

Case Study



Orica, one of Australia's largest public companies, supplies both the domestic and global market with high-quality chemical and explosives products.

Orica's Information Security Manager, Mr. Michael Jerkovic, is responsible for the company's information and technology security.

When Mr. Jerkovic first looked into NeoComm's Security Awareness Training program, his primary concern was that they *"had security policies and procedures in place that were not being communicated to staff. Since these policies were not being communicated to staff, the organisation was suffering from security incidents that otherwise would not have occurred had the staff members been more aware. For example staff were opening email attachments from people whom they did not know and allowing viruses onto the network. Laptops were also being stolen because they were unsecured and unauthorized people were allowed to enter the office [without being] challenged"*.

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While Orica had provided some staff with face-to-face security awareness training in the past, they found that this method proved to be somewhat difficult. According to Mr. Jerkovic, *"it limited the number of people who [were] able to participate in it"*. This is because traditional face-to-face delivery methods take staff away from their day-to-day duties, and in Orica's particular circumstances, made it almost impossible to run security awareness training in remote areas where only a handful of employees were situated.

Mr. Jerkovic also found that NeoComm's Security Awareness Training program *"covered a much broader scope and not just IT security, but [also included] physical security, security whilst travelling which is important to us as an organisation and security outside the office"*.

When asked what features of NeoComm's Security Awareness Training were most important to Orica,

Mr. Jerkovic said that *"the best feature of NeoComm's training is that it is delivered in an entertaining fashion. Security awareness is generally a fairly dry topic and NeoComm has found a way to introduce it in a format which will not send you to sleep. This is important since you want your staff to comprehend the material. Another exceptional feature is that the user is able to bookmark the training, allowing for him or her to return to it at a later date to complete it without having to complete the entire program at once. Also, being the manager, it is essential that I am able to track and record the progress of the users as they complete the training and NeoComm's training allows me to do this."*

The smooth implementation of NeoComm's training provided minimal interruption to the IT department. Since the training was launched, the vast majority of

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staff who have completed the program have given very positive feedback. Whilst the training has been very effective, Mr. Jerkovic believes that the overall security culture of the organisation may take some time to change, and that *"NeoComm's training has provided the ideal start to this change"*.

According to Mr. Jerkovic, *"every reasonable organisation should have some form of security awareness training, and I would defiantly recommend NeoComm's solution"*.

To find out how NeoComm's Security Awareness Training can help you, contact one of our friendly consultants today.

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