Business Continuity Management Program

Business Continuity and Disaster Recovery
Training Requirements

Project ID: FSEP / E&Y BCM Audit Response

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Project ID: EY/BCP/DR Audit Response
Version: 2.0
Version Date: 02/5/16

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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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<td>1/27/2016</td>
<td>1.00</td>
<td>Initial Draft</td>
<td>Jill Frater</td>
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<td>Steve Goldfarb</td>
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<tr>
<td>2/3/2016</td>
<td>2.00</td>
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<td>Steve Goldfarb</td>
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<tr>
<td>2/5/2016</td>
<td>2.1</td>
<td>Minor revisions and formatting updates.</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.

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1. **INTRODUCTION**

1.1 **Purpose**

This policy outlines training goals, the responsibilities of all stakeholders in maintaining good training and awareness practices, including training delivery options, frequencies, and the annual training schedule (actual dates TBD per each year’s academic schedule). The policy also describes how training and training resources will be provided to ensure that all school/department Business Continuity (BC) and Disaster Recovery (DR) plans are tested and validated.

1.2 **Goals**

1.2.1 To ensure all stakeholders and BC/DR team members maintain awareness of their responsibilities for activating their school/department BC/DR plan and facilitating the recovery and resumption of critical functions.

1.2.2 To identify methods of training delivery, target audiences, frequencies, and content.

1.3 **Document Maintenance**

This document will be reviewed annually and updated annually, as the Business Continuity Management (BCM) project proceeds through each phase of its 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 a brief description of the change made.

2. **KEY STAKEHOLDERS**

This section describes the roles and responsibilities of the Business Continuity Management stakeholders with regard to the Training Policy. Listed below are the key stakeholders:

- Crisis Management Team
- BCM Steering Committee
- Executive business sponsor (Dave Wright)
- Program Administrator (FSEP)
- School/Department Coordinator (Team Planner)
- Program owner (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)

2.1 **Training Responsibilities**

2.1.1 **Crisis Management Team**
- Escalation of any issues or non-compliance.

2.1.2 **BCM Steering Committee**
- Reinforcement of BCM training expectations/accountabilities with their units.
- Provide recommendations about training methodologies and content.

2.1.3 **Executive Business Sponsor**
- Reinforcement of BCM training expectations and accountabilities with their units.
2.1.4 Program Administrator
- Communicate BCM training expectations and accountabilities with units.
- Provide regular training activity status reports.
- Develop training content, templates, materials and job aids.
- Support units in the delivery of training where possible.
- Raise awareness of business continuity so that all employees understand its importance and that plans exist.

2.1.5 School/Department Team Leader/Owner
- Participate in trainings with the recovery teams.
- Communicate with the program coordinator and recovery team members to ensure training compliance.
- Ensure executive level support by communicating with key staff faculty staff and researchers to ensure cooperation and collaboration with training requirements.
- Raise awareness of business continuity so that all employees understand its importance and that plans exist.

2.1.6 School/Department Team Planner/Coordinator
- Communicate with recovery teams and the CIO to ensure that training deadlines and deliverables are met.
- Develop, coordinate, schedule and facilitate training sessions.
- Communicate training compliance status to the recovery leader, program administrator, and other internal stakeholders.
- Ensure that recovery team members are aware of their roles and responsibilities through regular training and communications.
- Document and track any post-test action items and follow through to resolution.

2.1.7 IT Disaster Recovery Planner/Coordinator
- Communicate with recovery teams and the program owner to ensure that training deadlines and deliverables are met.
- Develop, coordinate, schedule, execute, and document IT disaster recovery tests.
- Communicate training compliance status to the recovery leader, program administrator, and other internal stakeholders.
- Ensure that recovery team members are aware of their roles and responsibilities through regular training and communications.
- Document and track any post-exercise action items and follow through to resolution.

2.1.8 USC Medical Enterprise Team Planner/Coordinator
- Communicate with recovery teams and the program owner to ensure that training deadlines and deliverables are met.
- Develop, coordinate, schedule and facilitate training sessions.
- Communicate training compliance status to the recovery leader, program administrator, and other internal stakeholders.
- Ensure that recovery team members are aware of their roles and responsibilities through regular training and communications.
- Document and track any post-exercise action items and follow through to resolution.
2.1.9 **USC Medical Enterprise Team Leader/Owner**
- Participate in trainings with the recovery teams.
- Communicate with the program coordinator and recovery team members to ensure training compliance.
- Ensure executive level support by communicating with key staff faculty staff and researchers to ensure cooperation/collaboration with BCP/DR training.
- Raise awareness of business continuity so that all employees understand its importance and that plans exist.

2.1.10 **USC Central ITS CIO**
- Participate in trainings with the recovery teams.
- Ensure executive level support by communicating with the program owner and coordinator to ensure cooperation and compliance with training requirements.
- Raise awareness of business continuity so that all staff and faculty members understand its importance and that plans exist.

### 3. Training Program Awareness Objectives

3.1 Ensure each member of a recovery team understands his or her role and responsibilities.
3.2 Ensure that business units are prepared to deal with business disruptions.
3.3 Ensure each recovery team member takes responsibility for promptly reporting any changes to the recovery team planner so that plan updates can be made.
3.4 Create a culture of continuity throughout the university.
3.5 Raise awareness of business continuity so that all employees understand its importance and that plans exist.
3.6 Empower recovery team leaders and coordinators by providing the knowledge and tools to be effective at conducting exercises.

### 4. Principles of the Training Policy

4.1 Training and awareness can be defined as any activity designed to help individuals become knowledgeable about their school/department plans. It encompasses a range of activities including, for example, attendance in training courses, workshops, seminars, and exercises.

4.2 Training and plan awareness is a continuous process. Recovery team members shall keep themselves abreast of developments within their own areas and update their plan promptly to reflect any changes. Developments may include operational changes that affect the BCP/DR plan and university-wide changes that may affect the department or school.

4.3 The responsibility for planning, coordinating, and executing training activities will be shared between the Program Administrator and the Plan Coordinators and Owners.

4.4 Departments and Schools will allocate appropriate time and financial resources to ensure that training requirements are met.
5. PLANNING, TRAINING, AND AWARENESS PROGRAMS

5.1 Types of training and awareness delivery options
   5.1.1 In-person group training
   5.1.2 Webinar based training
   5.1.3 Facilitated workshops
   5.1.4 Orientations (formal & informal)
   5.1.5 Newsletters (electronic)
   5.1.6 Memos or other written documents
   5.1.7 Job Aids

5.2 Target Audiences
   5.2.1 Program owners, program coordinators, and recovery team members must have an in-depth understanding of the DR and BC plans.
   5.2.2 All staff and faculty members must have a basic understanding of the BC/DR plans.

5.3 Training Content
   5.3.1 The content, objectives, and job competencies shall be determined by the program administrator in collaboration with the steering committee.
   5.3.2 The format for training and goals and objectives will be determined by the program administrator.

5.4 Time and Budget Allocation for Training
   5.4.1 All departments/schools and program coordinators will allocate the time required for recovery team members to participate in scheduled training activities and must conduct the activities within the timeframes indicated in this policy and the BCP/DR governance policies.

5.5 Monitoring and Tracking
   5.5.1 Participation in all training activities will be tracked by FSEP and each department/school. Tracking tools may include attendance rosters, sign-in sheets, and/or on-line tracking tools.
   5.5.2 The school/department plan owner will be responsible for ensuring that all stakeholders (i.e. recovery team members, select staff, faculty, researchers) participate in training activities and maintain awareness of BCP/DR plans.
   5.5.3 At any given time, senior university administration may require that certain training be conducted and attended.

5.6 Evaluation
   5.6.1 Training and awareness program activities will be evaluated by the program administrator for effectiveness in meeting goals and objectives.
   5.6.2 Training records will be maintained and communicated to the steering committee, crisis management team, and the school/department leadership.