

FISSEA
23rd Annual Conference
WHAT IS IMPORTANT IN TRACKING
HOW NOT TO GET LOST IN THE NUMBERS GAME

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Measurement Objectives

- ▶ **Maintain workforce expertise**
 - Baseline of training to position responsibilities
 - Train relative to responsibilities
 - Certifications and training completion as metrics
 - Contractors fully trained per labor category
 - Everyone gets awareness
- ▶ **Estimate and allocate resources**
 - Establish training baseline
 - Track training expenditures relative to baseline
- ▶ **Compliance**
 - Track metrics as directed

Metrics

- ▶ Objective: Measure Progress to/from a baseline
- ▶ Impact: Adjust Processes
- ▶ Impact: Allocate Resources
 - Responsibility
 - Impact – financial, operational, data
- ▶ Baseline: Training Level Baseline
 - Awareness – Recognize that there is a problem
 - Basics and Literacy – Base performance level
 - Role-based – Responsibility-focused

Draft FY 2010 OMB Metrics

Metric	Difficulty	Issues
# of employees and contractors with log-in privileges	Low	
#of employees and contractors given annual security awareness training	Low	
# of employees and contractors with significant security responsibilities	Moderate	1. Definition of significant 2. Applicability to different service delivery models (e.g., COCO)
# of employees with significant security responsibilities provided specialized security training	Low	1. Definition of significant 2. Record collection and retention issues

Draft FY 2010 OMB Metrics

Metric	Difficulty	Issues
Cost of providing security awareness training	Moderate	1. Inclusion of staff time 2. Estimating contractor costs -- performance-based vehicles
Cost of providing specialized security training	Moderate	1. Estimating costs for partial course
How many employees/contractors have security related certifications?	Low	1. Data collection burden to identify and maintain certification inventory
How many employees/contractors with significant security responsibilities have security-related certifications?	High	1. Definition of significant 2. Identifying contractor responsibilities under different delivery models

Draft FY 2010 OMB Metrics

Metric	Difficulty	Issues
List the titles of Agency official(s) that determine the employees with SISR	Low	
Provide the number of employees and contractors with system privileges	Low	1. Identify level of system privileges
Provide the number of these that were given appropriate security and privacy awareness training during the reporting year	Moderate	1. Data collection burden to identify and maintain certification inventory 2. Updating for turnover, especially contractors 3. Different service delivery models