Description & Target Audience	The DVMS Critical Communications Capability (CCC) course introduces business and IT professionals to intelligent, effective, and coordinated communications in a crisis. It provides a model to understand terminology, indicators for good capability, and best practices to improve skills and performance when responding to critical communications situations. The CCC® Course provides guidance for putting skills into practice and developing capabilities to handle communications around critical situations successfully .
Delivery Formats	• 2-Day In-Person or Virtual, Open Enrollment, Instructor-Led Classroom • 2-Day In-Person or Virtual, Private, Instructor-Led Classroom • Self-Paced Video Learning, 5 Hours
Objectives & Outcomes	Acquire the fundamental knowledge of how to • Explain what critical communication capability is and why organizations need it • List and describe the principles of effective communication • List and illustrate the elements of the CCC Model and its fundamental principles, concepts, and terminology • List typical critical communication capability gaps and describe the actions that can close them • List and describe the four result areas that critical communication capabilities contribute to, including the key indicators showing when these are in their desired state. You should know the best practices for achieving and maintaining those desired states within the context of critical communications • List and describe the three critical communication phases, including the roles, activities, key moments of truth, and entry and exit criteria associated with each phase. You should know the desired states for the capability indicators of each phase and the best practices for achieving and maintaining those desired states • List and describe the four resource areas drawn on in critical communications and cite the best practices associated with each. You should know the desired states of the capability indicators in each phase and how to achieve and maintain those desired states.

Pre-Requisites	There are no prerequisites to attend this course.
Body of Knowledge	The CCC publication is the basis for the CCC® Foundation course and certification examination. It complements the course by providing a deeper exploration and further explanation of the CCC® model, concepts, principles, and practices.
Examination	DVMS® NIST Cybersecurity Framework Foundation Exam • 60-minute Closed-book exam • 40 x Multiple choice questions • Blooms Level 1 & 2 • Pass Mark: 60% or 24 marks • Paper-based & online availability
Student Kit	• Digital – CCC Book. • Digital – Student Courseware and Resource Materials • Digital – APMG Exam Voucher – issued upon completing the training. • Certificate of Completion
Syllabus & Course Outline	• Link to Syllabus - https://dvmsinstitute.com/wp-content/uploads/2024/10/CCC-Foundation-Exam-syllabus-v1.0.pdf
Professional Development Credits Earned	• 12 CEU Credits
Next Steps	• NIST Cybersecurity Framework Digital Business Risk Awareness • NIST Cybersecurity Framework Foundation Certification • NIST Cybersecurity Framework 800-53 Practitioner Certification • ITSM Essentials Certification Training