MERCURY

Operations Control Center (OCC) Management & Real-Time Decision Making

23 – 27 November 2026
Madrid (Spain)



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Operations Control Center (OCC) Management & Real-Time Decision Making

Ref: 121405_1078790 **Date:** 23 – 27 November 2026 **Location:** Madrid (Spain) **Fees:** 5600 Euro

Introduction

The Operations Control Center OCC Management & Real-Time Decision Making course equips professionals with advanced knowledge in centralized operations monitoring, incident coordination, and time-critical decision processes. Modern organizations rely on integrated control centers to ensure operational continuity, service reliability, and rapid response to disruptions. This program explores the structure, governance, and performance management of an Operations Control Center within high-demand industries such as aviation, transportation, utilities, logistics, and critical infrastructure. Participants will examine real-time data analysis, command-and-control frameworks, crisis escalation protocols, and operational risk mitigation strategies. The course emphasizes situational awareness, cross-functional coordination, and structured decision-making models under pressure. Learners will understand how to optimize OCC performance, strengthen operational resilience, and enhance real-time operational control.

Targeted Groups

This Operations Control Center OCC Management & Real-Time Decision Making training targets professionals seeking knowledge and skills:

- OCC managers and shift supervisors.
- Operations managers in aviation and transportation.
- Network operations center NOC professionals.
- Crisis management and emergency response leaders.
- Logistics and supply chain control specialists.
- Infrastructure and utility operations engineers.
- Business continuity and resilience professionals.
- Safety and risk management officers.
- Senior executives overseeing real-time operations.

Course Objectives

Participants will achieve the following objectives by completing the Operations Control Center OCC Management & Real-Time Decision Making course:

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- Understand the structure and governance of an Operations Control Center.
- Define roles, responsibilities, and command hierarchies within an OCC.
- Analyze real-time operational data to support effective decision-making.
- Apply structured decision-making models during critical incidents.
- Evaluate risk exposure in dynamic operational environments.
- Develop escalation and communication protocols for disruptions.
- Interpret key performance indicators used in operations control centers.
- Improve situational awareness in high-pressure environments.
- Design incident response workflows for time-sensitive scenarios.
- Assess business continuity strategies linked to operational control.
- Integrate technology platforms supporting real-time monitoring systems.
- Strengthen coordination between field teams and central command units.
- Enhance crisis response readiness and operational resilience.

Targeted Competencies

Participants will gain the following competencies during the Operations Control Center OCC Management & Real-Time Decision Making program:

- Competency in real-time operations monitoring.
- Proficiency in command and control coordination.
- Ability to interpret dashboards and live performance metrics.
- Skills in structured problem-solving under pressure.
- Capability to manage multi-agency communication channels.
- Knowledge of operational risk assessment techniques.
- Expertise in escalation and incident classification systems.
- Ability to align OCC activities with business continuity planning.
- Competence in performance optimization within control center environments.
- Leadership skills for managing high-stress operational teams.

Studying Scenarios

In this Operations Control Center OCC Management & Real-Time Decision Making training, participants develop skills through the following scenarios:

- Managing a major operational disruption affecting multiple service lines in real time.
- Coordinating emergency response actions during infrastructure system failure.
- Handling conflicting operational data while maintaining situational awareness.
- Escalating incidents across departments within defined service level agreements.
- Restoring service continuity after unexpected system outages.
- Leading a cross-functional OCC team during a crisis simulation exercise.

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Course Content

Unit 1: Foundations of Operations Control Center OCC Management

- Definition and strategic purpose of an Operations Control Center.
- Evolution of OCC models in aviation, transport, utilities, and logistics sectors.
- Centralized vs decentralized operations control structures.
- Core components of a real-time monitoring system.
- Governance frameworks in command and control centers.
- Organizational design and reporting lines in OCC environments.
- Integration between the Network Operations Center NOC and the OCC functions.
- Legal and regulatory considerations in operational control management.

Unit 2: Real-Time Monitoring Systems & Data-Driven Decision Making

- Architecture of real-time data collection systems.
- Key technologies supporting operational dashboards and control panels.
- Interpreting live KPIs in operations control center management.
- Predictive analytics for operational risk forecasting.
- Event detection and automated alert systems.
- Human-machine interaction in high-reliability control rooms.
- Data visualization strategies for faster situational awareness.
- Cybersecurity considerations in real-time operational systems.

Unit 3: Incident Management & Crisis Response in OCC Environments

- Incident lifecycle management within an OCC framework.
- Incident classification and severity assessment models.
- Escalation matrices and communication protocols.
- Decision-making frameworks under time pressure.
- Root cause analysis in operational disruptions.
- Crisis coordination with external agencies and stakeholders.
- Business continuity integration with OCC operations.
- Post-incident reporting and performance evaluation processes.

Unit 4: Performance Optimization & Operational Risk Management

- Defining service level agreements in control center operations.
- Measuring operational performance using real-time metrics.
- Risk identification in dynamic operational environments.
- Mitigation planning for high-impact operational risks.
- Resource allocation during peak operational demand.
- Workforce planning for 24/7 operations control centers.
- Fatigue management and human factor risk in shift operations.
- Continuous improvement frameworks for OCC performance.

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Unit 5: Leadership, Communication & Strategic Decision Making in OCC

- Leadership roles within an operations control center.
- Building high-performance real-time operations teams.
- Communication models for command-and-control environments.
- Managing stress and cognitive load during crises.
- Ethical considerations in real-time operational decisions.
- Stakeholder communication during major disruptions.
- Strategic alignment between OCC objectives and corporate goals.
- Future trends in digital operations control centers and automation.

Final Insights & Key Takeaways

Effective Operations Control Center management depends on structured governance, advanced real-time monitoring systems, and disciplined decision-making under pressure. Professionals who master OCC leadership and operational risk control strengthen organizational resilience and ensure uninterrupted service delivery in complex environments.