



IT Governance

Security Awareness Program

Service Description

Build and maintain awareness for optimal results

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

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

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

Applicability

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

The Security Awareness Program 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 organization's infrastructure and preferences, this service can be tailored to suit specific needs or complement learning, development, and communications structures.

Service description

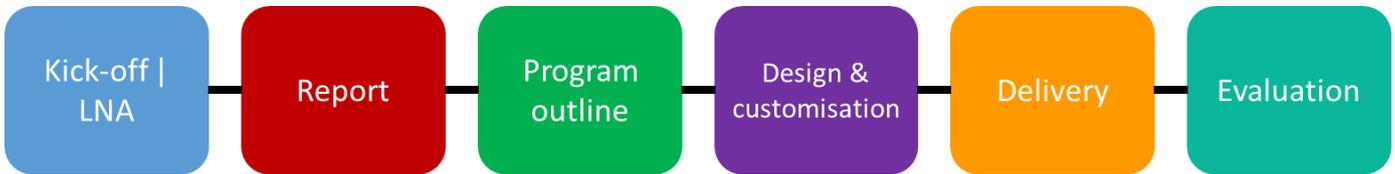
You will be assigned an experienced learning consultant who will analyze your organization's needs.

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

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

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

Project stages



1. Kick-off and learning-needs analysis (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
- ✓ The scope of the solution

This will be followed by an LNA to determine the best learning approach for your organization, 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 organization. The duration of this first stage will depend on the size, complexity, and awareness needs of your organization.

2. The LNA report

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

- ✓ The present level of awareness of the organization.
- ✓ 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. Program outline

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

This report will outline recommendations for the implementation stage of the program and include:

- ✓ 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 organization'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 customization

Once you have decided on the appropriate interventions, the optional customization phase of your awareness program can begin. This program consists of branding and customizing 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 customization of campaign elements follows a proven methodology based on regular client communication and includes essential review stages to make sure the program develops smoothly.

More information about customization 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 customized 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 program components have been finalized, the consultant will make available all deliverables, including access details for any digital components, such as elearning, 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 organization'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 organization'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 license 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 program's effectiveness and is evidence that awareness programs 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 fulfill its objectives. This will be managed to minimize 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
www.itgovernanceusa.com/security-awareness-program