Building an Effective Training Program on a Tight Budget

Solutions for training faculty and staff on information security practices
Topics

- Challenges
  - Addressing unique differences between faculty and staff
  - Building relationships
  - “Mandatory” training sessions
  - Fitting it in the budget

- The Georgetown University approach

- Applying solutions to your campus
Challenges

- We need training now!
- That’s not my role. Who is going to do it?
- Show me the money!
Georgetown University’s approach

- Faculty and Staff
  - Appreciate unique differences in each group
  - Determine appropriate method of training
    - Face-to-face
    - Online
  - Identify Decision makers for each group
GU’s approach cont.

- Faculty
  - Follow a different set of rules
  - Work with Provost and Deans to gain buy-in
  - Approach: “You are the drivers of information security”
  - Face-to-face meetings
GU’s approach cont.

- **Staff**
  - Gain buy-in from department VPs
  - Approach: Face-to-face
    - Online in the future using Elluminate
  - Design training to speak to unique requirements of each department
    - HR needs focus on working with confidential data
    - French department needs focus on not using SSN as password for printers
GU’s approach cont.

- Building relationships
  - Emphasize shared responsibility
  - Take the time to get to know each group
  - Offer to attend department meetings
  - Be open to better ways of communicating to each group
  - Establish Department Security Representatives
GU’s approach cont.

- “Mandatory” training sessions
  - Require attendance by technical staff
  - Ask senior-level staff or faculty to invite their department to the training session
GU’s approach cont.

- Fitting it in the budget
  - No money available for training
  - Invaluable resources, no added cost
    - UIS staff
    - Training website
    - Develop and print materials in-house
Applying solutions to your campus

- Brainstorm with staff on target groups and their needs
- Build your own bridges with each group
- Take advantage of existing meetings and events
- Use current resources
  - Add a training page to your department website
  - Identify internal department staff who can assist in training sessions
  - Use e-mail to communicate to groups
Contact Information

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