G-Cloud 15 Service Description

Crisis Simulation Service

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1 SERVICE OVERVIEW

1.1 Service Summary

CYPFER offers three interactive, expert-led Crisis Simulation and Tabletop services, each specific to different audiences, from awareness sessions to complex end-to-end executive and / or technical exercises. These offerings are designed to test decision-making, communication, processes & coordination, and recovery to protect Cloud environments.

Each simulation delivers actionable insights, measurable improvements in response readiness, and actionable lessons learned for leadership and technical teams, they are:

- Standard Crisis Simulation
- Executive Crisis Simulation Tabletop
- Technical Crisis Simulation Tabletop

1.2 Key Features

Key features of the CYPFER Crisis Simulation & Tabletop services are:

- Crisis Simulation exercises delivered via a live Expert Led program
- Realistic plausible scenarios aligned to your industry and threat environment
- In-person or remote delivery powered by CYPFER's Interactive Platform
- Executive Crisis Simulation Tabletop exercises aligned to core business priorities
- Raised executive awareness through a bespoke high-impact tailored program
- Assessment of C-Suite responses to incidents impacting core business
- High-impact Technical Crisis Simulation exercises co-developed with your team

1.3 Key Benefits

The key benefits of the CYPFER Crisis Simulation & Tabletop services are to:

- Provide an opportunity to practice navigating realistic crisis scenarios
- Build confidence and resilience in decision-making under pressure
- Clarify roles and reinforce accountability through collaboration
- Develop communication policies with key Do's & Don'ts
- Evaluate current threats and responses at all organisational levels
- Decrease Mean Time to Detect (MTTD) and Respond (MTTR)

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2 SERVICE DESCRIPTION

2.1 Service Outline

The Crisis Simulation Service [provides our clients with a hands-on awareness exercise led by senior experts, designed around a realistic, high-impact scenario that directly reflects your core business priorities. It provides participants with a realistic sense of pressure, decision-making, validation of playbooks and coordination required during an actual incident.

Whether the client is new to crisis simulations or experienced, CYPFER only use specific exercises that are related to the clients' business, prompting critical discussions, collaboration and decision-making under pressure.

2.2 Standard Crisis Simulation

The Standard Crisis Simulation service provides organisations with a live Expert Led program based on basic modifications for a realistic plausible scenario aligned to your industry and threat environment. This can be delivered either in-person or remotely and is powered by CYPFER's Interactive Platform to:

- Provide an opportunity to practice navigating realistic crisis scenarios
- Assess organisational processes and decision points
- Build confidence and resilience in decision-making under pressure
- Clarify roles and reinforce accountability through collaboration
- Develop communication policies with key Do's & Don'ts
- Evaluate current threats and responses required at participant levels
- Understand complexities and trade-offs faced during an incident
- Structured verbal feedback to provide lessons learned and recommendations

Target Audience: Anyone, with up to 30 persons per session

Delivery Duration: 2 to 3 hours

2.3 Executive Crisis Simulation Tabletop

The Executive Crisis Simulation Tabletop is a high-impact awareness program designed around your core business priorities. Together with your team, we define learning objectives, scenario requirements, and participant roles.

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Each scenario is tailored to reflect your stakeholders, key processes and policies, supporting infrastructure, and critical IT and technology environments, to:

- Raise executive awareness through a bespoke high-impact tailored program
- Assess C-Suite and Board-level responses to incidents impacting core business
- Avoid chaos to protect organisational reputation, and minimize downtime
- Build confidence and resilience in decision-making under pressure
- Clarify communication plans and reinforce key Do's & Don'ts
- Evaluate current threats through realistic crisis scenarios
- Gain certainty and control by testing processes and decision points
- Identify gaps, lessons learned and actionable improvements
- Understand the complexities and trade-offs faced during a crisis

Target Audience: specifically designed for C-Suite / Executives / Legal Counsel and other relevant team members, with up to 20 persons' max

Delivery Duration: 2 to 3 hours

2.4 Technical Crisis Simulation Tabletop

A tailored, high-impact Technical Crisis Simulation co-developed with your team around defined learning objectives, scenario requirements, and participant roles. We leverage our unique crisis experience and business acumen to customized injects to recreate realistic scenarios such as IT or OT disruption, brand and customer-trust impact, and business-continuity challenges.

For more technical scenarios, a Digital Twin environment option can be integrated to safely simulate and test response procedures, team coordination, and recovery strategies under realistic, high-pressure conditions.

Undertaking these tabletop exercises is designed to:

- Provide organisational wide awareness of IT and OT disruptions
- Deliver realistic technical scenarios that test processes and decision points
- Build confidence and resilience across all departments and seniority levels
- Decrease Mean Time to Detect (MTTD) and Respond (MTTR)
- Enhance communication, coordination, and team motivation under pressure
- Improve your approach to Digital Forensic and Incident Response (DFIR)

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- Strengthen and coordinate your Post-Breach Recovery (PBR) readiness
- Leverage CYPFER crisis and incident experience along with business insight

Target Audience: Security Operations and Incident Response teams, Corporate Communications, Legal, and Compliance, Business Continuity and Risk Management, Senior Executives or Crisis Management Board Members

Delivery Duration: 6 to 8 hours

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