CASE STUDY /

Design and delivery of an interactive Information Security Awareness e-Learning course

The Security Company (TSC) was approached by Arqiva to support their information security compliance needs and successfully designed and delivered an interactive e-Learning course for their 2,000+ IT enabled employees.

The objectives

To provide Arqiva with a mandatory Information Security Awareness e-Learning course that:

- Delivered learning on four identified information security topics in an engaging, entertaining and interactive format in line with company values
- Evaluated the level of knowledge and understanding of information security principles
- Was SCORM compliant for ease of implementation and recording of management information for audit purposes
- Supported achievement of ISO27001 certification for the entire organisation

Background

With over 90 years of experience in the broadcast, satellite and mobile communications markets, Arqiva is in no doubt about how critical its services are to their customers and the millions of people that depend on an 'always connected' world.

Arqiva continues to build on its pioneering heritage and strives to grow its people, technology and capabilities in addition to playing an active role in shaping this dynamic industry. Its purpose is 'to connect people for enriched and safer lives. Always.'

Given this, information security is recognised as a key contributor to their continued success and vision to be central to every vital connection people make. A security aware culture strengthens the dedicated values already instilled with their employees to always 'go the extra mile' for their customers. This includes providing them with the confidence and integrity that Arqiva is committed to safeguarding their information assets and customer data.

> Arqiva aims to 'connect people for enriched and safer lives. Always.'
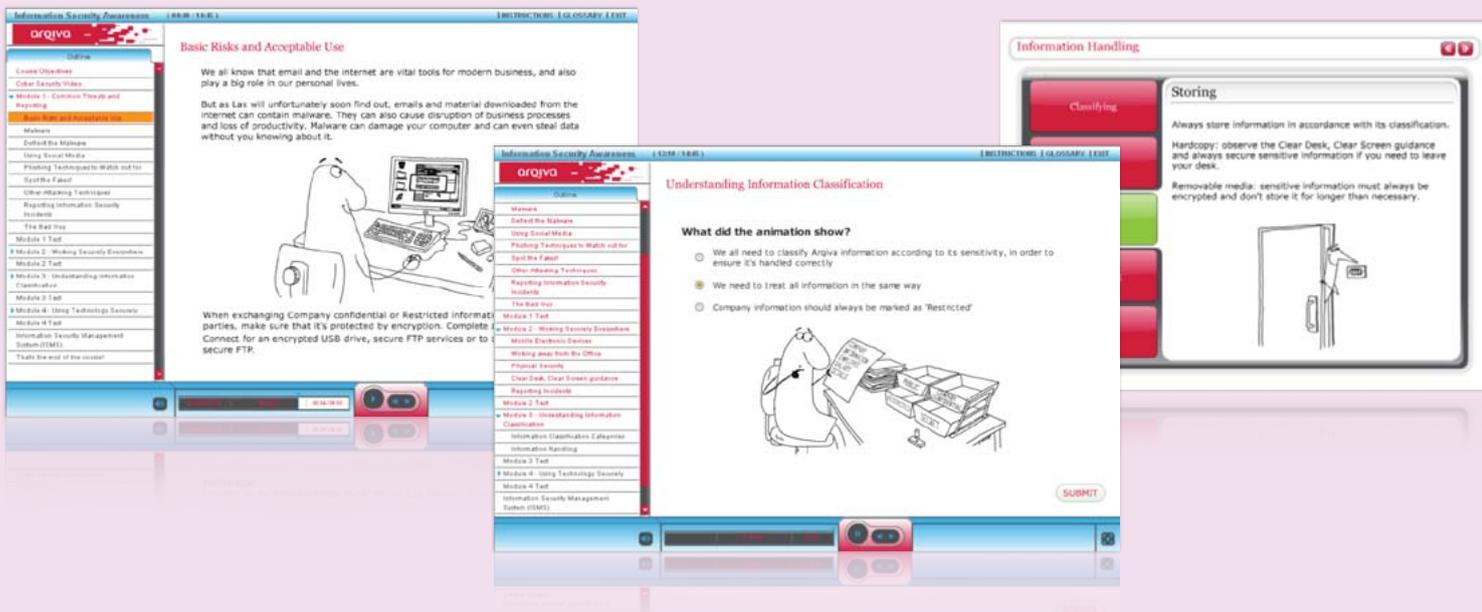
Delivery

A dedicated project manager from Arqiva and team from TSC was appointed to ensure the timely delivery of the SCORM compliant e-Learning course which launched in April 2013.

Content style and messages were key considerations for its success due to the highly skilled and technically orientated, IT enabled audience. It was important to create compelling, informative and meaningful content that combined the company values and supported learning. Visually, it was decided that an animated figure would be used to take employees through the interactive course where a series of short scenarios were presented to the user. Each interactive scenario contained a short humorous animation delivering the key learning messages and was followed with a selection of questions to test understanding.

The course content consisted of four learning modules:
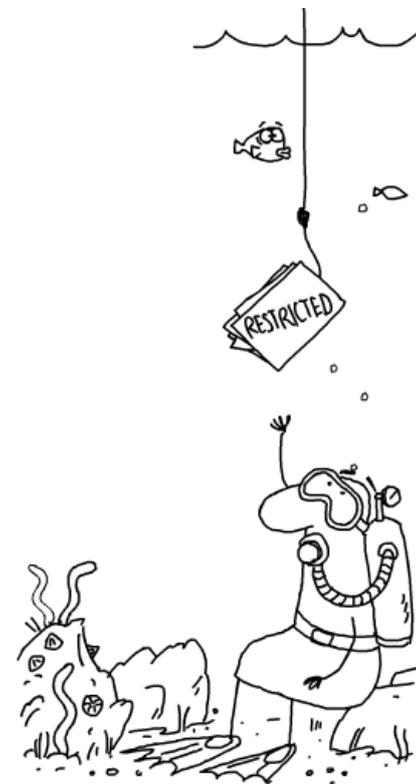
1	2	3	4
Common threats and reporting	**Working securely everywhere**	**Understanding information classification**	**Using technology securely**

The results

The e-Learning course successfully supported Arqiva in achieving end-to-end ISO27001 certification for the entire organisation.

The SCORM compliance element of the delivery allowed Arqiva to capture the metrics and management reports required for their compliance objectives. It also ensured the implementation process was smooth and timely.

The course was launched in April 2013 and 85% of employees had completed it within an impressive four week period. In total, the course was run over a four month window.

Next steps

TSC is now working with Arqiva to develop and deliver an additional course module that aims to educate targeted employees about information classification requirements for public sector organisations as outlined in the HMG Security Policy Framework. The launch of this new module is expected to take place in early 2014.

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Testimonial

"*We have been working with The Security Company (TSC) since November 2012 and I have been incredibly impressed with their professional manner, proficient approach and expert knowledge. Security is an important part of the Arqiva culture and it is important that we can demonstrate this to our customers and employees alike.*

We needed an effective solution and by partnering with TSC we have developed a set of e-Learning modules that are engaging and insightful. These have been launched across the business and allow us to move forward with a well-informed workforce."

Richard Beck, Head of Information Security, Arqiva