

Privacy Training - Its all the Rage

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Abstract: Privacy training - is one of the hottest topics providing a strong countermeasure against breaches and loss of information. Its absence can be the root of numerous security problems. This paper will focus on the way in which federal agencies manage privacy training, which privacy regulations affect them, and how agencies can use training as a tool to move toward compliance.

For most of us privacy means making and keeping personal information private. Financial, health, or sensitive information is available only to the owner of the information, or those needing to use it; no one else can assess it. Privacy crosses many areas: personal, industry, healthcare, military, and federal agencies. Our Privacy Training Model comprises four components: Culture of the Client, Technical Cyber Security Knowledge and Expertise, Instructional Systems Design Skills, and Communication and Collaboration with our client.

Most privacy training models include elements of instructional design methodologies and the knowledge/skills of legislations. Our model is unique in that it incorporates not only these components, but also the culture of our client through an extensive collaboration throughout all phases of the task. To ensure a successful outcome of the project, we involve the client and any stakeholders having a valued interest in the issue. These personnel understand the organization's specific concerns, procedures, and environment. Collaboration among the stakeholders, the client, and the consultant assures that all aspects of the task are reviewed, all issues are examined, all concerns are addressed, and all parties are actively involved.

The presentation will end with a case study showing how we applied our model to help a federal agency improve their privacy program. Our multi discipline approach to privacy training addresses the people issues of enterprise wide privacy programs and helps organizations improve their privacy performance.