Veterans Affairs ISS LOB Update

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Introductions

- *Terri Cinnamon*
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Agenda

- *ITWD Vision and Mission*

- *Capabilities*

- *TIER 1 LOB Proposed Service Offerings*
  - *Awareness Training*

- *TIER 2 LOB Offerings*
  - *Role Based Training*

ITWD - Vision

Developing VA's IT workforce by creating an environment of learning excellence

ITWD - Mission

Preparing VA's IT professionals to better serve our nation's Veterans through the delivery of targeted, competency based skills and development programs

INFOSEC and Privacy Awareness Course

- *This course is our primary Tier 1 product offering*
  - *Over 400,000 completions annually in VA*
  - *Multiple modalities*
  - *Ported to Department of Treasury*

Tier 1 LOB – <u>Awareness Training</u>

- *Presentation to DHS in January 2011*

  - *Option 1*
    - *Provide previously developed VA courses which will be packaged <u>as is</u> for customers to host via their own Learning Management System (LMS) or offer as a standalone product*
  - *Option 2*
    - *Work with customer Subject Matter Experts (SMEs) to <u>customize</u> an existing VA course and package it for the customer*
  - *Option 3 (Future capability)*
    - *<u>Full-service option</u>, which will offer customization, LMS hosting, and compliance reporting*

Tier 1 LOB – Awareness Products

- *Design services*

- *Library of successful products for modification and reuse*

- *Production services*
  - *Posters*
  - *Brochures*
  - *Web campaigns*

Tier 2 LOB – <u>Role Based Training</u>

- *Courses are web-based training (WBT)*
- *Content is based on widely-accepted best practices in cyber security, as set forth in federal law, regulation, and NIST cyber security guidance*
- *Courses are mandatory to meet the annual awareness training for role-specific staff as required by NIST SP 800-16*
- *Learners are given a pre-test, varied knowledge checks between lessons and a post-test, which they must achieve a 80% or better to receive credit*

Tier 2 LOB – *Role Based Training*

- *VA identified the following specific roles as the target audience and currently has training available in the VA LMS:*

  - *IT Project Managers*
  - *Executives and Chief Information Officers (CIOs)*
  - *IT Acquisition Personnel (Contracting Officers and Contracting Officers Technical Representatives)*
  - *Research and Development staff*
  - *Human Resources Staff*
  - *Health Care Professionals*
  - *IT Staff and Software Developers*
  - *Network, Database and Systems Administrators*

Questions?

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