

Company:



Merthyr Tydfil Council covers 11 electoral wards across its borough in Wales. With many staff departments and covering a wide range of services, the Council has a responsibility to meet essential information security requirements.

Bob's Business[®] provides a more effective solution to in-house training

The Problem:

With around 1,200 employees, the Council has to ensure that all data and information is kept secure at all times. With many other pressures on the management team's time, the biggest problem the Council faced was trying to make sure that every individual staff member is aware of information security issues and are able to implement the correct procedures in order to adhere to legislation.

While working towards ISO 27001, it became evident that trying to manage information security training in-house wasn't a viable option, from both a time and cost perspective. Not only was the basic training a challenge to deliver, but with high staff numbers, ensuring that subsequent changes within the

information security landscape were kept on top of made finding an alternative solution a priority.

To bring in trainers for classroom-based delivery or to find the resources internally would mean a huge administration task and financial implications and also an ongoing pressure on resources, because training would have to be delivered constantly in order to keep up-to-date with new developments.

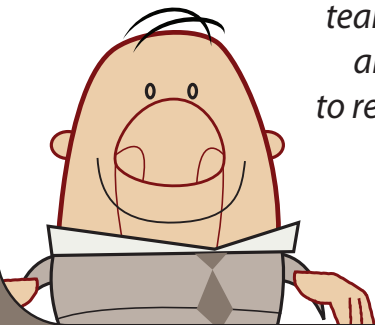
The Solution:

As part of the management team, Ryan James realised that the Council needed to find an alternative solution to internal or outsourced physical training programmes in order to help them achieve and retain their ISO 27001 certification. He came across Bob's Business during online investigations, and after taking a look at the company and their services in more detail, it became evident that the tailored eLearning platform would add a great deal of value to the Council and help them to solve the problems they were facing with their information security education.

One of the main benefits that Ryan identified was the fact that by choosing an eLearning solution, it would give staff quick and easy access to the various different elements required to satisfy the ISO requirements.

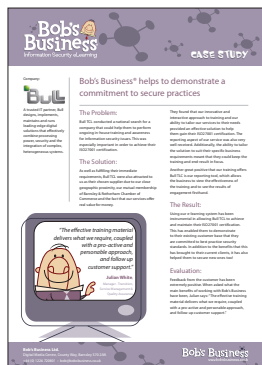
The Council initially signed up for 12 core Information Security modules, but in time, having experienced much success with this more accessible route to training, they started to work closely with Bob's Business in order to launch uniquely tailored modules to help the Council with other, additional aspects of staff training such as Data Protection and Freedom of Information.

"The biggest attraction to Bob's Business for us, is that following implementation, our relationship with Melanie and the team does not end and we continue to receive on-going support."

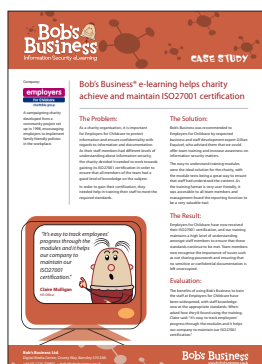


Ryan James

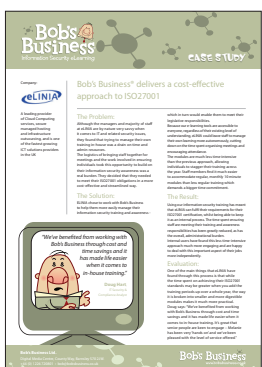
Further Case Studies:



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 ease with which the information security training could be delivered was a real boost to the organisation; with other training programmes, you purchase the product and are then left to your own devices - but the strong relationship that was forged between the Council and Bob's Business enabled the development of additional modules to help with other requirements, such as Health and Safety and Business Continuity tuition.

The implementation of eLearning changed the way the organisation worked, making it much easier to ensure that all departments and individual team members were being educated in the most efficient and cost-effective way possible. For the staff, the delivery of the programs via cartoon animations mean it's a much more fun way to train. This untraditional, yet very engaging approach kept staff interested and helped them to absorb the information more readily.

Another benefit of the system is the way that Bob's Business manages all of the admin, taking a huge pressure off internal staff without compromising on the quality of delivery. Through working closely with the team, the Council decided to adopt the 'module a month' system, with Bob's Business sending monthly eNewsletters to ensure that staff completed their training in a more timely fashion. The organisation also started to offer Bob Gifts to increase user engagement levels.

From a reporting and analysis point of view, the information provided by the system enables Ryan to present detailed information at his quarterly Information Governance Forums. The ability to filter training engagement by department means that Ryan can give useful breakdowns to the Executive Board of Directors and Senior Information Risk Owner, allowing them to easily manage performance and ensure that they are meeting the requirements of their ISO certification.

Evaluation:

Ryan and other members of the senior management team at the Council have found that implementing the Bob's Business eLearning platform has hugely benefitted their organisation. With updates and responses to legislative changes being rolled out quickly, and the cost savings represented by removing the need for 'in the flesh' training, the Council has saved a massive amount of time and money. This means that staff and management have more time to focus on other key responsibilities and that work flows much more smoothly within the different departments.

Ryan has also been incredibly grateful for the personal attention that Melanie has paid to their organisation; regular contact and the willingness to adapt modules to meet the Council's specific needs has been well received, and the effort made to travel for face-to-face meetings has also been hugely appreciated.

In his own words, Ryan says: "At Merthyr Tydfil County Borough Council we identified the risks and issues that existed around user awareness in Information Security and Information Governance whilst implementing ISO 27001 within the authority. To minimise the risk of a data breach due to user negligence or lack of employee awareness, we were looking for a solution that would 'tick all the boxes' and assist in raising awareness with staff. Bob's Business has provided this solution and its implementation has been very successful and welcomed by our staff.

The biggest attraction to Bob's Business for us, is that following implementation, our relationship with Melanie and the team does not end and we continue to receive on-going support, and continue to work together in developing, maintaining and improving user awareness."