

# Making the Courseware Fit

Lessons Learned Customizing Information Security Education Programs

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- Paul Hinkle: a little about me.

After the talk, participants will be able to:

- Identify areas in their own courses that may require customization.
- Create a set of questionnaires for gathering information for customization efforts.
- Explain how timelines and budgets help determine different levels of customization.

# Why Customize?

- Training must draw the participants in
- Make it relevant
- Speak the participants' language

# “Levels” of Customization

	<b>Instructor Lead Training</b>	<b>Computer Based Training</b>
Low	“On the fly”	Branding – colors and logos
Medium	<ul style="list-style-type: none"> <li>•Interview stakeholders</li> <li>•Little to no modification of materials</li> </ul>	<ul style="list-style-type: none"> <li>•Interview stakeholders</li> <li>•Minor modifications, small additions most common referring to organizational standards</li> </ul>
High	<ul style="list-style-type: none"> <li>•Interview stakeholders</li> <li>•Modify outlines as needed</li> <li>•Add, remove and modify slides, stories, exercises</li> </ul>	<ul style="list-style-type: none"> <li>•Interview stakeholders</li> <li>•Modify outlines as needed</li> <li>•Modify all course materials as necessary</li> </ul>

1. Identify likely areas for customization
2. Create questionnaires
3. For each project- determine level of customization

# Identify Likely Areas for Customization

- Review all materials
- Areas for customization include:
  - References to policies, standards or processes
  - Stories illustrating key points
  - Security acronyms or terminology – even if used fairly widely
- Living documents
  - You will learn a lot with each customization effort

- Can be very informal
- Key questions include
  - What risks keeps stakeholders awake at night?
  - Have there been any incidents, findings, etc. you should refer to?
  - Any incidents, findings, etc. you should not refer to?
- What type of prior exposure will this audience have had to this type of material?



- How far to go depends on several factors
  - Timelines
  - Budget
  - Visibility of project
  - Size of audience/number of deliveries
- Manage the scope carefully
  - Very easy to go too far, especially when you will be in front of a room full of participants

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