

Org XXXX Security Awareness Training Program
By Aron Warren

Introduction

This document is part of the Security Awareness Program for a government laboratory's organization XXXX. This program was conceived out of the need to inform the staff on several key security practices that they will run into in their day-to-day activities. This program focuses on reinforcement of key material contained in the corporate mandated trainings while providing additional material to keep the staff engaged. In addition to reinforcement activities another key aspect is that the training is be most up-to-date material available.

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Key Roles

Primary target of the awareness training are the non-management employees of org XXXX. The organization consists entirely of IT Staff of type employee and contractor, full and part time.

Secondary target of the awareness training are the team leads of XXXX. The team leads need to also be knowledgeable of these awareness topics but who may not directly benefit as greatly as the IT Staff. The team leads have traditionally attended any training directed toward their staff.

Module Rankings

The following table consists of each training module topic as well as the perceived risk (eg. no formal risk calculations were performed). The Time to Communicate is the estimated time to present the material. It is designed to be very brief and concise but to create an environment of engaging dialog amongst the staff. The Cost to Implement has not been calculated at the time of writing this document.

Following are the reasons topics were given the Risk level they were. “You are a target” is High due to the recent interest in the government labs from Asia and Middle East countries and the subsequent rise in attacks. “Data Protection” and “Data Destruction” are High due to the upcoming declassification of several storage devices as well as the addition of new staff to the group. “Social Engineering” is High due to the upcoming availability of BYOD to work. The rest of the topics to be covered are marked as Medium due to the fact that are predominantly controlled by external agents and do not rely on as much effort on the part of the employee.

Module Name	Risk Reduction	Time to Communicate	Cost to Implement
You are a target	High	3 minutes	TBD
Data Protection	High	3 minutes	TBD
Encryption	Medium	3 minutes	TBD
Know your SOC	Medium	2 minutes	TBD
Data Destruction	High	4 minutes	TBD
Browsing	Medium	3 minutes	TBD
Social Engineering	High	3 minutes	TBD
Mobile Device Security	Medium	3 minutes	TBD
Protecting your personal computer	Medium	2 minutes	TBD
Hacked	Medium	2 minutes	TBD

Communication Plan

The communication plan lays out how the security awareness program will be communicated to the various stakeholders. This may need to be revised if the awareness training grows beyond the immediate primary target audience.

Content	Stakeholder	Delivery Method	Purpose	Frequency	Communicator
Awareness Program Status Report	Management	Email	Communicate overall status of awareness program. Helps ensure executive commitment.	Quarterly	Aron Warren
Training Metrics & Status	Steering Committee & Management	In Person	Discuss status of awareness program, including metric results, and how to improve program.	Quarterly	Aron Warren
Security Awareness Reinforcement Training	All company staff & contractors	Internal maillist	Updates on awareness topics	Quarterly	Aron Warren

Project Timeline

This is an updated project timeline showing what steps have already been completed up until this point.

Task	Status	Timeframe	Notes
Project Approval:			
Create Initial Project Plan	Completed	Q2 2012	
Receive initial stakeholder buy-in	Completed	Q2 2012	Achieve this first then have stakeholders approach mgmt.
Receive initial mid-management buy-in	Completed	Q2 2012	Already had support from Executive management, just needed push from stakeholders (team leads in this case)
Create Revised (Final) Project Plan	Completed	Q2 2012	
Milestone 1 - project plan approved	Completed	Q2 2012	
Identification of awareness topics	Completed	Q2 2012	What topics are we going to be looking at? This is the identified list.
Identification of communication mediums	Completed	Q2 2012	Who is available as resources? How do we get them engaged?
Identification of SMEs		Q3 2012	
Creation of initial survey		Q3 2012	
Creation of initial training/awareness module		Q3 2012	
Rollout of initial training/awareness module		Q3 2012	To occur in June Meeting
Milestone 1 - First module deployed		Q3 2012	
Review of initial metrics and lessons learned		Q3 2012	
Meet with Stakeholders and report findings to management		Q3 2012	

Rollout of second training/awareness module		Q3 2012	To occur in July Meeting
Review of 2nd module metrics & lessons learned		Q3 2012	
Rollout of third training/awareness module		Q3 2012	To occur in August Meeting
Review of 3rd module metrics & lessons learned			
Milestone 2 - Third module deployed			
Meet with Stakeholders and report findings to management		Q3 2012	
Complete Project Review		Q3 2012	Project redesign if necessary, reevaluation of applicability of topics to be presented in Q4 trainings
Rollout of fourth training/awareness module		Q3 2012	To occur in September Meeting
Review of 4th module metrics & lessons learned		Q4 2012	
Rollout of fifth training/awareness module		Q4 2012	To occur in October Meeting
Review of 5th module metrics & lessons learned		Q4 2012	
Rollout of sixth training/awareness module		Q4 2012	To occur in December Meeting
Review of 6th module metrics & lessons learned		Q4 2012	
Rollout of seventh training/awareness module		Q1 2013	To occur in January Meeting
Review of 7th module metrics & lessons learned		Q1 2013	
Rollout of eighth training/awareness module		Q1 2013	To occur in February Meeting
Review of 8th module metrics & lessons learned		Q1 2013	
Rollout of ninth training/awareness module		Q1 2013	To occur in March Meeting
Review of 9th module metrics & lessons learned		Q1 2013	
Meet with Stakeholders and report		Q2 2013	This is in order to ensure stakeholders have

findings to management			information for their performance reviews
Milestone 3 - Yearly Review		Q2 2013	Project redesign if necessary, reevaluation of applicability of topics to be presented in Q2-Q4 of 2013. Complete review of metrics from previous modules.

Metrics

This section lays out the overview of how metrics for the program are collected.

Metric Name	What Is Measured	How It is Measured	When Is It Measured	Who Measures	Details
Online Surveys	1) Existing knowledge of subject material. 2) Knowledge or interest in future materials.	Online Survey via Sharepoint	1 week before In-Person Short Training	Trainer	This survey will measure the student's knowledge of the subject material before the In-Person Short Training is done. Questions about other topics will be asked in order to judge the need for future trainings.
In-Person Short Training	Attendance count	Sign-in sheets	Monthly	Trainer	At selected weekly staff meetings a short 5-10 minute module will be presented. 1 module will be presented per month to keep interest but not to overload staff.
Handout Paper Surveys	1) Usefulness of information just presented. 2) What was learned is applicable is employee	Paper survey	Immediately after In-Person Short Training	Trainer	This survey will measure the effectivity of the training module that we just presented. The Online Survey will be correlated to this survey in order to create the metrics for the module.

Execution Checklist

This section lays out each step of the execution of this plan and the current updated status of the program.

Tasking	Owner	Completion	Comments
Build Steering Committee	Aron Warren	March 2012	Team will consist of 5 members consisting of one staff member, two team leads, a level 1 manager and a level 2 manager.
Identify Targets (WHO)	Aron Warren	March 2012	The target audience are the employees of org XXXX consisting of employees, contractors and team leads.
Identify Topics (WHAT)	Aron Warren	May 2012	10 topics have been identified as having value that go above and beyond the currently corporate required trainings.
Identify Primary Training (HOW)	Aron Warren	May 2012	The primary training delivery method will be short, in-person trainings that are at the end of the regular staff meetings.
Identify Reinforcement Training (HOW)	Stephanie Romero	May 2012	Reinforcement trainings will be emails, newsletters, hallway posters, Sharepoint material and surveys.
Execution Timeline	Aron Warren	June 2012	The execution timeline is referenced in the Project Timeline document. Given the current understaffed and overworked employees, it is viewed that any training offered is better than the little to none that is currently being done beyond the required corporate trainings.
Metrics Baseline	Aron Warren	June 2012	Pre and post training surveys will provide metrics for the training module covered as well as provide leads to other topics that are needed.
Management Briefing	Stephanie Romero		Brief management on value of awareness and how you will execute.

Test Primary Training Rollout	Aron Warren		Initial rollout will be to the two team leads, one security professional and one user support employee.
Execute Primary Training Rollout	Aron Warren		Roll out primary training to entire organization.
Reinforcement Training Rollout	Aron Warren		Reinforcement training will be provided after each in-person training.
Monthly / Quarterly Metrics	Aron Warren/ Stephanie Romero		Metrics are gathered after each training module and are used to determine changes in previous covered module as well as a change in the topic covered in the next training module.
Feedback / Improve (recommend steering committee meeting twice a year)	Aron Warren/ Stephanie Romero		Steering committee meets every 6 months to review the overall progress of the program. The trainer and team leads meet every month to discuss previous month's metrics as well as determine module content changes, module delivery changes and revision to which modules are presented next.

Annual Review and Revision

Every year, according to the project timeline, the program will be evaluated for its' effectiveness. As the timeline has built in a continual re-evaluation of the learning module for timeliness and freshness, the content should be continually developed toward the end of the year. Thusly as the year ends the next year's module should already be in development.

Each year a reevaluation of the target audience as well as the consideration of inclusion of additional audiences will be considered. Any organizational changes amongst the stakeholders or primary target audience is not anticipated to drastically change the program's objectives and any such changes to the program can be addressed annually.