Incident Response First Responder/ Incident Readiness Training

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Revision History

Issue Date	Author	Version	Revision Description
28/01/2026	Tim Luck	0.1	Initial Draft
09/01/2026	Ben Archer	1.0	Release

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1 Service Overview

When a cyber incident occurs, the actions taken in the first minutes and hours can dramatically affect the outcome. Evidence can be lost, attackers can persist, and recovery can be delayed if teams are unprepared.

Maple's First Responder/Incident Readiness Training equips technical and non-technical teams with the knowledge, confidence, and practical skills needed to respond effectively to real-world cyber incidents, before specialist incident responders arrive.

Whether you are building an incident response capability from scratch or strengthening an existing one, Maple's training will provide a strong foundation for effective cyber incident management.

Delivered by an NCSC Assured and CREST-accredited Incident Response provider, this training is grounded in real investigations, real attacks, and real outcomes.

2 Service Scope – General

The training is based on instructor-led sessions (remote or on-site), typically in half-day or full-day formats. They are customised to your environment, sector, and maturity, delivered by active Incident Response practitioners informed by real incidents, live investigations, and current attacker behaviour.

Most organisations do not experience incidents every day, but attackers only need to succeed once. Without structured preparation:

- Critical evidence may be overwritten or destroyed
- Attackers may retain access longer than necessary
- Poor early decisions can increase impact, cost, and downtime
- Communication failures can compound technical issues

Our training ensures your teams know what to do, what not to do, and when to escalate, protecting both your systems and your organisation.

This training is designed for organisations that want to improve their operational cyber resilience, including:

- IT and Infrastructure teams
- Security Operations and SOC analysts
- Internal incident response teams
- Cloud, platform, and DevOps engineers
- Service desk and on-call responders
- Risk, compliance, and technical leadership

The content can be tailored for technical, semi-technical, or mixed-audience groups.

2.1 Service Package - General

Objective	To provide First Responder/Incident Readiness Training equips technical and non-technical teams with the knowledge, confidence, and practical skills needed to respond effectively to real-world cyber incidents.
Description	Instructor-led, scenario-driven training delivered by NCSC-Assured and CREST-accredited incident responders. The course provides practical guidance on triage, evidence preservation, safe containment, escalation, and communication during cyber incidents, tailored to the organisation's environment and maturity.
Hosted-in	Delivered either on-site at the customer's premises or remotely via secure virtual training platforms.
Supported from	Training is delivered and supported by Maple's UK-based Incident Response team, operating from secure facilities and leveraging real-world investigative experience.
Support level	Standard delivery includes pre-session scoping, customised training content, instructor-led delivery, and post-session materials. Optional enhanced support includes follow-up workshops, tabletop exercises, and readiness assessments.
Required connection type	For remote delivery: secure video conferencing (Teams) and access to shared training materials. For on-site delivery: standard meeting room facilities with projector/screen and attendee devices (optional).