



IT Governance

# **Security Awareness Programme**

Service Description

Protect • Comply • Thrive

## **Build and maintain awareness for optimal results**

Our Security Awareness Programme helps you build deep and sustained awareness about business-critical concerns you wish to highlight to your workforce, such as data privacy, cyber security or management frameworks like ISO 27001.

Designed to fulfil the training and awareness requirements of ISO management system standards, this programme is an effective way of tailoring your learning interventions to suit your specific needs and organisational culture.

Whether you aim to highlight the importance of cyber security, information security or even other management systems such as business continuity management among employees, directors or management teams, this bespoke programme will meet your needs.

### **Applicability**

This service can apply to any employee, including staff members, management teams, board members and company directors, as well as contractors and other external parties.

The Security Awareness Programme is not only a critical part of the 'Awareness' element within a management system but also supports other frequently needed and audited aspects, such as 'Leadership and Commitment', 'Objectives', 'Performance Evaluation' and 'Improvement'.

Depending on your organisation's infrastructure and preferences, this service can be tailored to suit specific needs or complement learning, development and communications structures.

### **Service description**

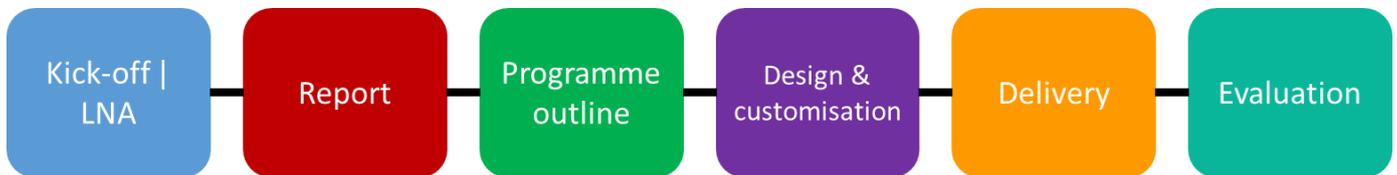
You will be assigned an experienced learning consultant who will analyse your organisation's needs.

You will then receive a report highlighting the outcomes of the learning-needs analysis (LNA), supported by a recommendation of suitable interventions tailored to your organisation's culture and needs.

Depending on your resources and needs, the service can be structured to also include customised learning elements, bespoke tools and support.

Below is an overview of a typical client engagement that includes optionally customised campaign elements.

## Project stages



### 1. Kick-off and LNA

A face-to-face kick-off meeting introduces the project teams and parties involved to discuss and verify:

- ✓ The timescales for delivery;
- ✓ Project team availabilities or absences;
- ✓ Other risks and mitigations;
- ✓ The content to be included; and
- ✓ The scope of the solution.

This will be followed by an LNA to determine the best learning approach for your organisation, using qualitative and quantitative methods. This process will include a detailed assessment and learner survey, an examination of existing content and interviews with persons holding relevant roles within the organisation. The duration of this first stage will depend on the size, complexity and awareness needs of your organisation.

### 2. The LNA report

Following the LNA, a detailed report will highlight the following:

- ✓ The present level of awareness of the organisation.
- ✓ Common gaps in knowledge.
- ✓ Existing awareness challenges.
- ✓ Employee motivation and attitudes concerning the issue.
- ✓ Trends in learning style preferences of the audience.
- ✓ Learning objectives to address the identified needs.

### **3. Programme outline**

The consultant will work closely with relevant parties to develop an awareness programme and campaign that meet the objectives and timescales set out in the report.

This report will outline recommendations for the implementation stage of the programme, including:

- ✓ A structured learning path, mapping learning interventions against recommended timescales.
- ✓ A project plan for delivery.

The outcome of this stage will be recommended interventions consisting of digital and/or physical elements for effectively building, maintaining and improving your organisation's awareness.

Depending on your budget and timescales, you may implement all or part of the interventions.

[See campaign element samples here >>](#)

### **4. Design and customisation**

Once you have decided on the appropriate interventions, the optional customisation phase of your awareness programme can begin. This consists of branding and customising the agreed campaign elements.

The starting point is the production of a detailed design specification that will serve as a blueprint for successful delivery.

The development and customisation of campaign elements follows a proven methodology based on regular client communication and includes essential review stages to make sure the programme develops smoothly.

More information about customisation can be found in the Campaign Elements document mentioned above.

#### **Script or storyboard**

Depending on your needs, the consultant will create either a script or a storyboard containing text and graphics to be included in the solution. This allows you to review any customised elements before development and implementation.

Script or storyboard review meetings will be held remotely to make sure your needs are met.

## **Beta**

Following confirmation of the script or storyboard, a full working version will be developed. In many cases, this version will be the final deliverable. However, if agreed upfront, it can serve as a final review round, allowing aspects that are not captured in the script or storyboard to be addressed. At this stage, another review meeting will be held remotely to capture any extra feedback.

## **5. Delivery**

Once the programme components have been finalised, the consultant will make available all deliverables, including access details for any digital components, such as e-learning, digital campaign launch or awareness nudge.

More information on these individual components is in our downloadable Campaign Elements document. We recommend a phased roll-out for optimal long-term results, details of which will be in the project plan.

Any digital deliverables can either be hosted by IT Governance or provided as SCORM files for deployment to your organisation's learning management system (LMS).

## **Gold**

This stage marks the last release of the solution, ready for deployment. This version will include any modifications agreed during the beta review stage. If the solution is to be hosted on your organisation's LMS, then the Gold version will be provided as a SCORM file ready to upload.

## **6. Evaluation**

Depending on your needs, we offer a one-year licence to access an online assessment tool hosted on an LMS to evaluate your learners' progress against the objectives set out in the LNA.

The assessment indicates the programme's effectiveness and is evidence that awareness programmes have been undertaken for audit purposes.

Following completion of the project, a final engagement with your consultant will be held to discuss strategies for maintenance and for continual improvement.

## **Resource needs**

For the project to progress effectively, the following requirements should be met:

- Provide essential information for the project to proceed on schedule and fulfil its objectives. This will be managed to minimise disruption to normal business activities, but it is essential that your staff give any requests the appropriate priority.
- Facilitate interviews with staff from departments within the determined scope of the project and make sure that all required information is provided.

**For more information or to speak to an expert, please visit:**

<http://www.itgovernance.co.uk/security-awareness-programme>