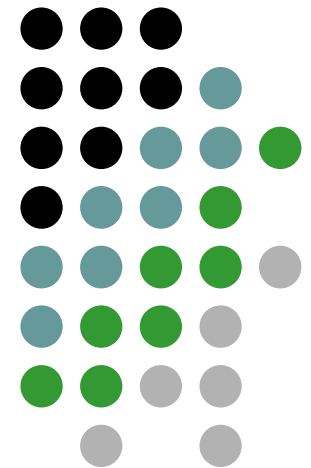


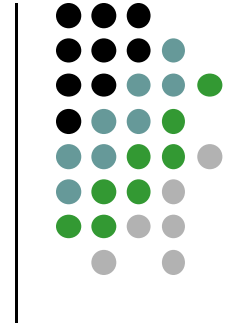
# HUMAN FACTORS

*-Much more than having a BC Plan-*

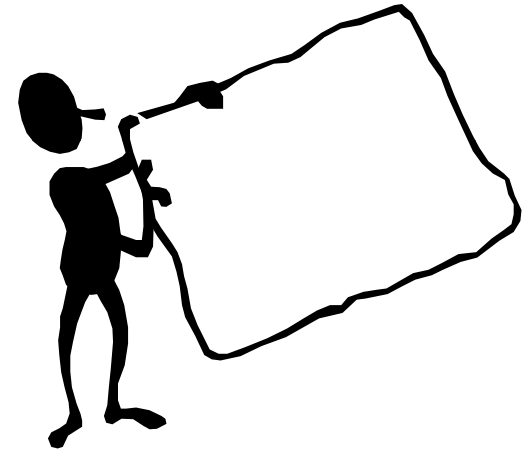
Presented by Rick Shaw



# Topics to Discuss



- Lessons Learned
- What are Human Factors?
- BCP 101
- BCP Confidentiality
- Electronic Megaphones
- General Training
- Reactive and Proactive
- First Responders and First Preventers



# Lessons Learned



## 9/11 Commission's Finding

*"the most important failure was one of imagination"*

## Katrina Select Committee Finding

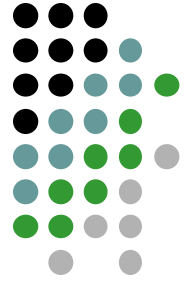
*"Katrina's failures were primarily a failure of initiative"*

*"Both imagination and initiative – in other words, leadership – require good information.  
And a coordinated process for sharing it."*

## Virginia Tech Tragedy

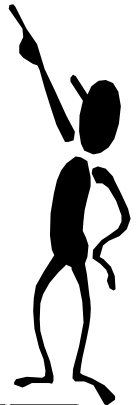
*"Preparedness as a common good requires that not only organizations but also each individual participate in creating and maintaining a "Culture of Preparedness" within the Commonwealth."*

# Lessons Implemented

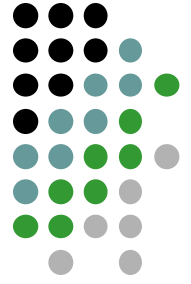


Lessons learned from many different incidents, failures, exposures and lawsuits clearly show that if organizations do not have the right tools to securely share and disseminate sensitive information [policies, procedures, plans, roles, responsibilities, etc.] with all appropriate individuals [employees, vendors, contractors, consultants, responders, partners, etc.] and document each individual's acceptance and acknowledgement of their specific and customized roles on an ongoing basis as changes occur [personnel, threats, risks, regulations, plans, roles, etc.] ... **the results are clear that organizations will experience expensive, embarrassing and potentially catastrophic failures.**

**Lessons learned are only valuable if they become lessons implemented.**



# Human Factors Risks?



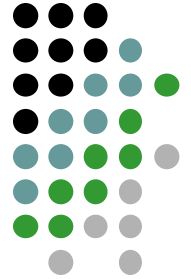
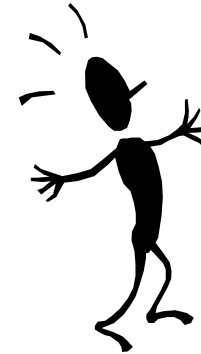
*People can be your biggest risk...or  
People can be your most critical asset.*

## Risks include lack of “individual-level:”

- Situational Awareness
- Tailored Awareness
- Accountability
- Auditability
- Measurability



# Expert Validations



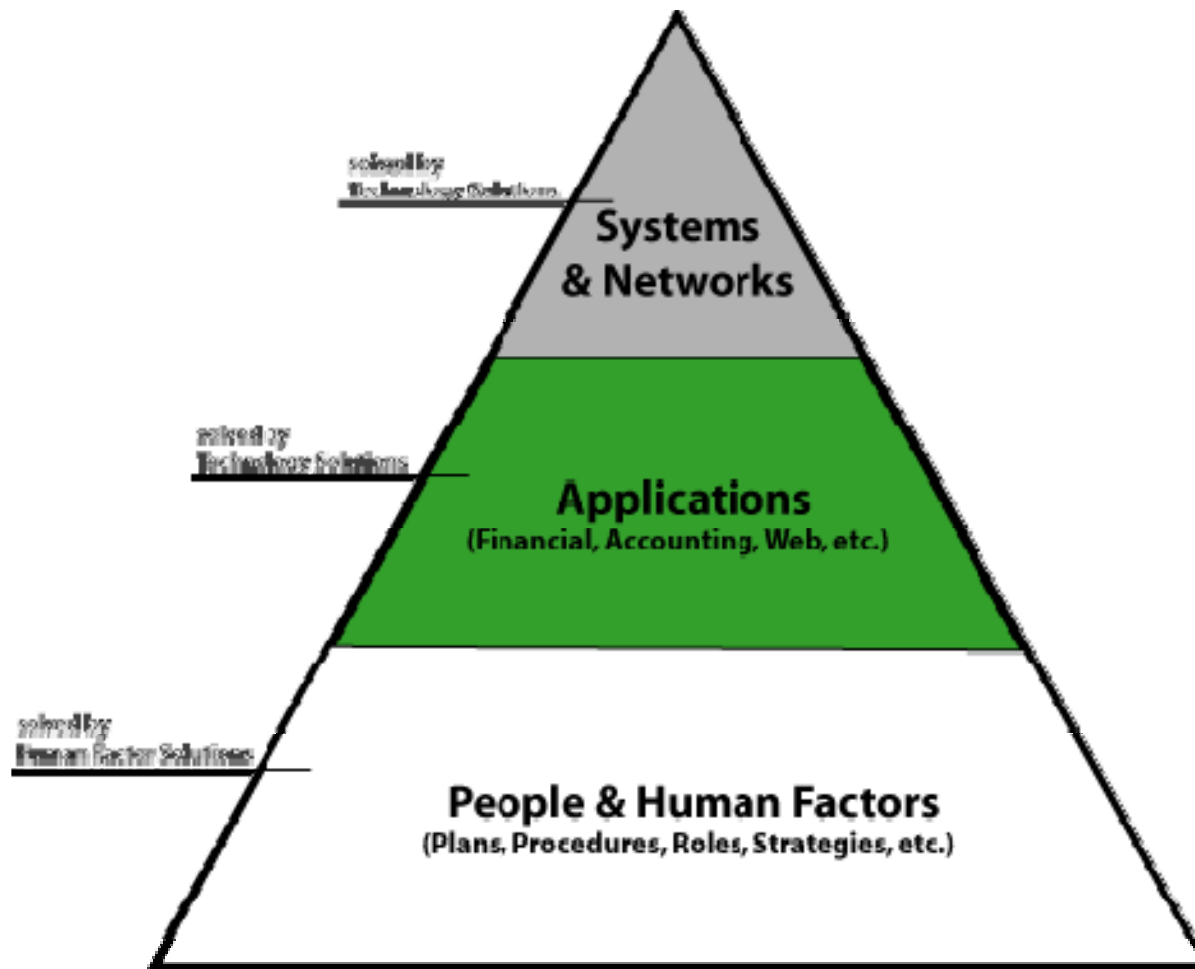
## Multiple industry experts have cited Human Factors as the biggest risks:

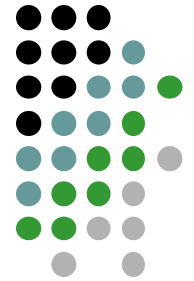
*Too many businesses are relying on technology rather than policy to deal with risk management issues. "At the end of the day...technology only "automates good process." – Paul Proctor – Gartner Vice President*

*"The "human factor" — employees, customers, third parties and business partners — are the greatest root cause of security breaches," - Deloitte Touche Tohmatsu's 2007 Global Security Survey.*

*"Bottom line, there are so many gaps in communicating bizarre, unusual and frightening behavior, so many gaps in sharing information about his mental health, so many gaps, so many failures to connect people who knew about his behavior...there were so many red flags that would have been identified had this threat assessment group been in play and had his name been brought forward." - Tom Ridge - Virginia Tech Review Panel*

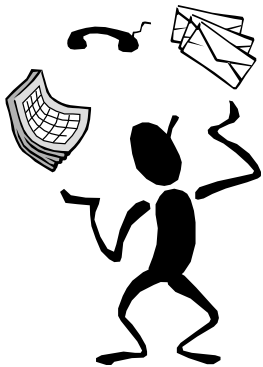
# Targeting Human Factors

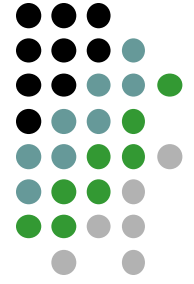




# BCP 101

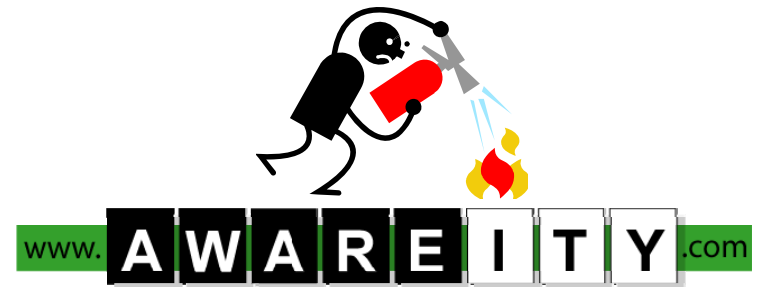
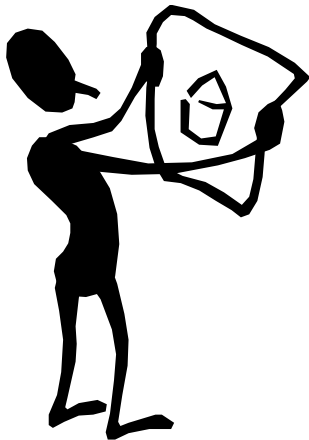
***Identify what hazards apply to your business. These can be natural hazards (e.g. severe weather, earthquakes, volcanic eruptions, etc.) or man-made hazards (e.g. computer viruses, vandalism, theft, etc.).***





# BCP 101

***Determine the risk that these hazards pose to your business. Probability, severity and length of impact involving these hazards will help determine how much and what kind of risk each poses.***





# BCP 101

***Develop plans and procedures to help your business prepare for, respond to and recover from interruptions. For example, you may determine that a power failure would cause you to lose access to your critical accounting records. You may implement a plan to provide backup power by purchasing a generator and ensure your records are backed up to tape or other media.***

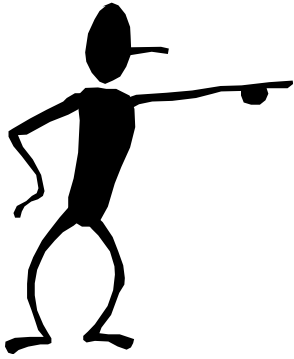




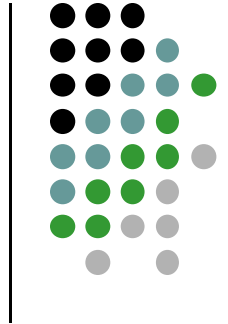
# BCP 101

*Continue to refine your plans through exercises and evaluation of how they performed in real events.*



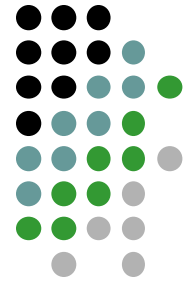


# Implementation



?

# Lessons Learned



## 9/11 Commission's Finding

*"the most important failure was one of imagination"*

## Katrina Select Committee Finding

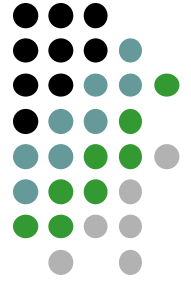
*"Katrina's failures were primarily a failure of initiative"*

*"Both imagination and initiative – in other words, leadership – require good information.  
And a coordinated process for sharing it."*

## Virginia Tech Tragedy

*"Preparedness as a common good requires that not only organizations but also each individual participate in creating and maintaining a "Culture of Preparedness" within the Commonwealth."*

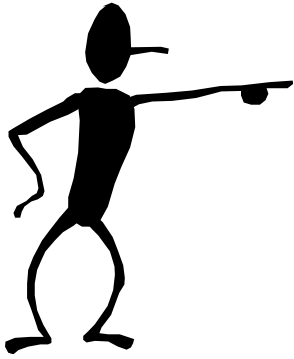
# National Preparedness Guidelines



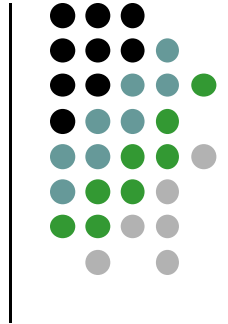
## Common Mission Areas

- Communications
- Community Preparedness and Participation
- Planning
- Risk Management
- Intelligence/Information Sharing and Dissemination



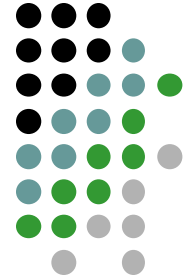


# Implementation

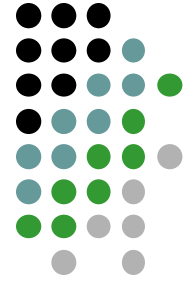


?

# BCP Confidentiality?



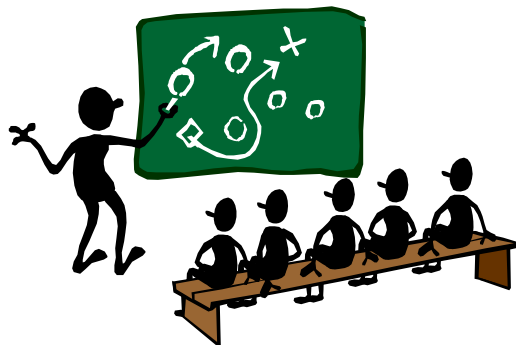
- **Sensitivity**
- **Integrity**
- **Liability**
- **Survivability**
- **Binders**
- **CDs**
- **E-mails**
- **Intranets & Electronic Megaphones**
- **Public Web Sites**



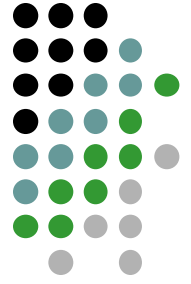
# General Training

General Training would work for everyone if every organization had the same challenges, same needs, same priorities, same people, same strategies and same....etc.

General Training is not enough and requires customized awareness by each organization to ensure all appropriate individuals understand their roles and responsibilities for policies, procedures, plans and etc.



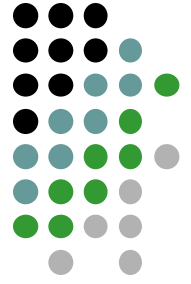
# Reactive and Proactive



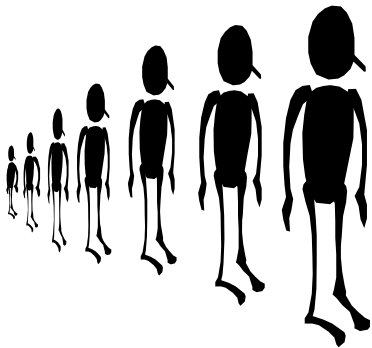
- Technology Tools
- Human Factor Tools
- First Responders
- First Preventers

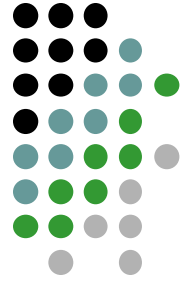


# First Responders and First Preventers



*“An ounce of prevention is worth a pound of cure.”*  
– Ben Franklin





**Questions?**

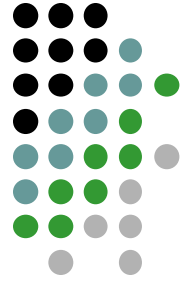
To See Online Demonstration

**Rick Shaw**

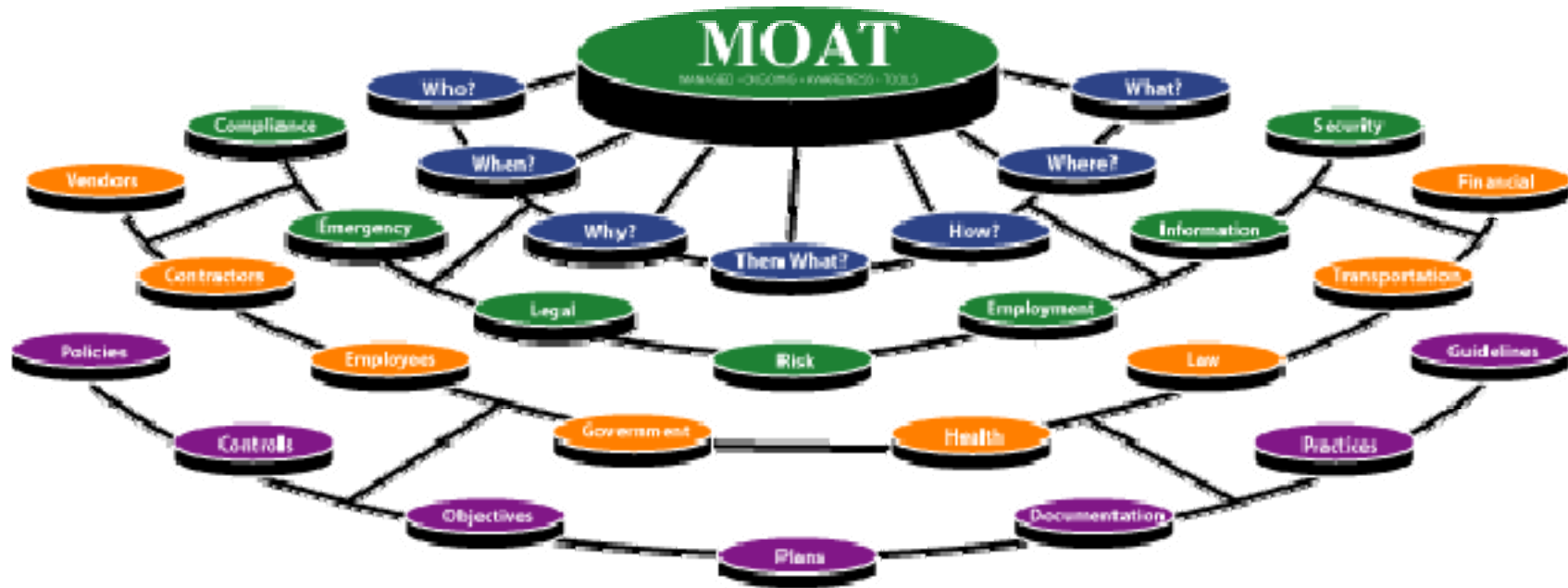
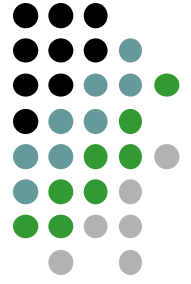
**402.730.0090 - direct**

**[rick.shaw@awareity.com](mailto:rick.shaw@awareity.com)**

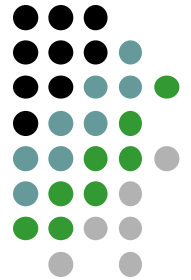
# OK, Then What?



# Connecting the Dots



# MOAT – Managed Ongoing Awareness Tools



## Awareity Admin

-- Security Modules --

- Information Security
- Internet Security
- E-mail & Viruses
- Social Hacking
- PDE Vault

### PDE Vault

Click on the title of the Document to review

= Reviewed Document    = Document to be Reviewed   Group by:  Sort by:

Crisis Response		
Title	Description	Eff. Date
<input type="radio"/> <a href="#">PEMA - School Crisis Planning</a>	PEMA - School Crisis Planning	3/13/2007

Emergency Preparedness		
Title	Description	Eff. Date
<input type="radio"/> <a href="#">Emergency Preparedness Policy</a>	Emergency Preparedness Policy	3/13/2007
<input type="radio"/> <a href="#">School - Emergency Operations Checklist</a>	School - Emergency Operations Checklist	3/13/2007
<input type="radio"/> <a href="#">School - Operations Plan</a>	School - Operations Plan	3/13/2007

### Ethics

### Human Resources

Information Technology		
Title	Description	Eff. Date
<input type="radio"/> <a href="#">E-mail Usage Policy</a>	E-mail Usage Policy	3/13/2007
<input type="radio"/> <a href="#">Password Policy</a>	Password Policy	3/13/2007
<input checked="" type="checkbox"/> <a href="#">PDA Usage Policy</a>	PDA Usage Policy	3/13/2007

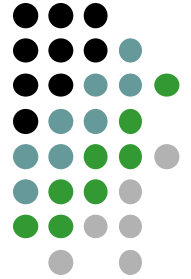
### Media Communications

### Pandemic Flu Planning

### Student Safety

Initial view upon logging in.

# Situational Awareness Vault



## PDE Vault

Click on the title of the Document to review

= Reviewed Document 
  = Document to be Reviewed 
 Group by:  
 Sort by:

Crisis Response		
Title	Description	Eff. Date
<input type="radio"/> <a href="#">PEMA - School Crisis Planning</a>	PEMA - School Crisis Planning	3/13/2007

Emergency Preparedness		
Title	Description	Eff. Date
<input type="radio"/> <a href="#">Emergency Preparedness Policy</a>	Emergency Preparedness Policy	3/13/2007
<input type="radio"/> <a href="#">School - Emergency Operations Checklist</a>	School - Emergency Operations Checklist	3/13/2007
<input type="radio"/> <a href="#">School - Operations Plan</a>	School - Operations Plan	3/13/2007

## Ethics

## Human Resources

Information Technology		
Title	Description	Eff. Date
<input type="radio"/> <a href="#">E-mail Usage Policy</a>	E-mail Usage Policy	3/13/2007
<input type="radio"/> <a href="#">Password Policy</a>	Password Policy	3/13/2007
<input checked="" type="checkbox"/> <a href="#">PDA Usage Policy</a>	PDA Usage Policy	3/13/2007

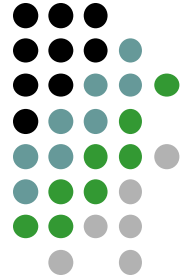
## Media Communications

## Pandemic Flu Planning

## Student Safety

View of an organization's Vault with plans, policies and procedures organized into document groups.

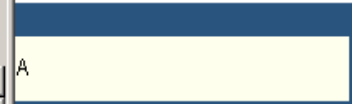
# Policy Screen



**Title:** PEMA - School Crisis Planning  
**Description:** PEMA - School Crisis Planning  
[Printable Version](#)

Practical Information on Crisis Planning:  
A Guide for Schools and Communities

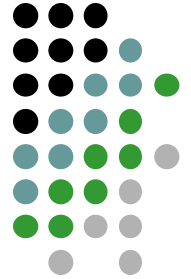
May 2003



box below and click the ACCEPT

View when a policy from the MOAT Vault is selected and opened for review.

# Individual Acknowledgements




**Title:** PEMA - School Crisis Planning

**Description:** PEMA - School Crisis Planning

[Printable Version](#)

---

The following file is the Crisis Planning Guidelines from PEMA

Status	Document	Description
Read		The following file is the Crisis Planning Guidelines from PEMA

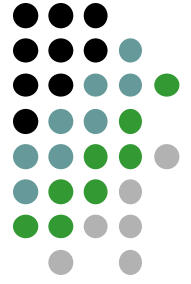
If you understand and agree to comply with this policy, type **AGREE** in the box below and click the ACCEPT button.

ACCEPT

CANCEL

User acknowledgement once they have opened and read a policy. Organization can customize the compliance statement.

# User Tools



## User Tools

Bookmarks :

Change My Password :

My User Information :

View and Print My Certificate of Completion :

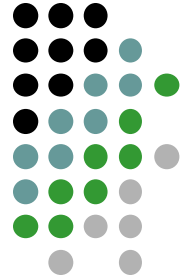
Tools each individual User has access to.



## Other Vault Functionality

- Human Resource & Employment Policies
- Information Handling & Sharing Policies (laptops)
- Physical Security
- Ethics Responsibilities & Policies
- Regulatory Policies (HIPAA, OSHA, EEO, etc.)
- Continuity of Operations Plans
- Crisis Management Plans
- Evacuation Plans & Maps
- Pandemic Flu Plans & Responsibilities
- And many others...

# Administrator Oversight Tools



**Maintain Organizations**

**Maintain Users**

**Maintain Vault**

**Progress Reports**

**Document Reports**

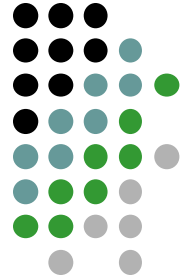
**User Feedback Reports**

**User Activity Reports**

**TOOLS**

Tools only those Users with administrative capabilities have access to.

# Maintain Users



## User Maintenance

Organization:  Department:

First Name:  Email:

Last Name:  Login ID:

Show Inactive:  Supervisor Email:

**SEARCH**

User List:

User	Login ID	Department	Email	User ID	Status	Supervisor Email
------	----------	------------	-------	---------	--------	------------------

**ADD**

**ADMIN**

View of the Maintain Users screen. Administrator can search by each field to find and access each User's MOAT information.



# Maintain Users

Edit System User

Fields denoted by an asterisk (\*) are required

## Mandatory/System Information

First Name:	Last Name:	Login ID:
<input type="text" value="Steve"/>	<input type="text" value="Safety"/>	<input type="text" value="steve.safety@pde.org"/>
Organization:	Department:	Status:
<input type="text" value="PDE"/>	<input type="text" value="PA - Safety and Security - Management"/>	<input type="text" value="ACTIVE"/>
Group:	Supervisor Email:	Re-Enter Password:
<input type="text" value="USER"/>	<input type="text" value="support@awareity.com"/>	<input type="text" value=""/>
Email:		
<input type="text" value="demo@awareity.com"/>		
Password:		
<input type="text" value=""/>		

User must change password at next login

## Curriculum Information

MOAT Curriculum:

## Certification Information and Maintenance

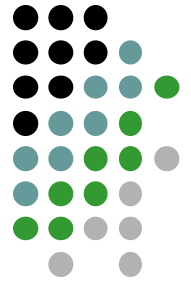
Current Certification Status: Not yet Certified

**STATUS**

## Optional Information

An example of a User's MOAT account information.

# User Activity Report



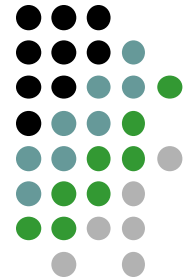
**User:** Safety, Steve    **Email:** demo@awareity.com  
**Organization:** PDE    **Department:** PA - Safety and Security - Management  
**Location:**    **Unit:**

Date/Time	Activity Type	Additional Info
Mar 13 2007 - 11:06:25 AM	UserAdd	Student ID: 236; Student Added by Student Number: 226
Mar 13 2007 - 11:13:22 AM	login	Browser = IE
Mar 13 2007 - 11:13:42 AM	testfail	Module.Lesson:59.1 Question: 5
Mar 13 2007 - 11:13:51 AM	testpass	Module.Lesson:59.1 Question: 5
Mar 13 2007 - 11:13:55 AM	lessonpass	Module.Lesson:59.1
Mar 13 2007 - 11:13:55 AM	testpass	Module.Lesson:59.1 Question: 6
Mar 13 2007 - 11:14:07 AM	lessonpass	Module.Lesson:59.2
Mar 13 2007 - 11:14:07 AM	testpass	Module.Lesson:59.2 Question: 6
Mar 13 2007 - 11:14:22 AM	lessonpass	Module.Lesson:59.3
Mar 13 2007 - 11:14:22 AM	testpass	Module.Lesson:59.3 Question: 4
Mar 13 2007 - 11:15:34 AM	UserEdit	Student ID: 236; Student Information Updated by Student Number: 226
Mar 13 2007 - 11:17:44 AM	login	Browser = IE
Mar 13 2007 - 11:18:05 AM	policyfile-userread	Policy ID: 180 - CIT ID: 165 - FilePath: Content\13000\1173799556-Act 26 - Violence and Weapons Possession.pdf - MD5: 69092f89e6b9d5cd2e27f469e8b413ad
Mar 13 2007 - 11:18:12 AM	policyagree	Policy: 180
Mar 13 2007 - 11:18:20 AM	policyfile-userread	Policy ID: 170 - CIT ID: 159 - FilePath: Content\13000\1173797535-Ethics Policy.pdf - MD5: e3ed000f031f7c350e2d2c4bad2333c4
Mar 13 2007 - 11:18:25 AM	policyagree	Policy: 170
Mar 13 2007 - 11:18:34 AM	policyfile-userread	Policy ID: 181 - CIT ID: 166 - FilePath: Content\13000\1173799627-PA Pandemic Flu Response Plan.pdf - MD5: 247c559ce7a336b15fcc69cf689a638f
Mar 13 2007 - 11:18:48 AM	policyagree	Policy: 181

Total Transactions: 18

User activity report with time stamped log of all activity a User has completed in MOAT. Can be used as an audit trail.

# Progress Reports – User Vault Status



PDE

Report Date: 3/13/2007 12:41:39 PM

Document Status - (grouped by user)

Sort by:

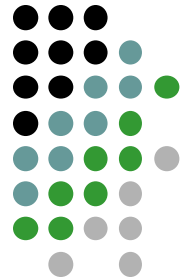
[\[Print this Report\]](#)

User / Document Name	Document Agreed	Department	Location	Unit	Email
Safety, Steve		PA - Safety and Security - Management			demo@awareity.com
Act 26 - Violence and Weapons Possession	Yes				
Crisis Response Plan Checklist	No				
E-mail Usage Policy	No				
Emergency Preparedness Policy	No				
Ethics Policy	Yes				
Information Sensitivity and Handling	No				
NCLB - USCO	No				
PA Pandemic Flu Response Plan	Yes				
Password Policy	No				
PDA Usage Policy	No				
PEMA - School Crisis Planning	No				
School - Emergency Operations Checklist	No				
School - Operations Plan	No				
Staff Relationships with Students	No				
Video Surveillance	No				
White House School Summit	No				

Total Users: 1

Example of a report showing an individual user's progress in the organization's vault.

# Progress Report – Document Status



PDE

Report Date: 3/13/2007 12:42:41 PM

Document Status - (grouped by document)

Sort by:  ▼

[\[Print this Report\]](#)

Document Name / User	Document Agreed	Department	Location	Unit	Email
<b>PA Pandemic Flu Response Plan</b>					
Admin, Awareity	No	None			support@awareity.com
Dillon, Michael	No	None			demo@awareity.com
Faculty, Fred	No	None			demo@awareity.com
Nurse, School	No	None			demo@awareity.com
Principal, Paul	No	None			demo@awareity.com
Responder, First	No	None			demo@awareity.com
Safety, Steve	Yes	None			demo@awareity.com
Substitute, Sara	No	None			demo@awareity.com
Superintendent, Sam	No	None			demo@awareity.com
Teacher, Tina	No	None			demo@awareity.com
Zahorchak, Gerald	No	None			demo@awareity.com
<b>Pandemic Flu Checklist</b>					
Dillon, Michael	No	IU 08 - Appalachia			demo@awareity.com
Nurse, School	No	PA - School Nurses			demo@awareity.com
Responder, First	No	EMS - Philadelphia SD			demo@awareity.com

Total Document(s): 2

**Example of a report documenting which users have and have not read and acknowledged specific policies in the MOAT Vault.**

# Progress Reports – All User Progress



Column Legend:

A = Information Security; B = Internet Security; C = E-mail & Viruses;  
D = Social Hacking; E = PDE Vault;

User	Login ID	Last Login	Location	Department	Unit Email	Phone	A	B	C	D	E
Admin, Awareity	awareity_admin_pde	3/13/2007 12:34:19 PM		None	support@awareity.com		✓	○	○	○	○
Dillon, Michael	michael.dillon@pde.org			IU 08 - Appalachia	demo@awareity.com		○	○	○	○	○
Faculty, Fred	fred.faculty@pde.org	3/13/2007 11:10:35 AM		Faculty - Teachers - Harrisburg SD	demo@awareity.com		○	✓	○	○	○
Nurse, School	school.nurse@pde.org			PA - School Nurses	demo@awareity.com		○	○	○	○	○
Principal, Paul	paul.principal@pde.org			SD - Bellefonte Area	demo@awareity.com		○	○	○	○	○
Responder, First	first.responder@pde.org			EMS - Philadelphia SD	demo@awareity.com		○	○	○	○	○
Safety, Steve	steve.safety@pde.org	3/13/2007 11:17:44 AM		PA - Safety and Security - Management	demo@awareity.com		○	○	○	✓	○
Substitute, Sara	sara.substitute@pde.org			Faculty - Sub Teachers - Harrisburg SD	demo@awareity.com		○	○	○	○	○
Superintendent, Sam	sam.superintendent@pde.org			Superintendent - Philadelphia SD	demo@awareity.com		○	○	○	○	○
Teacher, Tina	tina.teacher@pde.org			Faculty - Teachers - Harrisburg SD	demo@awareity.com		○	○	○	○	○
Zahorchak, Gerald	gerald.zahorchak@pde.org			None	demo@awareity.com		○	○	○	○	○

Total Users: 11

**Example of a report listing all Users in an organization and their progress in the Security Awareness Modules and the MOAT Vault..**

# User Activity Report



**User:** Safety, Steve    **Email:** demo@awareity.com  
**Organization:** PDE    **Department:** PA - Safety and Security - Management  
**Location:**    **Unit:**

Date/Time	Activity Type	Additional Info
Mar 13 2007 - 11:06:25 AM	UserAdd	Student ID: 236; Student Added by Student Number: 226
Mar 13 2007 - 11:13:22 AM	login	Browser = IE
Mar 13 2007 - 11:13:42 AM	testfail	Module.Lesson:59.1 Question: 5
Mar 13 2007 - 11:13:51 AM	testpass	Module.Lesson:59.1 Question: 5
Mar 13 2007 - 11:13:55 AM	lessonpass	Module.Lesson:59.1
Mar 13 2007 - 11:13:55 AM	testpass	Module.Lesson:59.1 Question: 6
Mar 13 2007 - 11:14:07 AM	lessonpass	Module.Lesson:59.2
Mar 13 2007 - 11:14:07 AM	testpass	Module.Lesson:59.2 Question: 6
Mar 13 2007 - 11:14:22 AM	lessonpass	Module.Lesson:59.3
Mar 13 2007 - 11:14:22 AM	testpass	Module.Lesson:59.3 Question: 4
Mar 13 2007 - 11:15:34 AM	UserEdit	Student ID: 236; Student Information Updated by Student Number: 226
Mar 13 2007 - 11:17:44 AM	login	Browser = IE
Mar 13 2007 - 11:18:05 AM	policyfile-userread	Policy ID: 180 - CIT ID: 165 - FilePath: Content\13000\1173799556-Act 26 - Violence and Weapons Possession.pdf - MD5: 69092f89e6b9d5cd2e27f469e8b413ad
Mar 13 2007 - 11:18:12 AM	policyagree	Policy: 180
Mar 13 2007 - 11:18:20 AM	policyfile-userread	Policy ID: 170 - CIT ID: 159 - FilePath: Content\13000\1173797535-Ethics Policy.pdf - MD5: e3ed000f031f7c350e2d2c4bad2333c4
Mar 13 2007 - 11:18:25 AM	policyagree	Policy: 170
Mar 13 2007 - 11:18:34 AM	policyfile-userread	Policy ID: 181 - CIT ID: 166 - FilePath: Content\13000\1173799627-PA Pandemic Flu Response Plan.pdf - MD5: 247c559ce7a336b15fcc69cf689a638f
Mar 13 2007 - 11:18:48 AM	policyagree	Policy: 181

Total Transactions: 18

Time stamped User activity log.

# Maintain Vault

PDE Vault

Group by:  Sort by:  Status Filter:

Crisis Response					
Title	Description	Status	Status Date	Ver of Active?	Department
<a href="#">Crisis Response Plan Checklist</a>	Crisis Response Plan Checklist	ACTIVE	3/13/2007	No	Fire and Rescue - Armstrong SD
<a href="#">PEMA - School Crisis Planning</a>	PEMA - School Crisis Planning	ACTIVE	3/13/2007	No	All Departments

## Emergency Preparedness

## Ethics

## Human Resources

## Information Technology

## Media Communications

## Pandemic Flu Planning

Title	Description	Status	Status Date	Ver of Active?	Department
<a href="#">PA Pandemic Flu Response Plan</a>	PA Pandemic Flu Response Plan	ACTIVE	3/13/2007	No	All Departments
<a href="#">Pandemic Flu Checklist</a>	Pandemic Flu Checklist	ACTIVE	3/13/2007	No	EMS - Harrisburg SD

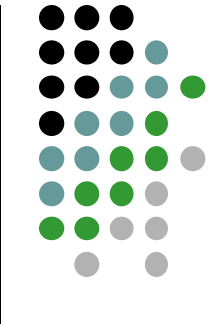
## Student Safety

Title	Description	Status	Status Date	Ver of Active?	Department
<a href="#">Act 26 - Violence and Weapons Possession</a>	Act 26 - Violence and Weapons Possession	ACTIVE	3/13/2007	No	PA - Safety and Security - Management
<a href="#">NCLB - USCO</a>	NCLB - USCO	ACTIVE	3/13/2007	No	All Departments
<a href="#">Reporting Child Abuse</a>	Reporting Child Abuse	ACTIVE	3/13/2007	No	Faculty - Sub Teachers - Harrisburg SD

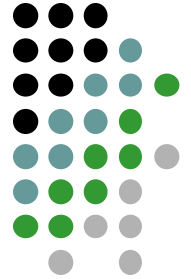
NEW

ADMIN

View of what an Administrator will see when maintaining the organization's Vault (updating, retiring, or adding documents).



# Maintain Vault



[Document List](#) > **Document Editor**

\* Title:

\* Description:

Status:

Effective Date:

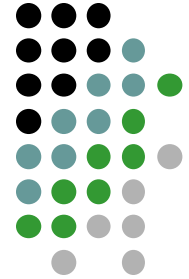
▼

Reset Signed Document:  (Signed Document will change to Unsigned for all students)

Printable?

Document Groups:  ▼

Initial steps when adding a new document into the MOAT Vault. Can place into a specific document group.



# Maintain Vault

[Document List](#) > [Document Editor](#) > [Document Attachment List](#)

Document Title: School - Operations Plan  
Description: School - Operations Plan  
Status: ACTIVE

Attachment Introduction Text:

The following file is the Operations Plan for Schools

Attachments:

[UP](#) [DOWN](#) [ADD](#) [EDIT](#) [DELETE](#)

Order	File Name	Description
1	School - Operations Plan.pdf	The following file is the Operations Plan for Schools

[UP](#) [DOWN](#) [ADD](#) [EDIT](#) [DELETE](#)

[SAVE](#) [NEXT](#) [BACK](#) [ADMIN](#)

View of a PDF document being added into the MOAT Vault.

# Assign Departments

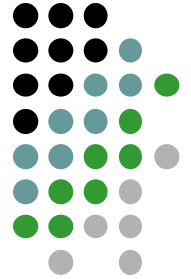
[Document List](#) > [Document Editor](#) > Department Assignment



Select	Department
<input checked="" type="checkbox"/>	All Departments
<input type="checkbox"/>	EMS - Harrisburg SD
<input type="checkbox"/>	EMS - Philadelphia SD
<input type="checkbox"/>	Faculty - Sub Teachers - Harrisburg SD
<input type="checkbox"/>	Faculty - Teachers - Harrisburg SD
<input type="checkbox"/>	Fire and Rescue - Armstrong SD
<input type="checkbox"/>	Fire and Rescue - Bellefonte Area SD
<input type="checkbox"/>	IU 01
<input type="checkbox"/>	IU 02 - Pittsburgh - Mt Oliver
<input type="checkbox"/>	IU 03 - Allegheny
<input type="checkbox"/>	IU 08 - Appalachia
<input type="checkbox"/>	IU 23 - Montgomery County
<input type="checkbox"/>	IU 26 - Philadelphia
<input type="checkbox"/>	Law Enforcement - Central York SD
<input type="checkbox"/>	Law Enforcement - Hempfield Area SD
<input type="checkbox"/>	PA - Crisis Management
<input type="checkbox"/>	PA - Emergency Response

**When adding a document into the Vault, administrators can assign it to individual departments so only the Users in those departments will have access to the document.**

# User Vault



Steve Safety

-- Security Modules --

- Information Security
- Internet Security
- E-mail & Viruses
- Social Hacking
- PDE Vault

## PDE Vault

Click on the title of the Document to review

✓ = Reviewed Document   ○ = Document to be Reviewed   Group by:  Sort by:

Crisis Response		
Title	Description	Eff. Date
<input type="radio"/> <a href="#">Crisis Response Plan Checklist</a>	Crisis Response Plan Checklist	3/13/2007
<input type="radio"/> <a href="#">PEMA - School Crisis Planning</a>	PEMA - School Crisis Planning	3/13/2007

## Emergency Preparedness

## Ethics

## Human Resources

## Information Technology

## Media Communications

## Pandemic Flu Planning

Title	Description	Eff. Date
<input checked="" type="radio"/> <a href="#">PA Pandemic Flu Response Plan</a>	PA Pandemic Flu Response Plan	3/13/2007

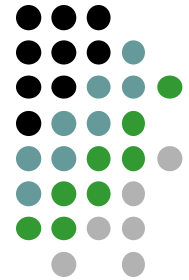
## Security

Title	Description	Eff. Date
<input type="radio"/> <a href="#">Information Sensitivity and Handling</a>	Information Sensitivity and Handling	3/13/2007
<input type="radio"/> <a href="#">Video Surveillance</a>	Video Surveillance	3/13/2007

## Student Safety

An example of a User's MOAT Vault. This User is in a different department and is assigned different documents in their Vault.

# MOAT – Managed Ongoing Awareness Tools



## Awareity Admin

- Security Modules --
- Information Security
- Internet Security
- E-mail & Viruses
- Social Hacking
- PDE Vault

### PDE Vault

Click on the title of the Document to review

= Reviewed Document  = Document to be Reviewed Group by:  Sort by:

Crisis Response		
Title	Description	Eff. Date
<input type="radio"/> PEMA - School Crisis Planning	PEMA - School Crisis Planning	3/13/2007

Emergency Preparedness		
Title	Description	Eff. Date
<input type="radio"/> Emergency Preparedness Policy	Emergency Preparedness Policy	3/13/2007
<input type="radio"/> School - Emergency Operations Checklist	School - Emergency Operations Checklist	3/13/2007
<input type="radio"/> School - Operations Plan	School - Operations Plan	3/13/2007

### Ethics

### Human Resources

Information Technology		
Title	Description	Eff. Date
<input type="radio"/> E-mail Usage Policy	E-mail Usage Policy	3/13/2007
<input type="radio"/> Password Policy	Password Policy	3/13/2007
<input checked="" type="radio"/> PDA Usage Policy	PDA Usage Policy	3/13/2007

### Media Communications

### Pandemic Flu Planning

### Student Safety

Initial view when a User logs in of the Security Awareness and/or HIPAA Modules and the organization's MOAT Vault with plans, policies and procedures.

# Security Awareness is Critical



## Information Disposal

Information handling and information sharing have created new and significant challenges for organizations of all sizes.

Information disposal is a challenge for electronic and non-electronic information. For example, just throwing out a PC, PDA, or CD in the trash can is not a good way to dispose of devices that may contain information.



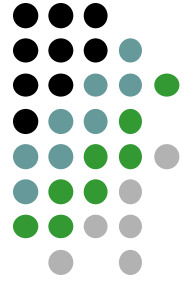
Before throwing away or selling an organizational or personal PC, PDA, or CD (or other electronic devices), just deleting all files and emptying the recycle bin on your PC is not good enough. If you are attempting to dispose of electronic information be sure you use the proper tools and specialized software that will write multiple layers of random data over the top of the sensitive information so it cannot be easily recovered when, or if, others gain access to the PC, PDA, CD, or other electronic device.

The most popular information disposal method for non-electronic information is shredding. When shredding hardcopy documents, crosscut shredders are usually considered to be more effective than strip cut shredders because strips of papers can be more easily pieced together.

**Always check your organization's policy for Information Disposal guidelines to ensure that electronic information and non-electronic information are discarded properly and safely.**

An example of a lesson page within MOAT.

# Awareness Validation



**Question/Statement:**

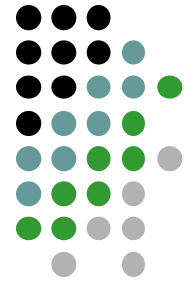
Accessing and protecting your sensitive and personal information is as much about how people handle, share, discard and store information as it is about the technology in place.

**Select the best answer:**

- True
- False

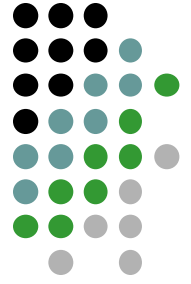
**SUBMIT**

An example of one of the questions a User is asked to validate they have read and understood each Lesson.



# Security Awareness Modules

- Security Awareness for Employees & Temps
- Security Awareness for Vendors & Contractors
- Security Awareness for Emergency Responders
- Security Modules are Updated Annually
  - New Topics, Threats, Stories and Best Practices
  - New Questions to Reiterate Key Information
- Helps Meet Regulatory Mandates
- Automatic Reminders Annually and Past Due
- Security Modules are Award Winning
- Security Modules Support Policies & Standards



**Questions?**

To See Online Demonstration

**Rick Shaw**

**402.730.0090 - direct**

**[rick.shaw@awareity.com](mailto:rick.shaw@awareity.com)**