Dún Laoghaire-Rathdown County Enterprise Board

2334 HAFELEKAR

insemot

information security modular training for SMEs

TRAINING PROCESS DESCRIPTION

INSEMOT SME

(Draft V2.0 – 29.8.12)

Lifelong Learning Programme

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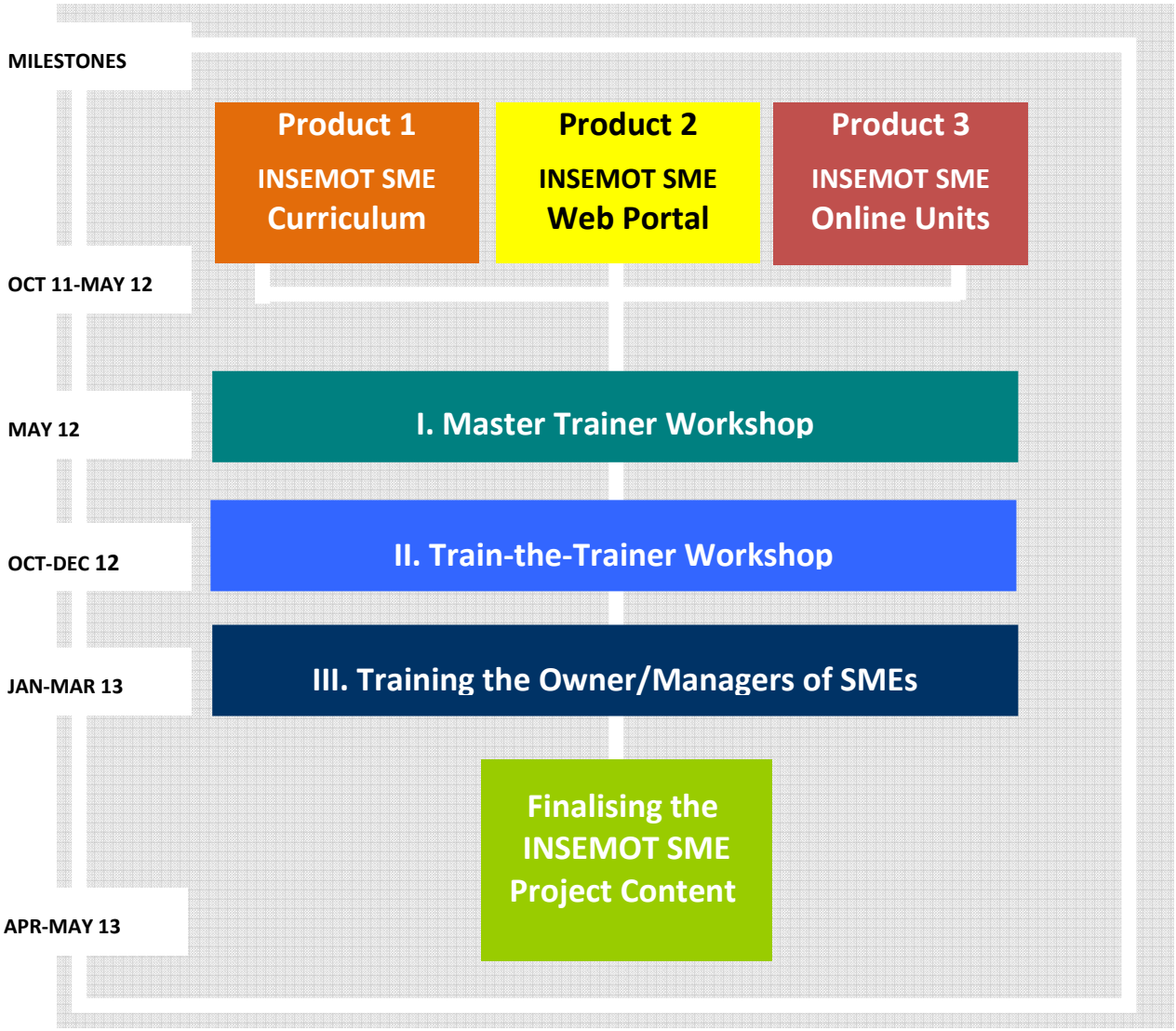
1. INTRODUCTION TO THE INSEMOT SME TRAINING PROCESS

The overall training process for INSEMOT SME, as defined in the proposal for the project, is structured as follows:-



1.1. Master Trainer Workshop

This first important step took place during the 2nd transnational meeting of the project partners, held in Avellino, Italy from 9th to 11th May 2012.

At least one project member from all core partner institutions, accompanied by their appointed IS experts, attended presentations and gained experience on the three products developed for the INSEMOT SME Project: The Curriculum, Web Portal and Online Units.

All partners were invited to provide structured feedback on each product and to make suggestions for their improvement. In this way, partners were given the means to distribute information about the project within their own institutions and to their associated partners.

1.2. Train-the-Trainer Workshop

One Train-the-Trainer Workshop per partner country will take place between October and December 2012. It is already clear that many of the project partners will use their own staff and/or their appointed IS Experts to deliver the workshop in their country. The process for this training and follow-up activities is described in Section 2 of this document.

In addition to relevant practitioners, trainers or consultants, participants of the Train-the-Trainer Workshop can include project members or practitioners from core/associated partner institutions.

This training is divided into two parts: A) Training Session and B) Follow-up activities to facilitate the further exchange of information of between the trainer and participants.

1.3. Training for Owner/Managers of SMEs

The training of SME Owner/Managers will take place in each partner country between January and March 2013. Participants in the Train-the-Trainer Workshop will transfer knowledge of the INSEMOT SME project to end users audiences. Within each partner country, one pilot training programme with representatives of 10 different SMEs will be implemented. This training will be conducted by one or more trainers from each national trainer network.

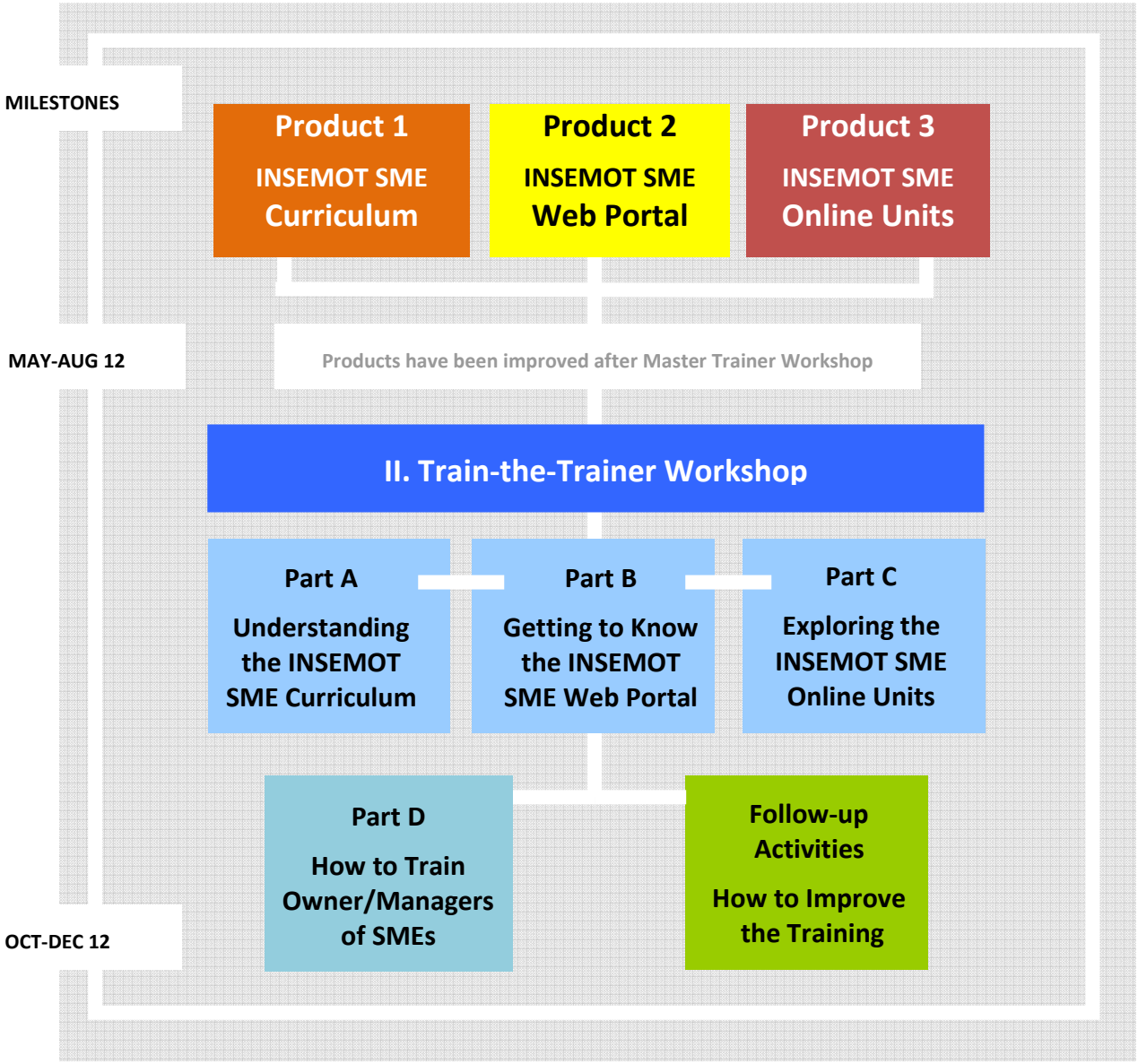
2. TRAIN-THE-TRAINER WORKSHOP – PROCESS DESCRIPTION

Training will take place between October and December 2012 in each of the 6 partner countries. Each project partner is responsible for adding at least 5 trainers, stakeholders or multipliers from their country to the trainer network. Partners will select trainers from their network to attend train-the-trainer workshops, run pilot training programmes and promote the project.

This training is divided into two parts: A) Training Session and B) Follow-up activities to facilitate the further exchange of information of between the trainer and participants.

It is recommended that each partner contacts the trainers within 14 days of the workshop to ensure that any questions raised at the workshop have been addressed.

2.1. The Structure of the Training Session



At the meeting in Avellino, it was agreed that the Train-the-Trainer workshop would take the form of either a ½ day or 1 day session. For the purposes of this document, it is assumed that the session will last 1 full day (approx. 8 hours). Each partner is responsible for determining the duration of their own workshop.

To ensure the most efficient use of workshop time, it is recommended that each partner sends their trainers a copy of the curriculum in advance and informs then of what they will need to participate effectively i.e. PC/Laptop/Tablet, Web Browser version/Flash Plug-In/Email account for registration to portal and online units.

Part A – Understanding the INSEMOT SME Curriculum - Duration c. 2 hours

The curriculum serves as a trainer handbook on the organisation of a workshop on Information Security Management for owner/managers and employees of SMEs. Trainers in each country can adapt the curriculum to the needs of their target group.

1. Provide trainers with an overview of the central learning objectives of the course.
2. Give trainers an explanation of the Pedagogical Approach (PLAN, RUN, MANAGE) together with specific learning objectives of the course curriculum across each of the 3x Training Levels: Generic, Intermediate & Advanced
3. Provide trainers with overview of the blended learning approach together with suggestions as to how they may split the learning content between online and face-to-face sessions for each of the three training levels.
4. Discuss the Learning Environment checklist
5. Provide trainers with an explanation of the training methodology to be used

Part B – Get to Know the INSEMOT SME Web Portal - Duration c. 1 hour

1. Presentation of the INSEMOT SME Portal (www.insemot.eu).
2. Explanation of how to work with the Portal: Walk through of principal sections:
   Home / IS Basics / Legal Aspects / IS Management / Legal Aspects / Good to Know.
3. Brief review of country-specific IS Case Studies

Part C – Exploring the INSEMOT SME Online Units - Duration c. 3 hours

1. Presentation of Virtual Company/Learning Rooms:
   Front Office/Back Office/IS Office/IT Room
2. Presentation of the Learning Objects/Units:
   Security Incident/Worksheet/Incident/List of Forms/Informative Learning/Test
3. Presentation of the Competences Dictionary

Part D – How to Train Owner/Managers of SMEs – Duration c. 2 hours

The trainer will lead a group Questions and Answers (Q&A) session on how to design a pilot training course incorporating the three INSEMOT SME products.

1. The trainer will introduce general recommendations for the final training in the pilot phase of the project. These can be in respect of target groups, duration of the training, methodology used, training materials etc. (see section 4.2).
2. The group should discuss how they will adapt the final training concept to the needs of small business owner/managers in their own countries.
3. Assignment of Homework for all participants. The trainer will invite recommendations from participants on how the INSEMOT SME training can be improved for the pilot training phase.
4. All trainers appointed to deliver the training workshop will support the participants via phone, email, Skype etc., when called upon.

2.1. Follow-Up Activities

Any follow-up activities should take place approx. 14 days after the training session and all participants (the trained trainers) should:

1. Present their 'homework' i.e. an outline of their training programmes and discuss their difficulties, challenges or further needs.
2. Present and discuss their recommendations how to improve the final training session for owner/managers of SMEs.
3. The group should define the training process for the pilot phase in their country, adapting the training materials where necessary.
4. The Train-the-Trainer Workshop will end with the evaluation of this training.

3. TRAIN-THE-TRAINER WORKSHOPS – TRAINING MATERIAL

The supporting documentation for the Train the Trainer Workshops has been developed by DLR CEB with the input of other project partners. Some documents will be reviewed and updated in advance of the training of the Owner/Managers of SMEs within the pilot courses.

Please refer to the INSEMOT SME Intranet (https://hafelekar.info) for the following material:

- Training Process Description
- Training Materials [List of Support Documents]
- Agenda for TTT Workshops
- Participant List for TTT Workshops
- Proof of Attendance for TTT Workshops
- Evaluation Sheet for TTT Workshops
- Recommendations for Trainers in Pilot Training Phase
  [To be Completed after TTT Workshop]

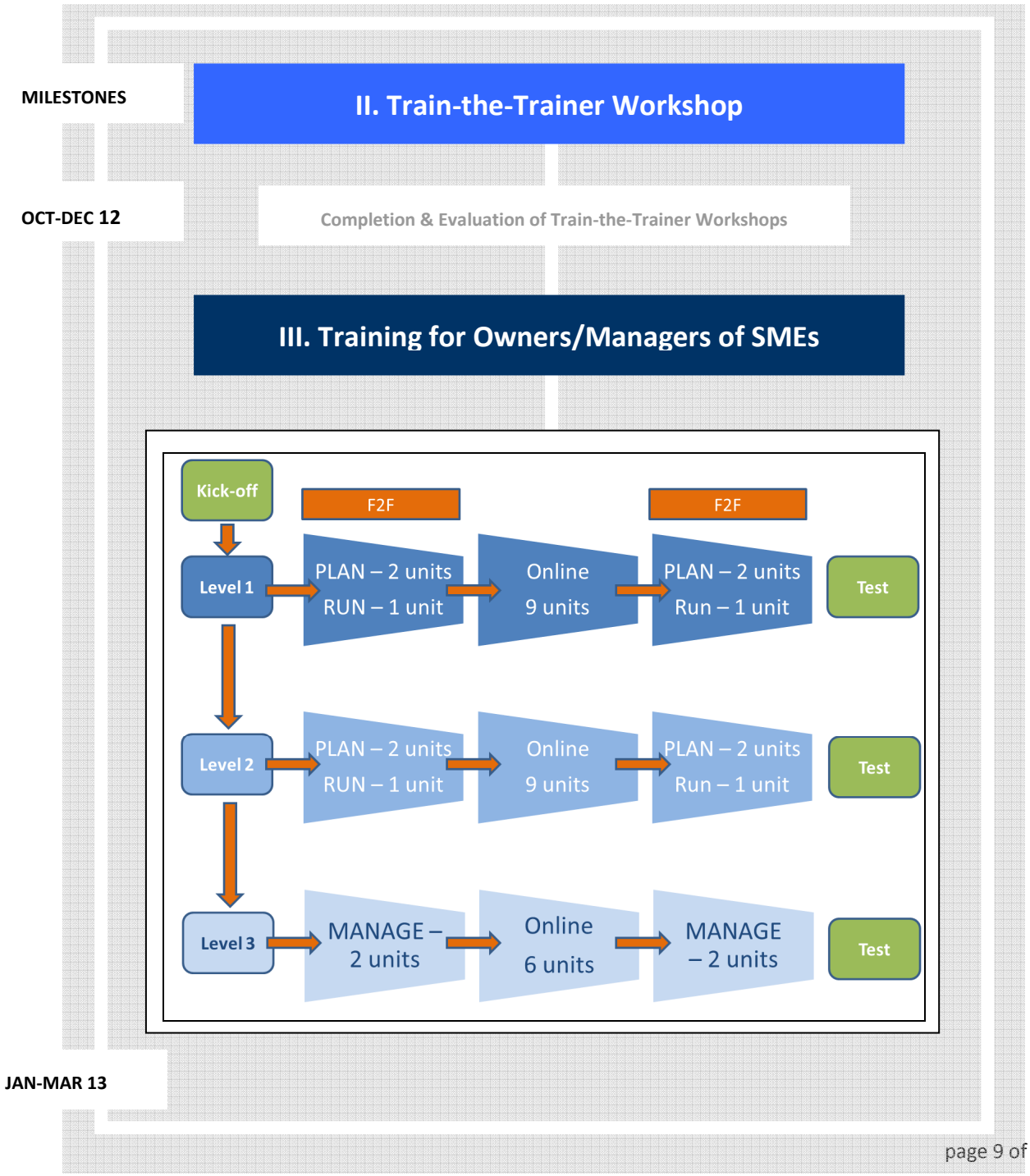
Please refer to the INSEMOT SME Portal for the documents uploaded by partners in respect of WPs 1-8 including:

- Course Curriculum
- National Reports on Information Security
- Please Add Other Relevant Documents [According to your Needs]

4. TRAINING FOR OWNER/MANAGERS OF SMES

Pilot training will take place in each of the 6 partner countries. Within each country, one pilot training programme with representatives of 10 different SMEs will be implemented. This training will be conducted by one or more trainers from each national trainer network.

The workshop is planned as a so called blended learning approach, meaning that approximately 1/3 of the training (16 Units) shall be thought face-to-face and 2/3 (24 Units) shall be thought online. The following image provides a suggestion on how this could be organised. The structure is not compulsory but shall serve as an example or guideline.



4.1. The Structure of the Pilot Training

The target group for the pilot training comprises the owner/managers and staff of SMEs. This group will feature people with basic IT knowledge, no formal qualification in IS or DP and little awareness of the impact of IS on their company.

Each partner is free to define the allocation of training units according to their own needs and resources. It is important to note that 1 unit of equates to a period of 45 minutes.

It is recommended that, where possible, Mentoring and Networking be used to complement the blended learning approach outlined in the project proposal.

The survey monkey tool will be used as an initial evaluation strategy in each country to establish satisfaction levels with the blended learning approach and its ease of use.

The 3rd transnational meeting of the INSEMOT SME project will take place in Dublin, Ireland from 20th-23rd February 2013. This meeting will give partners the opportunity to share their experiences of preparing for and executing the pilot training phase in their respective countries.

4.2. Recommendations for trainers of the Pilot Training

On the completion of the Train-the-Trainer Workshops, each of the project partners will be asked to agree on some basic rules for the delivery of the pilot training phase. These agreed rules for the training of SME Owner/Managers will appear in this section.