximize investments.



WHY GLOBAL KNOWLEDGE? IMPACT.

Sustainable, scalable, repeatable IMPACT--with minimal disruption. That's why for over 20 years organizations large and small, technology providers, enterprises and governments around the world have come to us.

By providing access to subject matter experts, delivering authorized and industry-leading instruction through multiple delivery formats, we set the stage for your success by reducing skill gaps. You will also see impacts on onboarding and employee retention through improved skills and higher job satisfaction.

This is all driven by a level of quality we set for ourselves. We believe in consistency and maintain rigorous in-house standards, so you receive an exceptional training experience that does not exist anywhere in the world. Only a dedicated learning organization specializing in more than one or two topics can deliver this level of impact—and we're ready to provide it to you.

STRATEGICALLY LOCATED AROUND THE WORLD—AND ONLINE.

Since 1995, we've grown to 15 offices and 1,500 employees. Our U.S.-based corporate headquarters are located in Cary, North Carolina (United States). Canadian headquarters are in Toronto, and our Europe, Middle East and Africa headquarters are in Wokingham, UK.

International locations: Belgium, Canada, Denmark, Egypt, France, Ireland, Netherlands, Norway, Qatar, Saudi Arabia, Spain, Sweden, the United Arab Emirates, the United Kingdom and, via partnership, Colombia, India and Mexico.

Between our international locations and online capabilities, we deliver what you need, when and where you need it and to those who need it. Furthermore, we do it every day.

Quick facts:

- World's largest dedicated IT training company
- 5,000+ guaranteed run classes per year
- 3,000+ unique IT courses
- 1,100+ subject matter experts
- 95% overall student satisfaction
- Authorized training partner for Amazon Web Services, Cisco, Google, IBM, ITIL®, Microsoft, Red Hat®, VMware and more.
- Trained in over 100 countries (and in international waters)

DELIVERY FORMATS

**GET TRAINING
THE WAY YOU WANT IT
ANYWHERE
IN THE WORLD**



CLASSROOM

- Interact face-to-face with subject matter experts.
- Work on state-of-the-art equipment in a ready-to-learn environment.
- Training locations located around the world.



ON-DEMAND

- Convenient 24/7 access to instructor-led videos and hands-on activities.
- Training that fits into your schedule.
- Learn at your own pace and on any device.



VIRTUAL CLASSROOM LIVE

- Experience live instructor-led online training from the location of your choice.
- Participate in exercises and collaborate with peers, similar to a physical classroom.
- Enjoy the flexibility of cross-platform support.



PRIVATE COMPANY TRAINING

- Train your team, department or organization at a site of your choice or online.
- Customize curriculums and course materials to fit your objectives.
- Private access to subject matter experts.



Global Knowledge®

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