

### Training and Awareness Plan

In order to comply with [redacted] with a view to IT assets management to ensure that all the following training must be carried out:

[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	[redacted]

- Commented [20A1]:
- Commented [20A2]:
- Commented [20A3]:
- Commented [20A4]:
- Commented [20A5]:
- Commented [20A6]:
- Commented [20A7]:
- Commented [20A8]:

For personnel to understand the importance of service management and their contribution to the SMS, SMS Policy, and SMS Plan, the following awareness-raising methods can be applied:

[Redacted text]

Training and awareness implementation is scheduled as follows:

[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
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- Commented [20A9]: [Redacted]
- Commented [20A10]: [Redacted]
- Commented [20A11]: [Redacted]
- Commented [20A12]: [Redacted]
- Commented [20A13]: [Redacted]
- Commented [20A14]: [Redacted]

Responsibilities:

- [Job title] is responsible for coordination of all training and awareness raising.
- [Job title] is responsible for ensuring records of all training
- [Job title] is responsible for ensuring the effectiveness of training objectives.
- [Job title] is responsible for the plan, conduct and evaluation of training activities, and that persons have the authority to call and change the documents that would be used for training.

**Commented [20A15]:** Insert the appropriate job title according to your organization practices, e.g.: CEO, CIO, IT Director, IT Manager, Service Manager, etc.

**Commented [20A16]:** [Redacted comment text]

**Commented [20A17]:** [Redacted comment text]