

Casperkill Inc.  
Information Technology Policy

***IT013 – IT Staff Training***

Version 1.2

| Policy Summary   |   |
|--|---|
| <b>Policy</b>  | IT Staff Training   |
| <b>Owner</b>   | Director, IT Program Management   |
| <b>Authorized Approver</b>   | Chief Information Officer   |
| <b>Procedure Change Approvals (include one or more of the following)</b> | Chief Information Officer; Director, IT Security; Director, IT Program Management Office; Corporate IT Director; Business Unit IT Director; Senior Business Unit Committee; Casperkill Policy Committee; External Auditor |
| <b>Impacted Locations</b>  | All Casperkill Inc. locations   |
| <b>Source File Location</b>  |   |

| Revision Summary |  |             |              |                    |
|------------------|--|-------------|--------------|--------------------|
| Rev              | Description of changes                               | Changes by: | Approval by: | Date               |
| 0.01             | Policy Approval                                      | CSherwood   | SFoxe        | September 15, 2005 |
| 0.02             | First Draft  | CSherwood   | SFoxe        | January 15, 2006   |
| 0.03             | Second Draft   | CSherwood   | SFoxe        | January 19, 2006   |
| 0.04             | Third Draft  | CSherwood   | SFoxe        | March 5, 2006      |
| 1.0              | Final Draft  | CSherwood   | SFoxe        | March 5, 2006      |
| 1.1              | Add Exceptions section 3.7                           | CSherwood   | SFoxe        | March 15, 2006     |
| 1.2              | Various changes, including removing COBIT references | CSherwood   | SFoxe        | April 26, 2006     |

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**1. PURPOSE**

Casperkill Inc. (“Casperkill”) is committed to the continuous training and development of its employees both in the area of job-related skills training and lifelong learning for personal development. Casperkill’s IT employees are among its greatest assets, and helping them develop is crucial to the achievement of the organization’s goals.

To help ensure that training activities support both the individual and organization’s objectives and are cost-effective, all training activity will be planned and monitored in accordance with this policy document. This policy and the related Procedure (*SOP013 – IT Staff Training Procedure*):

- Facilitate the identification of the IT department training needs;
- Detail the guidance for considering training through the annual Performance Evaluation Process for each member of the IT Department;
- Formalize the IT Department’s training strategy and approach, which is to create a motivated workforce skilled and competent in all relevant aspects, and whose skills tie in with the organization’s short and long-term objectives; and,
- Address ongoing job-related training and/or professional development; i.e., training needs that are identified as a means of an employee improving their job performance, their development as a professional within the organization, or as a means of their retaining and developing key skills and competencies.

**2. SCOPE**

The scope of this policy is the oversight, planning, execution and monitoring of training for IT department personnel. This policy applies to the Casperkill IT Department personnel for all Casperkill locations.

There are two areas of training covered by this Policy: 1) Training provided by internal IT resources to individuals or groups within the IT Department; 2) Training provided either on- or off-site by outside training resources (“Instructor-Led Training”) to individuals or groups within the IT Department.

**3. POLICY**

- 3.1 This policy will be managed in accordance with the Policy and Procedure Framework. (See Memo *M-PMO-002, Guidance for Implementing the Casperkill IT Policy and Procedure Documentation Function*)

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### 3.2 Roles and Responsibilities

Business Unit IT Management defines roles and responsibilities for IT personnel during the annual Performance Evaluation Process (PEP). The affected Business Unit IT personnel and management sign each form as evidence of the acknowledgement.

### 3.3 Identifying Training Needs

3.3.1 IT Department employees identify training needs and preferences during on-boarding or during the annual Performance Evaluation Process (PEP).

3.3.2 During the PEP discussions, the Business Unit IT Director (or his representative in the case of lower-level employee reviews) reviews the employees' previously completed and planned training requirements to verify that their knowledge, skills, abilities and security awareness are commensurate with the level required to perform effectively. Both the employee and Business Unit IT Director (or his representative) sign the PEP form as evidence of the review. For information about requesting training as identified during the on-boarding or during the PEP process, see *SOP013 – Staff Training Procedure*, and *Appendix A* of this document—*Process Flow Diagram*. If the employee in question is a Business Unit IT Director, the process described above is followed by the CIO with regard to identifying training needs and preferences.

3.3.2 IT Department employees or their managers identify training needs and preferences in the course of the employees' regular employment. For information about requesting training during the course of regular employment, see *SOP013 – Staff Training Procedure*.

### 3.4 Training Requirements

3.4.1 Casperkill IT coordinates or conducts training for IT department end-user groups or individual IT employees as required. This training may be conducted by an internal IT resource, for the benefit of an individual or a group within IT. Or, the training may be provided by an outside resource, either on-site or at an off-site

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location. The following are the general policies for IT training, where applicable, whether conducted by an internal or external resource:

- **Attendance:** All participants are expected to arrive 5-10 minutes prior to the start of the training session. All participants must sign the Attendance Roster provided by the instructor. Attendance at pre-approved training is considered mandatory.
- **Training Rules:** Extending common courtesy and exercising professional conduct is expected from all training participants throughout the course of training events. All participants attending external vendor-supplied training will be subject to their rules and regulations.
- **Evaluation:** Upon completion of a training session, all participants must complete an evaluation that is handed out by the instructor or IT Department. The information will be used to improve the overall training program.
- **Record Keeping:** For information about requesting, tracking and recording completion of training, see *SOP013 – Staff Training Procedure*.

### 3.5 Cancellation of IT Training

3.5.1 Occasionally, an IT training session must be cancelled. Possible reasons include:

- **Inclement weather:** The training facility closes due to weather. All scheduled training will be cancelled and rescheduled for a later date.
- **Training Facility:** If the scheduled training facility becomes unavailable for reasons beyond control and cannot be moved to an equivalent facility for the same time slot, the training will be cancelled or rescheduled for a later date.
- **Staff:** If the instructor cannot conduct the training due to emergency reasons, the training will be cancelled or rescheduled for a later date.

3.6 Training records are maintained for each employee and are held in their personnel file with Human Resources.

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**3.7 Exceptions**

Exceptions to this policy and the related procedure must be formally requested by the Business Unit IT Director via email to the Chief Information Officer (CIO), with a copy to the Director of IT Security, including specific deviations from IT policies and standard operating procedures. All such email documentation, including request and response, must be retained by the requesting Business Unit IT Director in an auditable format for the duration of the exception. The request and response, including specific deviations from IT policies and standard operating procedures, must be kept by the Business Unit IT Director for a period of not less than three (3) years after remediation of the deficiency. Partial remediation of deficiencies must be noted and approved by the CIO, with a copy to the Director of IT Security.

**4. PROCEDURE**

*Refer to SOP013 - Staff Training Procedure*

**5. ROLES AND RESPONSIBILITIES**

| <b>Role</b>               | <b>Responsibilities</b>   |
|---------------------------|---|
| CIO                       | Approves Exceptions to the Policy and / or Procedure  |
| Director, IT Security     | Notified by the Business Unit Director of Exceptions to the Policy and / or Procedure.  |
| Business Unit IT Director | Determine IT Department personnel training needs.<br>Approve IT Department personnel training requests.<br>Retains record of Exceptions to this Policy, including necessary approvals |
| Training Attendees        | Take an active role in their personal development and training.<br>Adhere to the established training guidelines contained in this policy.  |
| Human Resources           | Record training course feedback responses.<br>Maintain employee’s personal training records.  |
| Program Management Office | Tracks training requests and completion status.   |

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**6. COMPLIANCE**

Compliance failures by employees or contractors will be reported to appropriate Casperkill management and may be subject to corrective action.

**7. DEFINITIONS**

| Term           | Description |
|----------------|-------------|
| Not applicable |             |

**8. ASSOCIATED DOCUMENTS AND REFERENCES**

*SOP013 – Staff Training Procedure*

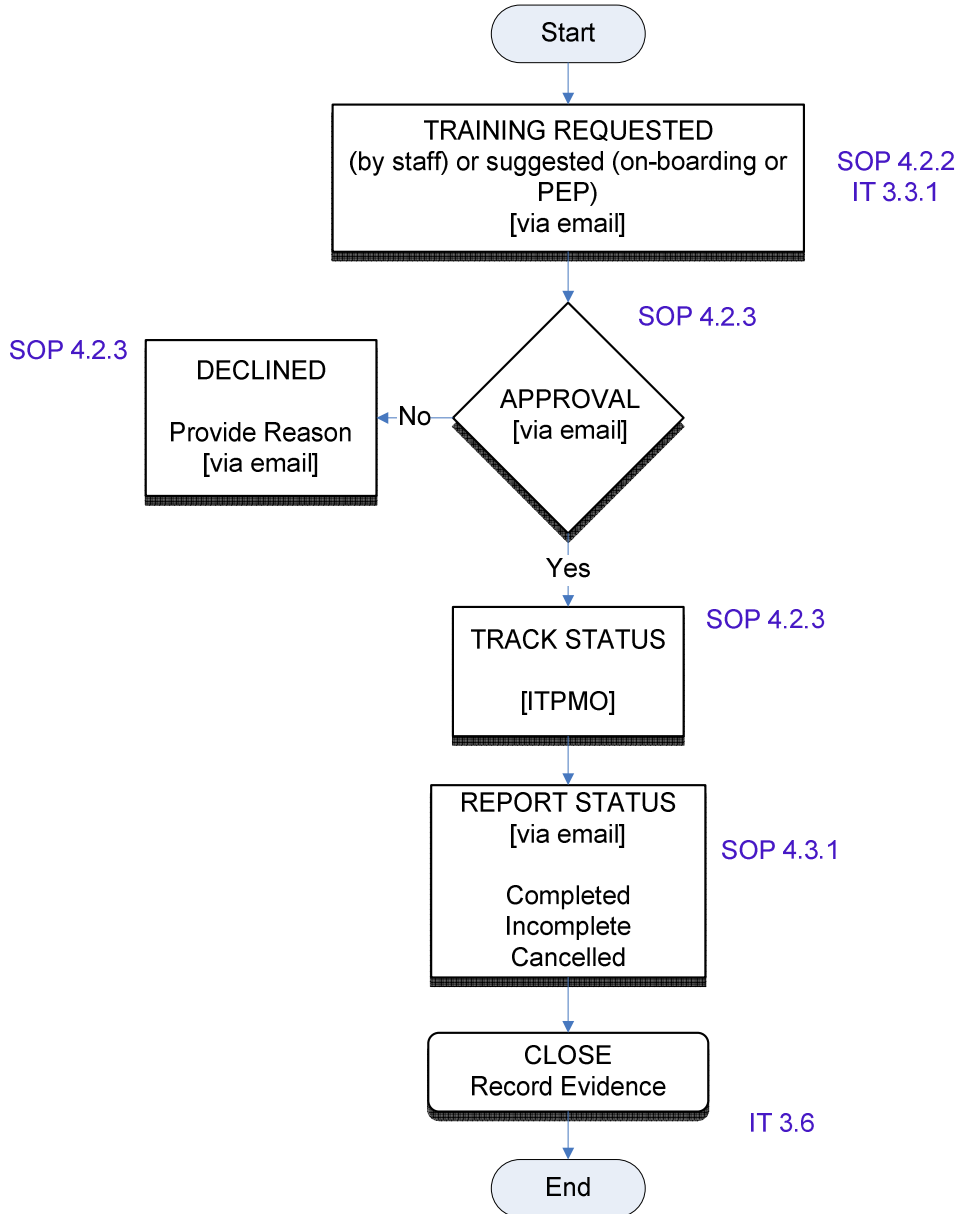
**9. EFFECTIVE DATE This policy is effective March 5, 2006.**

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**Appendix A, Process Flow Diagram**

IT013 IT Staff Training Policy (IT) / SOP013 IT Staff Training Procedure (SOP)



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