

## **SUBJECT AREA 7 - AWARENESS and TRAINING PROGRAMMES**

Prepare a program to establish and maintain corporate awareness that Business Continuity Management (BCM) is a part of normal business management and to develop and enhance the skills required to create and implement BCM.

### **A. THE PROFESSIONAL'S ROLE IS TO:**

- A.1 Establish Objectives and Components of Corporate BCM Awareness and Training Program**
- A.2 Identify Functional Awareness & Training Requirements**
- A.3 Develop Awareness & Training Methodology**
- A.4 Acquire or Develop Awareness & Training Tools**
- A.5 Identify External Awareness & Training Opportunities**
- A.6 Identify structure and delivery mechanisms for training**

### **B. THE PROFESSIONAL SHOULD DEMONSTRATE A WORKING KNOWLEDGE IN THE FOLLOWING AREAS:**

#### **B.1. Establish Objectives and Components of Corporate BCM Awareness & Training Program**

B.1.a. Obtain support of Senior Management.

- (i) Secure adequate budget.
- (ii) Define program management approach and implementation timeframes.

B.1.b. Obtain Commitment from Managers and Operational Staff who will implement BCM.

B.1.c. Align BCM to business priorities.

B.1.d. Define the desired level of awareness based on responsibilities.

#### **B.2 Identify Functional Awareness & Training Requirements**

B.2.a. Awareness assessment necessary to assess current levels of awareness against desired levels.

- (i) Assess awareness gaps.
- (ii) Identify and document the BCM roles and responsibilities.
- (iii) Define measures for desired levels of awareness.
- (iv) Re-assess periodically

B.2.b. Identify and prioritize internal target groups.

- (i) Management
- (ii) Team members
- (iii) Key stakeholders
- (iv) New employee orientation
- (v) Employee refresher program.

B.2.c. Identify and prioritize external target groups

- (i) Key stakeholders
- (ii) Third parties

B.2.d. General Staff requirements may include:

- (i) Initial notification
- (ii) Responding to specific threats or events.
- (iii) What to do when evacuated from the work site.
- (iv) Knowledge of recovery plans.

B.2.e. Identify Training Structure

- (i) Define Training roles and responsibilities.
- (ii) Prioritize teaching points defining the BCM message to be assimilated.
- (iii) Select order and delivery methods.
- (iv) Re-Assess awareness levels.

## **B. 3 Develop Awareness & Training Methodology**

### **B.3.a. Conduct Awareness assessment**

- (i) Identify documentation to be used
  - Corporate policy statements
  - Incident Management Response Reports
  - Previous tests and exercise results
  - Business metrics
- (ii) Distribute awareness surveys.

### **B.3.b. Gain feedback through focus groups**

### **B.3.c. Initiate plan to address awareness gaps**

### **B.3.d. Identify trends and new developments**

### **B.3.e. Develop program to target audience based on recommendations received.**

- (i) Design and Plan training process
- (ii) Identify metrics required.
- (iii) Identify Skill set necessary.
- (iv) Conduct Pilot program

### **B.3.f. Identify Delivery Methods**

- (i) Computer based
- (ii) Web Based
- (iii) Instructor Lead
- (iv) Scenario based
- (v) Instructional Guides & Templates
- (vi) Briefing Papers
- (vii) Newsletters, Bulletins, Articles
- (viii) Train the Trainer

## **B. 4 Identify and Acquire Awareness & Training Tools**

- B.4.a. Internal (In-house)
- B.4.b. External (Outsourced)
- B.4.c. Software Packages
- B.4.d. Intranet BCM Sites
- B.4.e. Business Continuity and Incident Management exercises
- B.4.f. Awareness special events
- B.4. g. Brochures of Frequently Asked Questions
- B. 4. h. Distance Learning (CBT, Video, books, periodicals)

**B.5 Identify External Awareness & Training Opportunities**

- B.5.a. Conferences
- B.5.b. Seminars
- B.5.c. Symposia
- B.5.d. User Groups and Associations
- B.5.e. White Papers/Publications
- B.5. f.. Regional Networks and Working Groups
- B.5. g. Industry sector working groups
- B.5. h. Certification bodies
- B. 5. i. Formal academic education programs

**B.6 Identify structure and delivery mechanisms for training**

- B.6.a. Identify business and audience requirements.
- B.6.b. Complete comparative analysis of tools and opportunities.
- B.6.c. Document program components.
- B.6.d. Identify level of expertise.
- B.6.e. Deliver training