

7.3.11 Awareness

Rate each item in the range of 0 to 10. Sum the items in each area and divide by the identified number to generate a total. Sum the totals /16 for overall rating.

7.3.11.1 Document review

<i>Item</i>	<i>Rate</i>
Workers review all documents they are required to sign for the information protection program.	
Understanding of documents is verified and documented through the feedback elements of the awareness program.	
Copies of signed documents are kept as part of the program.	
Audit verifies that all documents are signed and kept and that workers demonstrate understanding of their contents.	
Total for this area / 4	

7.3.11.2 Initial briefings

<i>Item</i>	<i>Rate</i>
Initial security briefings are required for those who access information within an enterprise setting.	
These briefings lay out the specific things the user has to know in terms that they can act on.	
No worker may access information systems until they have received initial security briefings, agreed to terms of use, and demonstrated practical understanding of the material.	
Initial briefings are updated to reflect current awareness programs.	
Total for this area / 4	

7.3.11.3 Day-to-day

<i>Item</i>	<i>Rate</i>
Day-to-day awareness is fostered by worker behavior every day.	
It is considered polite to ask others to look away when entering passwords.	
It is considered impolite to watch without an invitation as someone uses their computer.	

<i>Item</i>	<i>Rate</i>
There is a culture of asking before acting with respect to information technology.	
Total for this area / 4	

7.3.11.4 Department meetings

<i>Item</i>	<i>Rate</i>
Department meetings are used to promote security and bring out protection-related issues.	
Meetings include a review of the security failures of the last month and are supported by the CISO.	
Support includes news stories from the media that relate to employees directly, such as a story about someone losing their home after an identity theft causes bad credit.	
Support includes briefings on current or recent situations within the enterprise involving a security problem found and fixed or that impacted a large number of employees.	
Any changes to the protection program that have wide-ranging effect in the enterprise are announced in meetings.	
The introduction of any new awareness program or other item of interest is included in department meetings.	
Any awards or reward programs associated with the security awareness program are announced in department meetings.	
Total for this area / 7	

7.3.11.5 Computer-based

<i>Item</i>	<i>Rate</i>
Computer-based awareness programs, when used, provide testing and tracking of awareness of specific issues in specific audiences.	
Computer-based awareness programs are only used as part of a systematic effort associated with specific enterprise needs that cannot be fulfilled otherwise or as a verification of awareness given via other programs.	
Total for this area / 2	

7.3.11.6 Video-based

<i>Item</i>	<i>Rate</i>
Video-based awareness programs are used to cover broad areas.	
These programs are rotated so that they don't become overly repetitious.	
Training attendance and comprehension is verified.	
Group or individual showings are used based on employee availability.	
Total for this area / 4	

7.3.11.7 Groups

<i>Item</i>	<i>Rate</i>
Group processes are used for security awareness.	
Group facilitators are trained for these processes.	
These processes provide awareness level measurements.	
These processes are used to generate new ideas and feedback on the protection program.	
Total for this area / 4	

7.3.11.8 Lectures

<i>Item</i>	<i>Rate</i>
Lectures are used for large technical group awareness.	
Feedback is generated by a verification process.	
Total for this area / 2	

7.3.11.9 Games

<i>Item</i>	<i>Rate</i>
Games couched as strategic scenarios and situation analysis are used to enhance awareness.	
The game process is used by top management and is played out for awareness programs by all levels.	
Games provide feedback on awareness levels through scoring.	
Individual scores are tracked to measure individual awareness.	
Total for this area / 4	

7.3.11.10 Posters and Banners

<i>Item</i>	<i>Rate</i>
Posters and banners are used to keep up awareness levels.	
Posters are rotated at least once per month.	
Total for this area / 2	

7.3.11.11 Badging and carding

<i>Item</i>	<i>Rate</i>
Badging & carding systems are part of the security awareness program.	
Badges are worn and readily visible by all workers whenever on site.	
Badges are required for entry and exit of facilities	
Workers are trained how to react to an un-badged individual.	
People without badges are identified by employees and escorted to a proper location for processing.	
Total for this area / 5	

7.3.11.12 Stand-downs

<i>Item</i>	<i>Rate</i>
Stand-downs have are used in extreme circumstances only.	
Total for this area	

7.3.11.13 Memos and emails

<i>Item</i>	<i>Rate</i>
Memos, emails, mass voice mails, internal FAXes, and similar corporate communications are used for awareness only in specially identified circumstances.	
These techniques are part of the corporate emergency communications plan when critical time-sensitive issues require immediate notice.	
They are used in disaster recovery and business continuity processes for emergency communications.	
These techniques are not used in non-emergency situations to avoid them being treated lightly in real emergencies.	
Total for this area / 4	

7.3.11.14 Award programs

<i>Item</i>	<i>Rate</i>
Award programs are used to provide positive experiences and generate social benefits to those who do these aspects of their job well.	
Awards programs are supported by management.	
Award programs are funded at levels adequate to make them effective.	
Awards programs include plaques or paper certificates, public notice and notice at department meetings, and free dinners for two at local restaurants or other similar items.	
Total for this area / 4	

7.3.11.15 Social pressure

<i>Item</i>	<i>Rate</i>
Social pressure is used to create a culture encouraging secure behavior.	
Unrecognized people in workspaces are greeted and brought to management for introductions.	
Newcomers not forthcoming with useful information about who they are, or lacking a proper badge, are escorted to the proper location.	
Procedure violations are reported and treated seriously.	
Security procedures are taken seriously and workers tell each other to follow the rules rather than to break them.	
Workers are supportive of these behaviors.	
Total for this area / 6	

7.3.11.16 Covert

<i>Item</i>	<i>Rate</i>
Covert awareness programs are used.	
These programs include simulated violations detected and acted on.	
Total for this area / 2	

7.3.11.17 Documented program and feedback

<i>Item</i>	<i>Rate</i>
The awareness program is thoroughly documented.	
Archival copies of the awareness program are retained long enough to allow proper use for all disputes.	
All trainees and trainings are tracked and verified for compliance.	
Copies of tests that are used to generate metrics are retained.	
Summary metrics are generated from test results and used to improve the program over time.	
Total for this area / 5	

7.3.11.18 Summary

<i>Area</i>	<i>Rate</i>
Document review	
Initial briefings	
Department meetings	
Computer-based	
Video-based	
Groups	
Lectures	
Games	
Posters and banners	
Badging and carding	
Stand-downs	
Memos and emails	
Awards programs	
Social pressure	
Covert	
Documented program and feedback	
Total all area totals and divide by 16	

<i>Startup</i>	<i>Diligence</i>	<i>Typical</i>	<i>Excellent</i>	<i>Best</i>
1	3	4	6	8