

Protecting a Large State's Citizen Data



The Office of the Chief Information Security Officer (OCISO) provides statewide information security programme guidance to state agencies, institutions of higher education, and other governmental entities. Led by the State's Chief Information Security Officer, the team works to set state information security policies and standards, publish guidance on best practices, improve incident response preparedness, monitor and analyse incidents, coordinate security services, and promote information sharing throughout the public sector cybersecurity community.

CHALLENGE:

Being the second largest state in the country it has the fastest growing population. The government agencies are constantly inundated with attempts to seize the private data of the 29.10 million state residents. The OCISO team is a small office of 7 employees tasked with ensuring that the cyber security staff at 353 state government agencies and higher education institutions have the necessary skills monitor, reduce and respond to cyber security incidents.

The State's Cybersecurity Vision

The state will use its resources efficiently, collaboratively and effectively to create a risk-aware culture that places high value on protecting information entrusted to the state, and to form a protected and resilient cybersecurity environment.

SOLUTION:

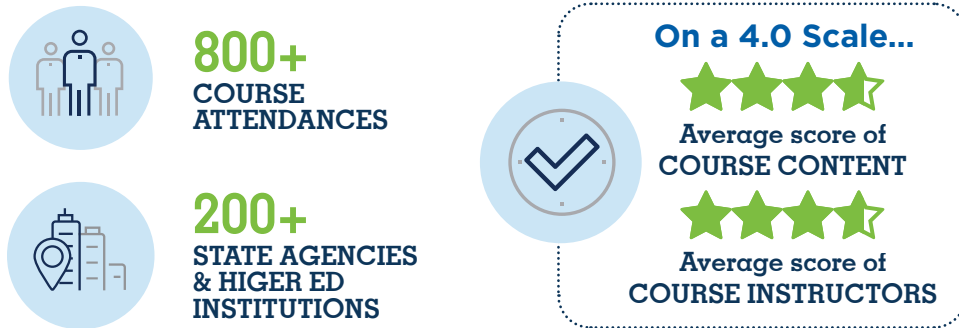
The State's Information Security Academy

The state's information security academy was created to provide state IT staff with the tools to help create their vision of a secure and resilient cybersecurity environment. Learning Tree was selected to create the state's information security academy LMS and provide the instructor-led training for 14 industry standard cyber security certification prep courses. Most of the courses are delivered through Learning Tree's AnyWare® virtual platform for online attendance in live public classes. The state's department of information resources fully funds all course and exams fees for the state security staff attending these courses.

In addition to the security certification prep courses, the programme includes the state's department of information resources Policy and Assurance course developed collaboratively between Learning Tree and the state's department of information resources. The course is open to all state security state staff to ensure that they have a full understanding of the state's specific cyber security laws and guidelines.

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In the first 11 months of the programme, the state's information security academy has delivered instructor-led training to over 800 employees from over 200 different state agencies and higher education institutions. These employees have attended 17 different courses titles.



Attendees have evaluated the state's information security academy course content at a score of 3.87 on a 4.0 Likert scale, with the state's information security academy's course instructors averaging a score of 3.87 for their ability to facilitate and engage these training classes. Feedback from employees suggests that they have the confidence they need to return to their jobs and accomplish the State's cybersecurity vision:

“Very knowledgeable and friendly. Made the course entertaining and engaging, as well as informative. Tons of material but provided in an easily digestible manner.”

— CISSP

“Course is extremely challenging but set up very well. Instructors tools work very well for remote learning. I feel lucky to have had good classmates that participated and made the class enjoyable as well as educational. [The instructor] is extremely knowledgeable and was able to answer every question thrown at him.”

— CISSP

“One of the best virtual courses that I ever took.”

— CISM

“[The instructor] solicited input from those of us online and helped build an atmosphere where we felt as if we were part of the class who was sitting in the classroom. I would not have thought such a great experience would've been possible.”

— CISM

“[The instructor] is an amazing instructor. You should pay him more! Best course I have ever taken, thanks!”

— CEH

“[The instructor] described text is simple plain English that was easy to follow and understand. I enjoyed this class and learned a lot, thanks!”

— Security+

In summary, the state's department of information resources is supporting state employees by providing them with the opportunity to gain the knowledge and skills required to defend the state's information assets and data.