

Lesson 5 — Repair & Upgrade

Session 5 of 8 | Duration: 60 min | Artifact: Re-recorded segment on main breakdown

Purpose

Address the top 1-2 failure patterns from L4. Pick the matching repair from the menu and run it.

Phases

Time	Phase	Trainer does
0:00–0:10	Diagnose	Name the 1–2 dominant patterns observed in L4 (from the failure-pattern checklist). Show the patterns side by side.
0:10–0:35	Run the repair	Pick the matching repair(s) from the menu (below). Run the teaching move and practice activity.
0:35–0:55	Re-record	Learners re-record the segment of L4 most affected by the repair (typically risk scenarios beat + recommendation). Same customer as L4.
0:55–1:00	Close	Note what changed. Save recordings.

Scripted teacher language

“From L4, the pattern that came up most was [name pattern]. We’re going to fix that today.”

“A specific recommendation names the action and the timeline. “I’m recommending we add immutable repositories at both HQ datacenters within 30 days, with a validated restore test by day 45.” That’s specific.”

“Now re-record the last 2 minutes of your L4 briefing. Same customer. Apply the repair.”

Repair menu

Pick the move(s) matching the dominant pattern(s) from the failure-pattern checklist:

Pattern	Repair move + practice
Verdict buried	Drill the opening sentence: “My assessment is that [customer] is at [high / medium / low] ransomware readiness, primarily because [one reason].” Each learner says it 3× for their own current customer. No exceptions to this opening structure.
Readiness profile reads like a feature list	Show 3 weak/strong examples. Drill the swap: from “they have [product]” to “they can recover [system] within [time] / they cannot recover [system].” Always operational, never a feature list.
Critical gap softened	Drill the direct construction: “The single largest gap is [exposure]. In its current state, [system / data class] would not survive a ransomware event.” No hedging

	language permitted in the drill.
Risk scenarios without recovery position	Show 3 weak/strong examples. Drill the pairing: “If [scenario], the current recovery position is [outcome]. Expected downtime is [duration].” Always paired.
Risk scenarios eat the recommendation	Time-boxed practice: 90-sec risk scenarios beat with a stopwatch visible. Then 45-sec recommendation immediately after.
Vague recommendation	Drill the construction: “I’m recommending [specific action] within [timeline]. If approved, the next step is [concrete action with owner].” Each learner names their timeline concretely.
Tense slippage	5-min reformulation drill: trainer reads sentences with tense errors, learners reformulate aloud.
Vague verbs	5-min lexical drill: replace do / have / make / handle with data-protection-precise verbs (replicate, immutable, isolate, restore, fail over, orchestrate, air-gap).

Between-session work

Each learner rehearses the repaired segment once before Lesson 6 — out loud, not in their head.

Artifact

90–120-sec re-recording per learner of the affected segment from L4. Save as Veeam_[Region]_[LearnerID]_RansomwareBriefing_L5_YYYY-MM-DD.