Business Continuity Management Program

Training Guide

*Project ID: FSEP / E&Y BCM Audit Response*

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Project ID: EY/BCP/DR Audit Response

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# 1 DOCUMENT REVISION HISTORY

This section describes the changes that have been made to this document following its initial development.

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<th>Date</th>
<th>Ver.</th>
<th>Description of Change</th>
<th>Contact</th>
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<tr>
<td>1/29/2016</td>
<td>1.00</td>
<td>Initial Draft</td>
<td>Jill Frater</td>
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<td></td>
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<td>Steve Goldfarb</td>
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<tr>
<td>2/3/2016</td>
<td>1.5</td>
<td>Updated with Ewalt edits- ready to be split</td>
<td>SG</td>
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<tr>
<td>2/4/2016</td>
<td>2.0</td>
<td>Training Plan Stand Alone with Edits</td>
<td>SG</td>
</tr>
<tr>
<td>2/8/2016</td>
<td>2.1</td>
<td>Minor updates and formatting fixes</td>
<td>Jill Frater</td>
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# 2 PROJECT CHANGE SUMMARY

This section describes the changes that have been made to this project following its initial acceptance by the stakeholders and approval for implementation.

<table>
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<tr>
<th>Date</th>
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<th>Description of Change</th>
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1. INTRODUCTION

1.1 Purpose
This plan outlines training goals, the responsibilities of all stakeholders in maintaining good training and awareness practices, training delivery options, and frequency of training, as well as the annual training cycle/schedule (all actual dates TBD per each year’s academic schedule).

1.2 Goals
1.2.1 To ensure all stakeholders and BCP/DR team members maintain awareness of their responsibilities for activating and facilitating their school/department BCP/DR plan.
1.2.2 To identify key methods of training delivery, target audiences, frequency, and content.

1.3 Document Maintenance
This document will be reviewed annually and updated as needed, as the project proceeds through each phase of the Business Continuity Management Project life cycle.

This document contains a revision history log. When changes occur, the document’s revision history log will reflect an updated version number as well as the date, the owner making the change, and change description will be recorded in the revision history log of the document.

2. KEY STAKEHOLDERS
This section describes the roles and responsibilities of the Business Continuity Management stakeholders with regard to the Training and Testing Plan. Listed below are the key stakeholders:

- Crisis Management Team
- BCM Steering Committee
- Executive business sponsor (Dave Wright)
- Program Administrator (FSEP)
- School/Department BC Coordinator (Recovery Team Planner)
- BC Program owner (Recovery Team Leader)
- IT Disaster Recovery Program Coordinator (School/Dept. IT Admin)
- USC Medical Enterprise Program Coordinator (Robert Vance)
- USC Medical Enterprise Program Owner (Paul Craig)
- USC Central ITS CIO (Doug Shook)
- BCP/DR Department/School Team Members
- General staff and faculty
3. TRAINING PROGRAMS IN THE BCM PORTFOLIO

3.1 Training Topic: How to Review and Update a Business Continuity Plan (BCP)  
3.1.1 Target Audience: BC Program Coordinators  
3.1.2 Delivery options: In-person group training workshop; one-on-one training; online training.  
3.1.3 Objectives:  
- Understand how to conduct a Business Impact Analysis (BIA).  
- Understand how to facilitate the planning process with team members.  
- How to identify and document the information required in the plan template.  
3.1.4 Frequency: Semi-annually  
3.1.5 Supporting Materials:  
- PowerPoint Presentation  
- Job Aids (i.e. checklists, templates)  
3.1.6 Duration: 1-2 hours  
3.1.7 Facilitator: Program Administrator

3.2 Training Topic: How to Review and Update an IT Disaster Recovery Plan (DRP)  
3.2.1 Target Audience: IT Program Coordinators  
3.2.2 Delivery Options: In-person group training workshop; one-on-one training; online training.  
3.2.3 Objectives:  
- Understand how to identify and document the information required in the plan template.  
- Understand IT disaster recovery best practices.  
3.2.4 Frequency: Semi-annually  
3.2.5 Supporting Materials:  
- PowerPoint Presentation  
- Job Aids (i.e. checklists, templates)  
3.2.6 Duration: 1-2 hours  
3.2.7 Facilitator: Program Administrator

3.3 Training Topic: Plan Enhancements and Improving/Updating the BCP/DRP  
3.3.1 Target Audience: IT program coordinators and BC program coordinators  
3.3.2 Delivery Options: In-person group training workshop; one-on-one training; online training.  
3.3.3 Objectives:  
- Provide additional planning strategies not covered in previous training.  
- Provide a review of planning strategies and methods.  
3.3.4 Frequency: Annually  
3.3.5 Supporting Materials:  
- PowerPoint Presentation  
- Job Aids (i.e. checklists, templates)  
3.3.6 Duration: 1-2 hours  
3.3.7 Facilitator: Program Administrator

3.4 Training Topic: BCP/DRP Plan Awareness for BCP/DRP Recovery Team  
3.4.1 Target Audience: BCP/DR Recovery team members  
3.4.2 Delivery Options: In-person group training; online training  
3.4.3 Objectives:  
- Provide awareness of the key details of the BCP including roles and responsibilities, recovery strategies, the emergency plan and university-wide recovery goals.  
3.4.4 Frequency: Annual
3.4.5 Supporting Materials: Copies of BCP/DR plan (hard copy or electronic)
3.4.6 Duration: 1-2 hours
3.4.7 Facilitator: Program Coordinators

3.5 Training Topic: General Staff and Faculty Plan Awareness (Also For New Employee Onboarding)
3.5.1 Target Audience: All staff and faculty
3.5.2 Delivery Options: Online training via Trojan Learn
3.5.3 Objectives:
   - Provide general awareness of the existence of emergency, BC and DR plans.
3.5.4 Frequency: Annually
3.5.5 Supporting Materials: Customized Trojan Learn course with tracking mechanism
3.5.6 Duration: 1 hour
3.5.7 Facilitator: Program Administrator

3.6 Training Topic: How to Review and Update a BIA (Business Impact Analysis)
3.6.1 Target Audience: BC Program Coordinators
3.6.2 Delivery Options: In-person group training workshop; one-on-one training; online training.
3.6.3 Objectives:
   - Understand how to conduct a Business Impact Analysis (BIA).
   - Understand how to facilitate the BIA process with team members.
   - How to identify and document the information required in the BIA template.
3.6.4 Frequency: Annually
3.6.5 Supporting Materials:
   - PowerPoint Presentation
   - Job Aids (i.e. checklists, templates)
3.6.6 Duration: 1-2 hours or as part of other training
3.6.7 Facilitator: Program Administrator

4. SCHEDULING AND PARTICIPANT TRACKING

There shall be a process for tracking participation in all training activities. This will be the shared responsibility of the Program Administrator and the Program Coordinator. Tracking participation may include attendance rosters, sign-in sheets, e-mail documentation and/or the use of on-line tracking tools.

The Program Coordinator will schedule all training in collaboration with the Program Administrator and ensure all members of the target audience participate.

At any given time, senior university administration may require that certain training be conducted and attended, ad hoc or on an annual basis.

5. EVALUATION

5.1 Training and awareness activities will be evaluated, in respect to their effectiveness in meeting goals and objectives.

5.2 The training evaluation will be documented using a standard scorecard and/or post training participant surveys.

Training outcome scorecards will be communicated to senior university administration and each applicable school/department leadership.
The following chart describes how training and testing will be delivered. Specific training and testing documents will be developed as the program matures. This will also include the development of job aids and training tools such as checklists, visual aids, presentation slides, participant manuals, and on-line products.

<table>
<thead>
<tr>
<th>Training/Testing Topic</th>
<th>Target Audience</th>
<th>Transmittal Method</th>
<th>Objectives</th>
<th>Frequency</th>
<th>Supporting Materials</th>
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<tbody>
<tr>
<td>How to review &amp; update a Business Continuity Plan</td>
<td>BC Program Coordinators</td>
<td>In-person group training Workshops One-on-one training On-line</td>
<td>Understand how to conduct a Business Impact Analysis Understand how to facilitate the planning process with team members. How to identify and document the information required in the plan template.</td>
<td>Semi-Annual</td>
<td>Slide Presentation Job Aids (checklists, templates)</td>
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<tr>
<td>How to review &amp; update a disaster recovery plan</td>
<td>IT Program Coordinators</td>
<td>In-person group training Workshops One-on-one training On-line</td>
<td>How to identify and document the information required in the plan template. Understand IT disaster recovery best practices.</td>
<td>Semi-Annual</td>
<td>Slide Presentation Job Aids (checklists, templates)</td>
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<tr>
<td>Plan enhancements/ Improving the BCP/DR</td>
<td>BC Program Coordinators IT Program Coordinators</td>
<td>In-person group training Workshops One-on-one training Newsletter</td>
<td>Provide additional planning strategies not covered in previous training. Provide a review of planning strategies and methods.</td>
<td>Annual</td>
<td>Supporting documents</td>
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<tr>
<td>Training/Testing Topic</td>
<td>Target Audience</td>
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| BCP/DR Plan Awareness for the BCP/DR Planning Team | • BCP/DR Team Members | • In-person group training  
• One-on-one training | • Provide awareness of the key details of the BCP including roles & responsibilities, recovery strategies, the emergency plan and university-wide recovery goals. | Annual | • Copies of BCP/DR plan (hard copy or electronic) |
| General staff & faculty plan awareness | • All staff & faculty  
• New Employee onboarding orientation | • Online training via Trojan Learn | • Provide general awareness of the existence of the BCP & DR plans | Annual | • Customized presentation |
| How to review & update the Business Impact Analysis | • BC Program Coordinators | • In-person group training  
• Workshops  
• One-on-one training  
• On-line | • Understand how to conduct a Business Impact Analysis (BIA).  
• Understand how to facilitate the process with team members.  
• How to identify and document information required in the BIA template. | Annual | • Slide Presentation  
• Job Aids (checklists, templates) |