



## Humber / Informatica Corporation Case Study #3:

### Information Security Awareness Training

#### The Business Problem

The Humber Corporate Training Centre was approached by the client - the Canadian sales arm of a leading supplier of electronic equipment – to deliver important Security Awareness training to employees in a short timeframe per a Head Office directive. The challenges included the following:

1. A large set of Policies, Standards and Guidelines had to be distilled to form the basis of the training material.
2. Training material had to be developed and delivered within six weeks.
3. A large number of employees (600) had to be trained.
4. The service must be delivered in a cost-effective manner.

#### The Approach

Humber Corporate Training Centre selected Informatica Corporation, a recognized Canadian leader in Security Awareness education, to:

1. Distil the content and simplify it to extract the most important elements that employees need to understand, retain and apply.
2. Translate the content to target the three types of audience and produce a 2-hour training session, including:
  - a) the train-the-trainer element
  - b) produced the materials for hardcopy distribution
  - c) created materials to be made available on the intranet
3. Run multiple training sessions, which would enable hundreds of staff to receive the information in a short period.
4. Provide an option to convert the training material into eLearning format, for future use.

#### Results

Informatica and Humber were able to deliver the required training material on-time, on-budget. Examples of information presented included:

1. Identifying the classification of information (e.g., Strictly Confidential, Confidential, Internal Use Only, Public) and implications on how to handle it
2. Defining people's role as managers and Information Owners in the organization (e.g., information owners, information users, and information custodians).
3. Knowing the procedures in handling and safeguarding corporate information (e.g., clean desk/clean screen, incident reporting, information do's and don'ts, security tools available)

## **Case Study Summary**

By leveraging the strengths of Humber College Corporate Training and Informatica Security, the client was able to provide the required training to their employees on-time and on-budget. Staff now have a much better understanding of how to treat information to keep it safe and secure.

Humber's Corporate Education Centre has more than twenty years experience in providing quality customized training solutions for its corporate clients. Specializing in the design, development, delivery and management of workplace specific training solutions, our business to business services have made a significant contribution to organizational and employee success. For our customized programs we:

- Conduct a training needs analysis
- Identify issues of concern
- Develop a unique training program
- Provide certified, experienced trainers
- Conduct on-going evaluations

Informatica Education is Canada's leader in security awareness training. Our customized WorkLife Learning™ programs are the ideal way to bring critical knowledge to all employees and management. They focus on workplace security and privacy, best practices for safe Internet use, regulatory compliance and policy training. It's all about empowering employees to protect information assets and productivity.