

VII. SECURITY PROCEDURES

A. Security Awareness and Training

Company must establish a computer security awareness and training program. Such a program requires proper planning, implementation, maintenance, and periodic evaluation. In general, a computer security awareness and training program must include the following:

- 1) Identify program scope, goals, and objectives. The scope of the program should provide training to all types of people who interact with IT systems. Since users need training which relates directly to their use of particular systems, various departments may require system-specific awareness and training.
- 2) Identify training staff. It is important that trainers have sufficient knowledge of computer security issues, principles, and techniques. It is also vital that they know how to communicate information and ideas effectively.
- 3) Identify target audiences. Not everyone needs the same degree or type of computer security information to do their jobs. A computer security awareness and training program that distinguishes between groups of people, presents only the information needed by the particular audience, and omits irrelevant information will have the best results.
- 4) Motivate management and employees. To successfully implement an awareness and training program, it is important to gain the support of management and employees. Consider using motivational techniques to show management and employees how their participation in a computer security and awareness program will benefit the Company.
- 5) Administer the program. Several important considerations for administering the program include visibility, selection of appropriate training methods, topics, materials, and presentation techniques.
- 6) Maintain the program. Efforts should be made to keep abreast of changes in computer technology and security requirements. A training program that meets Company's needs today may become ineffective when the Company starts to use a new application or changes its environment.
- 7) Evaluate the program. An evaluation should attempt to ascertain how much information is retained, to what extent information system security procedures are being followed, and general attitudes toward information system security.