SECURITY INNOVATION

CUSTOMER SUCCESS STORY:
BLENDED TRAINING

LARGE GLOBAL FINANCIAL SERVICES ORGANIZATION

Drivers:

- Improve application security skills in DevOps and IT teams via coursework and hands-on activities.
- Need for customized training specific to their brand, policies and operations.

Approach: Attack & Defend Blended Learning Program

Leverage computer-based training (CBT) to build foundational knowledge and web application cyber range to transform that knowledge into immediately applicable job skills.

Customized Training Portal – custom instance of Security Innovation's SaaS platform, accessible via SSO. This enabled custom branding, billboards, DevOps-specific messages, and turnkey management.

Job-Specific Learning Paths – Security Innovation Customer Success Manager (CSM) created 21 role- and technology-based learning paths in 3 progressive tiers: fundamental, intermediate, and advanced.

Competitive Hacking Events – CMD+CTRL cyber range used in tournament mode for a time boxed head-to-head challenge. To qualify, employees had to complete at least one fundamental learning path.

> *"I've seen a noticeable improvement in our team's awareness of vulnerabilities. They've reduced the amount of flaws and are more interested in fixing them."*
>
> **— CISO**

Program Enablement: Increasing Participation & Utilization

Given the global distribution of the workforce, cyber range tournament mode was managed as follows:.

- Sent 5,000 invitations per month, resulting in ~1,000 participants/month
- 3-weeks of 24x7 access to the Cyber Range (averaged 8-10 hours/player)
- Released regular cadence of emails: reminders to register, encouragement to the bottom 20%, extra hints, top 10 scores, and pre-recorded learning labs

Result: Increased Course Consumption & DevOps Awareness

In the absence of mandatory training, the CBT pre-requisite to compete in the cyber range event increased consuption by 30%. The cyber range also identified areas of strength and improvement, resulting in learning path adjustments for various roles.

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