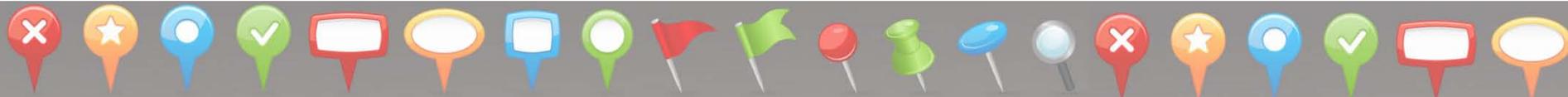# Innovation in Learning:
Information Security for Department of the Interior (DOI) Acquisition Manager Course

Presenters:

- **Shari Hanscomb, PMP**
  - › Department of the Interior University, eLearning Development Team

- **Lance Kelson, CASP, CISSP, CSSLP, PMP**
  - › Department of the Interior, Information Security Training Program Manager

Our challenge

- Inclusion of all acquisition roles
- Errors within acquisition phases
- Reduce the cost of acquisition related litigation
- New policy in progress
- Training needed

Follow On

Contracting

Monitoring & Acceptance

Planning

Brainstorming

- What are the real objectives?
- How are the objectives currently handled in government?
- Is that the right way to do it for DOI?
- How can we meet the objectives?
- What can we offer the learner?

What are the real objectives?

DOI Goal: **Buy products and services that have incorporated security requirements into their life cycles. This makes them more resistant to attack, have less vulnerabilities, and minimize operational risks to the greatest extent possible. These products must also protect the privacy of stakeholders and the workforce.**

- Extend the DOI goal into objectives… not an easy task.
  - › Need to address each role and type of acquisition
  - › Separate courses will not work
  - › One size doesn't fit all
  - › Deliver this instruction on-demand

A perfect course would…

- Deliver JUST-IN-TIME with targeted objectives
  - Only the content a learner needs
  - When the learner needs it
- Offer scenarios that measure targeted role and acquisition type comprehension
- Provide instruction in the first person
- **Make it fun!**

Main challenge
How do we know?

- How do we know when and what someone needs?

- 90,000 DOI employees and the only source for what is needed is the learner!

- Hmm… I guess we will ask the learner.

Meet Julie!

The learner wins!

- With our approach!
  - › We developed a methodology to interview the learner with an avatar based on role and type of acquisition.
  - › The interview result sets the learner on the course for specific and targeted learning.
  - › The interview presents our opportunity for the course to only provide material that meets the needs of individual learners.

Contracting Officer → Complex Acquisition Software, Hardware, Services → Scenario → Knowledge Check

Contracting Officer (CO) → Complex Acquisition / Simple Hardware / Simple Software → Scenario / Scenario / Scenario → Knowledge Check

Contracting Officer's Representative (COR) → Complex Acquisition / Simple Hardware / Simple Software → Scenario / Scenario / Scenario → Knowledge Check

Program or Project Manager (PM) → Complex Acquisition / Simple Hardware / Simple Software → Scenario / Scenario / Scenario → Knowledge Check

System Owner (SO) → Complex Acquisition / Simple Hardware / Simple Software → Scenario / Scenario / Scenario → Knowledge Check
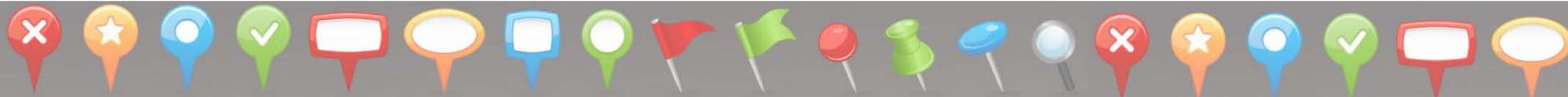
The learner wins!

- Delivering what you need when you need it!
- With an engaging avatar (Julie)
- With just-in-time learning on-demand
- With a fun and relatable design
- With meaningful scenarios specific to their role and acquisition type
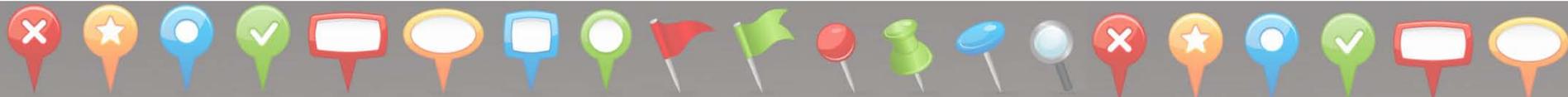
The Department wins…

Let's look at the course!

Full Course

Conclusion

Innovative training does not need to be complex, but targeted

- Our innovative strategy is a win for the learner
- Our innovative strategy is a success for the Department of the Interior
- Our innovative strategy is a benchmark for future development and course success

Q&A
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