



Infrastructure Management Services

■ Security Services

SUCCESS STORY:

Large Consumer and Commercial Financial Institution

Using E-learning to Build a Security Culture Pays Dividends

The Client

This retailer of financial services provides a diversified line of products and services to consumers and commercial clients. The bank and its subsidiaries possess assets of \$320 billion and operate more than 2,000 bank branches and 500 loan and administration offices.

The Challenge

While security and regulatory requirements are becoming an ever-greater concern for all businesses, financial institutions in particular cannot afford a devastating breach of information security and the resulting impact on consumer confidence. Consequently, this major bank decided to take a proactive approach to increasing security awareness within its organization. It wanted to build a security culture and teach employees to recognize threats and how to respond to them, but its security staff could not physically travel to every bank location to conduct classroom training. A more cost-effective and timely method was needed.

Measurable Results

With CompuCom's InfoSecU™, a unique on-line security education site, the bank:

- Reduces costs by eliminating travel by technical staff
- Increases effective response in crisis
- Leverages an easy-to-use, easy-to-deliver platform
- Enables employee learning anytime, anywhere
- Easily maintains staff certifications
- Protects itself against potentially crippling security threats



The Solution

Offering almost 40 e-learning security courses, InfoSecU is capable of training an entire workforce, as well as keeping technical staff in tune with new technologies and best practices. InfoSecU provides clients with an efficient and effective line of defense. Its Learning Management System (LMS) interoperability allows companies to:

- Build student-specific curricula quickly
- Register students through existing employee databases such as LDAP, PeopleSoft, and Access
- Analyze student performance
- Generate reports for audit compliance

InfoSecU's content ranges from basic subjects aimed at general users to certification-level courseware for security practitioners, allowing the bank's employees to seek information at every required level. All the courseware was customized to the bank's specific environment and needs, yet the InfoSecU catalog was so comprehensive that little additional effort was needed on the client's part to ensure that it addressed all of their unique requirements as well as those mandated by law. In fact, after sampling a few of the basic offerings, the bank then purchased the entire course catalog.

The Results

This new approach to security education has produced noticeable changes in the way this client's employees view security. Incident reporting has increased, indicating greater awareness and responsiveness among its business staff. Potential problems that before went unnoticed are now reported before becoming downtime incidents, reducing the workload for security staff and producing less disruption to operations. Project managers now include security planning and consultation in their project plans, instead of waiting until they encounter a problem and seeking help. Security staff reports that they see themselves becoming "social engineers," advocates for change within the institution, with the willing cooperation of their fellow employees. The bank is meeting its goals of raising security awareness and creating a proactive corporate culture that helps to safeguard against catastrophic business losses in information and customer trust.

"Education is a new industry within security. It's no longer just the security professionals who must be concerned with security, but the business staff as well. CompuCom's InfoSecU makes educating employees a lot easier. It's helped us create a cultural change within the organization."

Large Consumer and Commercial Financial Institution
VP of Information Security

Learn more about CCSI's broad range of services and how seamless integration can help you drive greater business value from your IT infrastructure. Visit us online at www.CCSICompuCom.com or call us at +1 905.816.3000 today.

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CompuCom is a leading IT outsourcing company that also provides application development, procurement and management of hardware and software. With more than 20 years of IT experience, CompuCom employs more than 11,000 highly skilled associates who have earned more than 60,000 industry certifications company-wide. As experts in workplace services, CompuCom's unique Integrated Infrastructure Management™ (IIM) solution reduces costs, increases productivity and helps clients gain maximum value from information.



A COMPUCOM SYSTEMS COMPANY

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