

Lesson 6 — Pressure Variation

Session 6 of 8 | Duration: 60 min | Artifact: 5-min briefing under one new variable

Purpose

Same task, one new variable: a tighter time cap. Briefing must hold all five beats in 3 minutes — two minutes less than standard.

Phases

Time	Phase	Trainer does
0:00–0:05	Frame the variable	Today's briefing is 3 minutes, not 5. Same task, same beats, less time. The customer has a hard stop in 30 minutes and four vendors to see.
0:05–0:20	Read the customer profile	New customer (below). Silent reading.
0:20–0:30	Silent prep	Notes allowed. Learners must decide which beat takes the cut — and own the decision.
0:30–0:55	Briefings under time pressure	Each learner records 3 min. Trainer holds a visible stopwatch. At 3:00, recording stops — even mid-sentence.
0:55–1:00	Close	One observation on which beats survived the time cut. Save recordings.

Scripted teacher language

"The customer has 30 minutes for 4 vendors. You have 3 minutes — not 5. Same five beats. Two minutes less."

"Decide before you start: which beat will you compress? Don't drop one entirely — compress."

"Stopwatch is visible. At 3:00 sharp, you're done — even if you're mid-sentence."

Customer — new

Customer: Polaris Financial Services — regional bank, 4,500 employees, US Northeast

Profile. 48 retail branches plus a corporate HQ. Heavily regulated — OCC and state-level. Recent regulatory exam flagged third-party recovery testing and recovery scope documentation as findings. The Head of Infrastructure has 30 minutes for the briefing as part of a vendor review day; the CISO will join for the last 15.

Estate. Almost entirely VMware on-prem at the HQ datacenter, with a hot DR site 90 miles away. Core banking platform is hosted (FIS), so out of scope. In scope: Active Directory, the data warehouse (SQL Server, ~200 TB), Exchange, the loan origination platform, and ~600 file servers across the branch network. Current backup product is a competitor; no immutability; daily backups land on a single dedupe appliance at HQ.

Trigger. Audit-driven. The customer wants to know what specifically would change in their recovery posture if they switched.

Between-session work

Each learner brings one real upcoming customer briefing from their own pipeline to L8 — a customer they'll actually brief in the next 30 days.

Artifact

3-min recording per learner. Save as Veeam_[Region]_[LearnerID]_RansomwareBriefing_L6_YYYY-MM-DD.