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[to be decided].

More information

For more information on the UNDERSTAND Training Program, please contact [to be decided].

Contributing organisations

SecLink AB

Sweden
Ragnar Smittberg
Yvonne Karlsson
Pioter Janeling

Swedish Energy Agency

Sweden
Andres Muld
Irène Monti
Mikael Toll

VSF Technical University of Ostrava

Czech Republic
Pavel Danihelka
Jiri Nezhoda
Dana Kratochviova
Pavel Hrdinka
Eva Paldusova

Chatham House

United Kingdom
Bill Durodie

Cranfield University RMCS

United Kingdom
Bill Durodie
Joe Kaplinsky

The National Emergency Supply Agency

Finland
Hannu Sivonen
Matti Jauhainen
Mika Purhonen
Risto Leukkunen
Antti Silvast University of Helsinki, Finland
(Co-partner NESAs)

Link Consulting sas

Italy
Lieve Bakelant
Aldo Santochirico
Gabriella Bruno
Valentina Borraccia
Vitantonio Carriero
Guiseppe Sanichirico
Delia Cicchetti
Maria Pina Trunfo

KCEM Ltd

Sweden
Hans Wallin

University of Zilina

Slovak Republic
Jan Mikolaj, Zilina
Juraj Altus, Zilina
Michal Pokorny, Zilina

Lithuanian Energy Institute

Lithuania
Jouzas Agustis
Vaclovas Miskinis
Virginijus Radziukynas
Dr. Rolandas Urbonas

4C Strategies AB

Sweden
Hans Arvidsson
Mats Ekeblom
Veikko Kekki
Isabelle Flodén
Carl Carlsten
Josefin Uhnbon
Anna Isacsson
Daniel Sahlgren

Special thanks to

Pekka Niemi, Security Manager, Fingrid Oyj, Finland
Reijo Huhta, Head of Operational Department, Fingrid Oyj, Finland

Joachim Vanzetta, Vice President, Transmission System Operation, RWE, Germany
Gerald Kaendler, Vice President, Asset Management, RWE, Germany
Dieter Urban, Head of division economic aspects of defence, protection from sabotage, counterterrorism, Federal Ministry of Economics and Technology, Germany

Marino Sforna, Director Terna Training Centre, Terna, Italy
Manuela Mancini, Director Assistant Terna Security Department, Terna, Italy

Dr. Ramūnas Bikulčius, Director of Dispatch Centre, Lietuvos Energija, Lithuania
Gintautas Priešpilis, Head of Control Division, Dispatch Centre, Lietuvos Energija, Lithuania
Daisis Virbickas, Head of Reliability Division, Dispatch Centre, Lietuvos Energija, Lithuania

Vladimír Jendryščík, Executive Director, SEPS dispatch centre, Slovakia

Mats Lindblom, Head of Duty Engineers, Operational Department, Svenska Kraftnät, Sweden

¹ UNDERSTAND is an acronym for European Energy Supply Security Management Co-ordinators UNDER way towards STANDard indicators for continuous vocational and educational training (VET). UNDERSTAND is part of the Leonardo da Vinci Program.

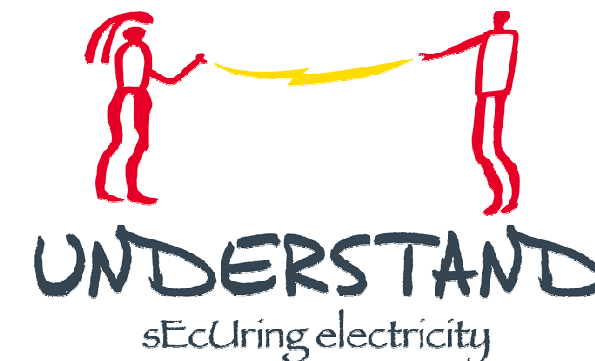
² Secondary target groups could potentially be other types of managers at TSOs or duty officers at regional/local electricity distribution, students at different levels of academia etc.

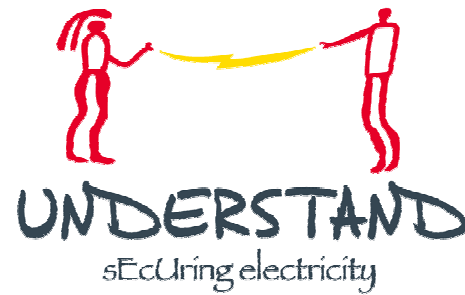
³ ISO PAS 22399 is based on the national standards NFPA 1600:2004 (USA), BS 25999-1:2006 (United Kingdom), HB 221:2004 (Australia), INS 24001:2007 (Israel) and the compiled work of the Japanese Industrial Standards Committee. The content of ISO PAS 22399 is applicable for all private, public or not-for-profit organisations and provides a basis for understanding, developing and implementing Incident Preparedness and Operational Continuity Management (IPOCM).

An Overview of the UNDERSTAND Training Program

A concept for building
Crisis Management Capabilities

Pilot version





UNDERSTAND Training Program – Pilot version

This document is a voluntary pre-reading that will enhance your understanding of the other four stand-alone but interconnected modules included in the UNDERSTAND¹ Training Program. The purpose with this document is to give you an overview of the program as well as to describe the purpose and method of execution.

The aim of the UNDERSTAND Training Program is to build and maintain the Crisis Management competence of duty officers, operations managers and national dispatchers at transmission system operators or equivalent (TSOs) in Europe². Hence, enable staff and workers in the energy sector the chance to complete their training through a transnational conceptual model in order to better integrate and co-ordinate energy supply security management practices in their respective training development strategies and actions. All this in order to avoid or minimising cascade effects and “keep the lights on” in Europe.

The program also aims to have a wide appeal, taking into account the different needs of the TSOs in the European countries. From the geographical perspective, the program is equally valid for most European countries since no singular national needs have been taken into account. The training program consists of four stand-alone but interconnected modules: Pre-reading, Self Assessment for Individuals, Crisis Management Training for Individuals, and Vocabulary, as presented in the model below.

Primary Principles

The UNDERSTAND Training Program is based on three primary principles. First, the program focuses on the capabilities of the individual and the individual’s intrinsic motives to learn and take responsibility.

Next, because of the geographic spread of the target group, the program relies on the concept of international best practice found in ISO PAS 22399 Societal Security — Guidelines for Incident Preparedness and Operational Management Continuity (IPOCM)³.

Last, but not least, the program focuses on the energy sector’s responsibility as one of the most important service providers for the community, in conjunction with the development of Critical Infrastructure Protection (CIP).



Modules

The modules of the UNDERSTAND Training Program are described below in terms of each module’s purpose, method of execution, relation to other modules, and benefit for the user. The modules can be incorporated into existing curricula.



Pre-Reading

The purpose of the Pre-Reading is to strengthen the individual’s understanding of the contents of the Self Assessment for Individuals. It can also be used as an inspiration as well as a way to prepare for the Crisis Management Training. The Pre-Reading includes the UNDERSTAND White Paper, a number of Good Practice Examples in the energy sector and a description of a Self Assessment for Organisations. The Pre-Reading is an optional activity and is entirely based on self-study in order to enhance the user’s understanding.

Self Assessment for Individuals

The purpose of the Self Assessment for Individuals is to provide the individual with a tool to assess his/her level of maturity in the areas of Risk Management, Operational Continuity Management and Incident Preparedness.

The Self Assessment will raise awareness and give new insights on individual skills and preparedness useful for professional and personal development. The assessment is completed individually, prior to taking the Crisis Management Training. The areas in the assessment correspond to those in the Crisis Management Training. The Self Assessment can also be used to enable the individual to decide on his/her desired competence level in each of the assessment areas and if used repeatedly, it can be used as a benchmark for the individual’s continuous improvement.

Crisis Management Training for Individuals

The purpose of the Crisis Management Training is to provide a basic individual training based on relevant theory, standards and examples of incident preparedness. The main objective of the training is to strengthen the industry’s capacity to “keep the lights on”. The Crisis Management Training should be seen as the core activity of the UNDERSTAND Training Program, supported by the other modules. It serves as a resource and inspiration needed for further improvements and work for individuals in the industry.

The Crisis Management Training consists of a two day training divided into 9 theory sessions covering the most important areas of incident preparedness such as incident management, alarm and escalation, communication management, HR management and recovery/return.

The Crisis Management Training also includes two separate tabletop exercises using scenarios that provide relevant material for discussions. It should be noted that both the 9 sessions and the exercises should be held and monitored by an experienced instructor.

Vocabulary

The Vocabulary module is applicable and useful throughout all parts of the UNDERSTAND Training Program. The purpose of the Vocabulary is to provide a supplementary resource useful for implementing Best Practice and cross-border communication among European Transmission System Operators. The Vocabulary includes a summary of the most frequently used words and terms with definitions based on current vocabulary in the industry and international standards.