

An introduction to the **UNDERSTAND** Training Program



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Target groups of the UNDERSTAND Training Program

- The aim of the UNDERSTAND Training Program is to build and maintain a common European Crisis Management competence of:
 - Duty officers;
 - Operations managers;
 - And national dispatchers at transmission system operators or equivalent (TSOs) in Europe

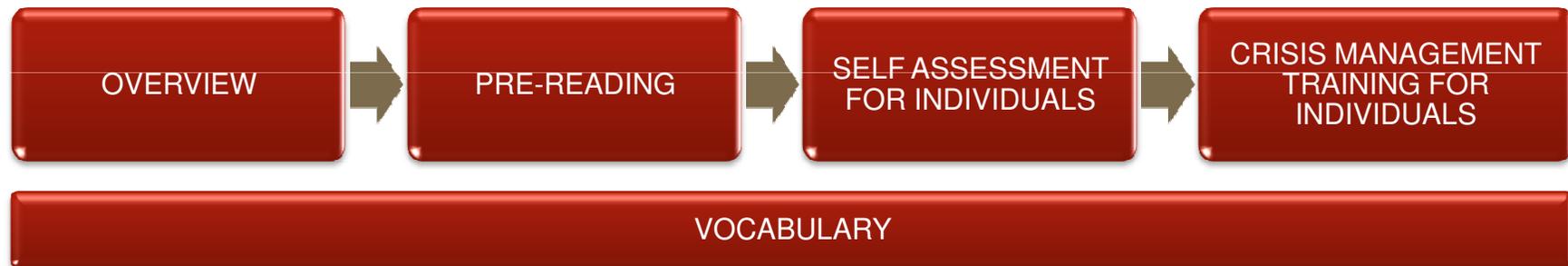


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Modules

- The program consists of five stand-alone but interconnected modules



Fundamental perspectives

Each module is based on three fundamental perspectives

Energy as Critical Infrastructure

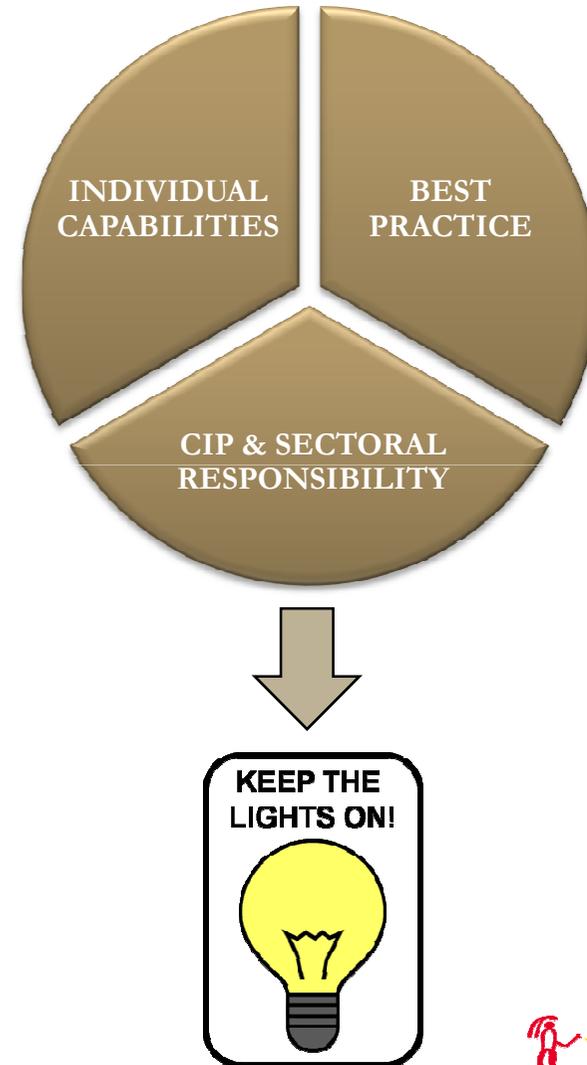
- The energy sectors responsibility as one of the most important service providers for the community, in conjunction with the development of Critical Infrastructure Protection (CIP)

Best Practice

- The concept of international Best Practice as a base for theory

Individual Capabilities

- The individual's intrinsic motives to learn and take responsibility



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Description of the modules

1. Overview
2. Pre-Reading
3. Self Assessment for Individuals
4. Crisis Management Training for Individuals
5. Vocabulary



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Overview

- The Overview is a voluntary pre-reading that will enhance the participants understanding of the four stand-alone but interconnected modules included in the UNDERSTAND Training Program
- The modules of the UNDERSTAND Training Program are described in terms of each modules
 - purpose
 - method of execution
 - relation to other modules
 - benefit for the user



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Pre-Reading

- The purpose of the Pre-Reading is to strengthen the individual's understanding of the contents of the other modules
- It can be used as an inspiration as well as a way to prepare for the Crisis Management Training and the Self Assessment for Individuals.
- The pre-reading consist of:
 - White Paper for UNDERSTAND
 - Good Practice Examples
 - Self-Assessment for Organisations

Self Assessment for Individuals

- The Self Assessment for individuals is based on the Capability Maturity Model Integrated (CMMI) developed at Carnegie Mellon University
- The Self Assessment focuses on individual skills, awareness and understanding of theory and practice in the area of crisis management
- The Self Assessment is based on 11 areas



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Crisis Management Training

- The purpose of the Crisis Management Training is to provide a basic individual training based on relevant theory, international standards and examples of incident preparedness
- The main objective is to strengthen the industry's capacity to “keep the lights on”
- The training is built on 9 training sessions. Each session is structured in the following way:
 - Theory - based on the ISO/PAS 22399, IPOCM
 - Case study
 - Discussion points
 - A short summary
- The material is adjusted to the target group when applicable and the perspective of cross-border activity and interdependence is included in all sessions



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Theory sessions

10

1. When the Unforeseen Happens

2. Incident Preparedness

3. Preparatory Measures

4. Immediate Actions

5. Managing the Incident

6. Communication Management

7. Human Resource Management

8. Recovery and Return

9. International Crisis Management and Industry Organisations



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Crisis Management Training for Individuals

11

DAY 1

Theory session 1-4

Tabletop exercise 1

DAY 2

Theory session 5-8

Tabletop exercise 2

Theory session 9
and Summary



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Tabletop exercises

- The Crisis Management Training includes two separate tabletop exercises using scenarios that provide relevant material for discussions
- A tabletop exercise is a relatively simple form of exercise with great potential in its effects but with limited preparations
- The main objective with this form of training is to educate the individual and develop an organisational capability
- The exercise takes place at a conference table



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Vocabulary

- The vocabulary includes a list of 95 terms, including definitions,
- The vocabulary has been put together based on current standards such as ISO guide 73:2002, ISO/PAS 22399:2007 and TSO reference material
- The list is divided into two sections – general terms and terms that are related to the industry



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Questions?



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