

# **Building a Comprehensive Security Awareness Program (If you build it, they will listen)**

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## **Abstract:**

Kevin Mitnick said, "The methods that will most effectively minimize the ability of intruders to compromise information security are comprehensive user training and education." Security professionals agree that awareness is an important security tool, but developing and implementing a comprehensive program in a large enterprise is a daunting undertaking. Where do you begin? How do you maintain the program?

The Federal Reserve has established an effective program aimed at increasing security awareness of more than 20,000 employees located all across the U.S. Their program has overcome cultural and geographical obstacles while still meeting the awareness needs of all levels of staff, from production workers to senior management. This session will describe the Federal Reserve's comprehensive program and translate that into an easily-understood presentation of how to build the infrastructure and components, as well as the resources needed to facilitate and support a comprehensive program.

Session attendees will walk away with a proven successful structure for building and maintaining a security awareness program for a diverse audience, focusing on the following:

1. Infrastructure – describe management and support structure including staffing requirements and skills
2. Program Components – describe different awareness vehicles, activities, resources, and timing
3. Types of Training – all employee and targeted, including a sample pre-assessment to measure existing knowledge and to customize training based on that knowledge
4. Key to Success – explain communication model
5. Measuring Effectiveness – discuss metrics and surveys

Using games as a tool to foster interest in learning (especially less exciting topics such as information security awareness) has become mainstream during the last several years. As part of their program, the Federal Reserve has successfully incorporated games focused on awareness lessons into many of their initiatives. Several of these games will be described and a recent course demonstrated to give additional ideas to the audience.

Even for attendees with existing information security awareness programs, this session will encompass a wide variety of interesting information that can be considered for growing or enhancing their own programs.

## **Biography:**

### **Sherri Balderson, PMP**

Sherri Balderson is an Information Security Awareness Manager at the Federal Reserve Bank of Richmond. During her 21-year career in IT at the Federal Reserve, Ms. Balderson has led complex national application development initiatives, managed IT learning initiatives, and managed information security awareness functions. She currently manages a team of analysts who design, develop, and implement a comprehensive security awareness program for 20,000 Federal Reserve employees. This program has been exceptionally well received and has won national awards. She is a member of Computer Security Institute's (CSI) Security Awareness Peer Group and the Project Management Institute (PMI).