

Case Study



South East Water (SEW), one of Victoria's largest water suppliers has recently rolled out NeoComm's Security Awareness Training to their staff.

SEW's Chief Information Officer, Mr. Marcus Darbyshire, was able to give some insight into their security issues. Before the training, Marcus was concerned that, *"staff were unwittingly exposing the company to information security threats and potential fraud."* To mitigate this risk, SEW had previously carried out security awareness training for their staff over the past two years. Traditional Powerpoint presentations were used, along with security training videos.

Marcus believes that, *"while both methods were reasonably effective, the training needs to be different each year to hold staff interest."* According to Marcus, the benefit NeoComm's security training provided was a reduced exposure to security threats.

Specifically, NeoComm's Security Awareness Training provided staff with a *"better comprehension of security threats and wider understanding of information security principles."* SEW found the response rate to the training to be very good, having 60% of staff completing the training in the first two weeks.

One method that SEW used to increase the response rate was to hold a raffle. Eligible entries had to have completed the training within a specified time frame. As far as the implementation of the training went the software was installed with no interruption to other business services and in minimal time. The ability for users to ac-

cess the training from the intranet meant that people working from remote sites were also able to benefit from the training quickly, and with no major disruption to their normal activities.

Since the training has been implemented, staff are reporting more potential security incidents to IT, have become more receptive and understand why security controls are important, saying that, *"although the security culture has improved somewhat, ... we're never complacent about information security."*

When asked whether Marcus found value in the training his response was, *"absolutely – well worth it when you consider the cost of potential security incidents. The NeoComm training package comes highly recommended."*

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

neocomm

t: 61 3 9894 7720

e: info@neocomm.com.au

Suite 155, 199 Toorak Road

South Yarra Vic 3141

www.neocomm.com.au