

CASE STUDY

LEADING DEFENSE TECHNOLOGY RE-DEFINES ITS CYBERSECURITY PROCESS WITH DOD - COMPLIANT COMPTIA SECURITY+ TRAINING

By NETCOM LEARNING

With more businesses moving online and the exponential growth of digital footprints, there is a growing need for every organization to secure data and confidential assets. Since cybercriminals are now using sophisticated techniques to mask their actions, companies are struggling to keep up with the rising threat landscape.

The traditional approach of “react-and-defend” is no longer sufficient to protect an organization from a possible breach. The unfortunate truth is there is still a huge skill gap for the proper planning, management, integration, and operation of security devices, strategies, and practices.

Our Client & Their Capabilities

Our client is a U.S. Government contractor that operates under a Special Security Arrangement and executes some of the most sensitive United States defense programs.

- The company has almost 30,000 employees within the borders of the U.S., and many additional employees in different parts of the world.
- Apart from delivering armored vehicles and repairing naval ships and guns, etc., the company primarily deals with cybersecurity and intelligence services.
- Its American unit alone produces annual revenues of \$10 billion, which contributes to more than a third of the parent company's global revenues.
- It ranks as one of the Pentagon's top 10 suppliers of cybersecurity and intelligence.

Preparing for CompTIA Security+ Certification

Our client serves its customers by helping them to stay on the cutting edge as they protect people and provide national security, critical infrastructure, and vital information. To accomplish their complex tasks, their workforce must be trained on DoD-based cybersecurity programs. Thus, the company wanted to up-skill its engineering division on DoD-approved security training and certification.

One of their engineers presented the company leadership with a list of top authorized training institutes that provide DoD-compliant cybersecurity programs. After careful consideration, the client then chose NetCom Learning among the other several thousand providers. And that's how this wonderful partnership began. Our relationship grew stronger in terms of commitment, satisfaction and trust.

DoD Directive 8140 in a Nutshell

In the year 2005, DoD Directive 8570 was passed by the U.S. Department of Defense to assess and manage its cybersecurity workforce. Later in 2015, it was replaced with DoD Directive 8140 to detect, tag, track, and manage the information validation of the cybersecurity workforce.

When it comes to cybersecurity, just having IT certification is not enough for professionals. Our client realized that factors like poor network, poor user practices, and poor implementation of network architectures greatly affected cybersecurity practices, despite improvements. Thus, the need for DoD-approved security training is considerable in view of the vulnerable and unstable cybersecurity enterprise world.

Our client picked CompTIA Security+ certification as the most beneficial and goal-oriented DoD-approved program for their up-skilling needs. As per the client, there were several deciding factors in considering CompTIA Security+ as the best training certification for their engineers.

- With the CompTIA Security+ certification and cybersecurity training, the defense personnel would be able to upgrade their skills to identify and address security incidents to prevent all possible threats.
- They will become trained on current security threat management strategies, risk reduction/management, and invasion identification.
- They will be competent to implement the latest security solutions, always staying one step ahead by innovating to eliminate risks, thereby building adequate controls for unavoidable risks.

Five Long Years of Trust & the Journey Still Continues

It was back in the year 2015 when this client approached us for the first time. As one of the Pentagon's top 10 DoD contractors, they had a set of criteria for selecting a vendor. They wanted:

- A training partner who is a platinum partner of CompTIA and offers DoD 8140-compliant training options;
- A partner with global delivery capabilities and who already has a proven and trusted record in the industry;
- A partner with industry-recognized and certified instructors with a proven track history of expert consulting and training experience;
- A holistic training approach that covered everything, starting from the basics to the advanced levels; and
- A one-stop-shop for end-to-end training completion based on business-centric goals and high exam qualifying rates.

When we began to serve the company, their strong focus was to make their engineers certified on DoD-compliant CompTIA Security+ certification. They started with a minimum of four classes a quarter with 12 students per class, which meant a headcount of 48 students total per quarter. However, with the increasing demand curve of the certification they needed, this number gradually grew from 12 to 18 students per class.

Initially, we delivered onsite physical classes to them. But due to the sudden pandemic outbreak of COVID-19 in 2020, we had to offer them Virtual Instructor-Led Training (vILT). But the level of training experience they gathered through vILT matched the onsite classes. They received interactive, engaging, and at the same time, convenient vILT courses. With NetCom Learning's blended training solution, we helped approximately 400 engineers become CompTIA Security+ certified during the past five years.

They were so satisfied with the classes and the instructor that they decided to increase the number to five classes in 2020. With the growing demand for Security+ certified employees, they are looking forward to continuing this partnership with a stronger employee up-skilling plan and more classes in the coming years.

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We are NetCom Learning. We promote the values of lifelong learning.

NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



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