

Company:



Cardiff Council is currently the largest employer in Wales, covering a total of 29 electoral wards. Spanning multiple services and departments, information security is a high priority

Bob's Business[®] tailors a solutions to meet council's ICO requirements

The Problem:

One of the biggest challenges faced by Cardiff Council in regards to information security is the scale of training and guidance needed – the organisation employs over 20,000 members of staff and therefore any training needs to be tailored to suit all levels and abilities.

Security is an essential element of the Council's activities and while there has always been a need for mass-scale training across the Council, this requirement was made more critical due to ongoing data loss incidents and investigations by the Information Commissioner's Office.

The training selected for Council staff needed to satisfy several criteria, so it was important to choose a supplier carefully. There was a need to educate all computer-based staff on information security awareness, along with a requirement to create a deeper understanding of in-house Council policies and standards in relation to governance and security.

Additionally, due to the number of staff receiving the training, it was essential to find a solution that was manageable on a larger scale with achievable results for all.

The Solution:

While investigating possible solutions for internal information security training, Dave heard about Bob's Business from Merthyr Council who had previously implemented the training with great success.

One of the advantages that Dave felt Bob's Business offered was the fact that the eLearning modules could be uniquely tailored to the Council's requirements. This meant that he could ensure that the system would provide the necessary level of basic awareness in a way that could be easily managed and was accessible to all participants. With a bespoke approach, governance and security issues can and have been accurately conveyed to employees, reducing risks and breaches across the organisation.

"Bob's Business have been extremely helpful in the roll-out of the programme, continued development of security modules and with sharing experiences of other authorities who have implemented the system."

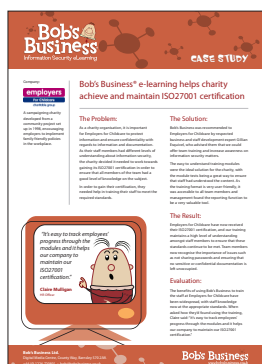


Dave Parsons

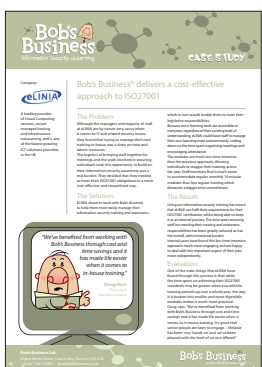
Further Case Studies:



Bob's Business™ helps to demonstrate a commitment to secure practices



Bob's Business e-learning helps charity achieve and maintain ISO27001 certification



Bob's Business™ delivers a cost-effective approach to ISO27001

The Result:

The eLearning programme is an ongoing process, but its presence has ensured the education of staff regarding governance, security and Council policies and standards. The subsequent improvement in understanding and awareness has enabled the organisation to mitigate risk in regards to data breaches, which could otherwise lead to hefty fines from the Information Commissioner.

Another benefit of the training is that it is helping to highlight areas within the Council that still presents risks and is helping them to identify bad practice, so that they can tackle these issues.

Dave says: "Bob's Business have been extremely helpful in the roll-out of the programme, continued development of security modules and with sharing experiences of other authorities who have implemented the system. They have successfully helped the Council with the implementation of the programme which has been challenging as a culture change within our organisation."

Evaluation:

One of the biggest concerns that Dave had before starting the programme was that the implementation of the training and the need for a culture change within the Council would prove to be extremely difficult, but on application he found the delivery and execution to be much easier than anticipated. Bob's Business provided lots of support along the way including help with communication plans, monthly eNewsletters, and supplied lots of Bob Gifts to further engage users.

Dave describes the service and support from the team at Bob's Business to be "excellent", and is happy with the responsive way in which queries get dealt with, both those coming from staff and his more senior colleagues. It is this proactive and helpful approach that continues to ensure that the training system runs smoothly, and as the many employees within the Council become more familiar with the Information Security issues that can affect their work, Dave is confident that risks and breaches will be all but stamped out.

User Engagement Levels within first 3 months of eNewsletter campaign

