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 – Awareness Training

• Presentation to DHS in January 2011

  – Option 1
    • Provide previously developed VA courses which will be packaged as is 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 customize an existing VA course and package it for the customer

  – Option 3 (Future capability)
    • Full-service option, 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 – Role Based Training

- 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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