

DRII/BCI Professional Practice Narrative:

- Prepare a program to create and maintain corporate awareness and enhance the skills required to develop and implement the Business Continuity Management program or process and its supporting activities.

Generally Accepted Practices (GAP) Notice:

- This document is to serve as a repository of knowledge which is to be applied across various verticals
- This document contains a conceptual basis for Program development vs. an auditable checklist

Subject Area 7 – Awareness and Training				
Sub-Topic #1	#	What	How	Points of Reference
TRAINING & AWARENESS				

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TRAINING & AWARENESS				
Training and Awareness	1	Establish objectives and components of Corporate BCM Awareness and Training Program	<ul style="list-style-type: none"> • Inform management of current state of recovery preparedness and associated risks • Obtain upper management support to develop awareness and training programs • Develop a partnership with Internal Audit • Write a Training and Awareness Policy • Promote employee and management awareness regarding recovery preparedness • Ensure employees are familiar with their Business Continuity Roles and Responsibilities • Define desired outcomes from Awareness and Training program • Ensure relevant employees, customers, suppliers and other stakeholders are aware of the business continuity initiatives • Establish and use metrics to identify key areas of focus, and measure progress in improving quality, reliability, and security 	<p>HB 221:2004, Standards Australia/Standards New Zealand, Business Continuity Management.</p> <p>ASIS Guidelines</p> <p>Network Reliability Interoperability Council (NRIC) Standard</p>

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	2	Identify Functional Awareness and Training requirements	<ul style="list-style-type: none"> • Determine the level of awareness through planned drills or simulated exercises • Determine the drivers causing the need for Training and Awareness (e.g. Customer, Business, or Regulatory) • Complete needs analysis to determine requirements of Awareness and Training program • Benchmark against other corporations within Peer Group or Industry • Periodically survey employees to determine their level of awareness • Apply lessons learned from actual disasters 	Subject Area 6: Developing Business Continuity Strategies Network Reliability Interoperability Council (NRIC) Standard

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	3	Develop Awareness and Training Methodology	<ul style="list-style-type: none"> • Determine who target audience is • Determine if Training Materials will be the same for all audiences • Determine if Training should be put on LAN for easy access (e.g. Lotus Notes Database) • Determine if Training is Mandatory or Volunteer (recommend making it mandatory like Anti-Money Laundering or Code Of Ethics training) • Tie Awareness and Training involvement to Annual Performance Review and Compensation 	HB 221:2004, Standards Australia/Standards New Zealand, Business Continuity Management.
	4	Acquire or develop Awareness and Training Tools	<ul style="list-style-type: none"> • Develop Training Tools internally, using the “Needs Assessment” as a foundation • Information share with peers within your industry sector, to identify commonly used training practices 	

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	5	Identify external Awareness and Training Opportunities	<ul style="list-style-type: none"> • Attend regular meetings of organizations that include business continuity in the scope of their activities (i.e. ASIS, BOMA, RIMS, ISSA, ISACA) • Complete FEMA Independent Study courses • Attend training opportunities offered by State, County or local emergency management office • Attend CERT Training and promote employees to attend 	
	6	Identify alternative options for Corporate Awareness and Training	<ul style="list-style-type: none"> • Lessons learned from previous tests and exercises and actual incidents should be built into the testing cycle • Keep apprised of industry trends for BC Training Programs 	Subject Area 8: Maintaining and Exercising Plans
	7	Develop and Deliver various types of Training Programs (i.e. Computer based, classroom, test-based and instructional guides and templates	<ul style="list-style-type: none"> • Use a combination of walk through, live and simulation training methods • Consider consolidating Disaster Recovery Training and Awareness with Corporate Information Security Training • Consider creating a video to demonstrate evacuation drills • Consider using contests to generate interest 	Subject Area 8: Maintaining and Exercising Plans

Subject Area 7 – Awareness and Training

Sub-Topic #1	#	What	How	Points of Reference
TRAINING & AWARENESS	8	Develop Awareness Programs (i.e. Management, Team Members, New Employee Orientation and current employee refresher program)	<ul style="list-style-type: none"> • Identify key stakeholders to include in Training and Awareness program • Distribute key contact information to new employees on wallet cards (ie. Hotline number for status during outage) • Require annual Awareness training for all employees • Schedule Awareness training to coincide with National Business Continuity week • Provide management with monthly status updates on all training and awareness activities 	

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	9	Identify Other Opportunities for Education	<ul style="list-style-type: none"> • Attend conferences/meetings of the following: <ul style="list-style-type: none"> ➤ Business Continuity Organizations ➤ Local Business Continuity groups ➤ Certification entities ➤ Industry specific forums • Enroll in Business Continuity/Disaster Recovery college courses • Attend Business Continuity/Crisis Management drills at the state or local level • Read Business Continuity periodicals • Refer to Business Continuity web-sites 	Refer to Appendix listing all Business Continuity groups in the US.

External References: Standards, Guidelines & National Practice Publications

ANSI / NFPA 1600:2007 – Standard on Disaster/Emergency Management and Business Continuity Programs. National Fire Protection Association, March 2007. (Source: <http://www.nfpa.org>.)

BS 25999-1: 2006 – Business Continuity Management – Part 1: Code of Practice. BSI Business Information, November 2006. (ISBN: 0 580 49601 5. Source: <http://www.bsi-global.com>.)

Business Continuity Guideline, A Practical Approach to Emergency Preparedness, Crisis Management, and Disaster Recovery. ASIS International, 2005. (Source: <http://www.asisonline.org/guidelines/guidelinesbc.pdf>.)

FEMA 141: Emergency Management Guide for Business and Industry. FEMA, October 1993. (Source: <http://www.fema.gov/pdf/library/bizindst.pdf>.)

FEMA IS-700: An Introduction to the National Incident Management System (NIMS). FEMA Independent Study Program. (Source: <http://www.training.fema.gov/emiWeb/IS/is700.asp>.)

HB 292: 2006 – Practitioners Guide to Business Continuity Management. Standards Australia /Standards New Zealand, June 2006. (ISBN: 0-7337-7472-5. Source: <http://www.saiglobal.com>.)

HB 293: 2006 – Executive Guide to Business Continuity Management. Standards Australia /Standards New Zealand, June 2006. (ISBN: 0-7337-7488-1. Source: <http://www.saiglobal.com>.)

ISO/IEC 27002:2005 (ISO/IEC 17799:2005) – Information Technology Security Techniques - Code of Practice for Information Security Management. International Standards Organization, June 2005. (Source: <http://www.iso.org>.)

ISO/IEC 27001:2005 - Information technology -- Security techniques -- Information security management systems -- Requirements. International Standards Organization, October 2005. (Source: <http://www.27001.com/>.)

Open for Business, Disaster Planning Toolkit for Small to Mid-Sized Business Owners. Institute for Business and Home Safety (IBHS), January 2005. (Source: <http://www.ibhs.org/docs/OpenForBusiness.pdf>.)

TR 19: 2005 – Technical Reference for Business Continuity Management. SPRING Singapore, 2005. (ISBN: 981-4154-13-X. Source: <http://www.spring.gov.sg>.)