



PRIVACY DIRECTIONS™ 205: Call Centers

Privacy Directions™ 205: Call Centers is a 20 minute awareness course designed to provide prescriptive best practices for Call Center employees. It uses simple, clear language and delivers information in an engaging way.

This course creates broad awareness within call centers to reduce corporate risk of non-compliance with required collection, use, transfer, and protection of personal information. The lessons comply with widely recognized standards for privacy and security information management.

The course is delivered in flexible formats, including both an online e-learning course and a self-running video presentation for group sessions. It includes a Companion Manual for call center supervisors and managers. The manual provides instruction for facilitating a classroom version and a more detailed guidance for specific privacy areas, like monitoring, audits and human resources information management.

The course learning objectives include:

- *Value of respecting and protecting personal information*
- *Best information management practices*
- *Recognizing privacy and security challenges*
- *Preventing information breaches*
- *Incident reporting and resolution*

Outline of Key Topics

Lesson 1:

Introduction

- Importance of Privacy to Call Center operations
- Personally identifiable information (PII)

Lesson 2:

Information Security

- Securing PII
- Securing facilities

Lesson 3:

Information Privacy

- Collecting PII
- Storing PII
- Moving PII

Lesson 4:

Social Engineering

- Authentication
- Identity verification

Lesson 5:

Incident Recognition & Response

- Recognizing Privacy and Security incidents
- Incident reporting

Optional Customization – Lesson 3

MediaPro can add content to the courses specific to your privacy people, policies, procedures and technology. This can include links to specific resources.

Tracking Course Usage

MediaPro courseware is compliant with the industry standard SCORM 1.2.6. Our courses have been certified and used on many different standards-based Learning Management Systems (LMS) to manage module delivery and to integrate with a SCORM compliant LMS.

Hosting Options

The courseware can be hosted on the client's intranet and integrate with an existing Learning Management System, or MediaPro can provide an Internet hosting service on its e-Learning platform. The MediaPro Platform will provide the functionality to enable users to access courses via the internet, and to enable the client organization to track progress and monitor the results of users taking the courses.

Our Experienced Expert:

Richard Purcell

Corporate Privacy Group
Director, TRUSTe

Mr. Purcell has served as a director of TRUSTe, the independent trust authority for Web site privacy for over three years. He has also served as a director of the International Association of Privacy Professionals. In addition, he has served on the Federal Trade Commission's Advisory Committee on Security and Access and is now serving on the Advisory Committee of the Department of Homeland Security.



Sample screen from the Privacy Directions™205 course

Client Workstation Requirements -

CPU:

PII 450 or greater

Memory:

64 Meg or greater (128 Meg rec.)

Operating System:

Windows 2000 or XP

Screen Resolution

800 x 600 (or higher)

Browser:

Internet Explorer 5.5 (or higher)

Flash Player:

Version 6 (or higher)

Color:

16 bit (or higher)

Bandwidth:

256 Kbps

Cookies:

Must be enabled

Javascript:

Must be enabled

Server Requirements -

CPU:

PIII 1.26 GHz or greater

Memory:

512 Meg or greater

Operating System:

NT 4.0 or Windows 2000 (fully patched) or Unix

Disk Space

500 Meg

Domain

Same network domain as LMS system (rec.)

To contact SECNAP, an Authorized MediaPro Reseller, please call 866-SECNAP.NET (or 866-732-6276), send an e-mail to sales@secnap.com, or visit our web site at <http://www.secnap.com>