

CYBRARY | FOR BUSINESS

Implementing Continual Skill Development in the Consumer Electronics Space

An Inside Look: How Rapid Product Growth Impacts IT & Security Teams

CASE STUDY

INTRODUCTION

As a prominent player in the consumer electronics space, this manufacturer of televisions, soundbars, speakers, and a myriad of other technology products, has an expansive reach into businesses and households, around the world. With growing product lines and a vast network of customers, their internal security impacts each touch-point. And, since Smart TVs are one of their top-selling products, ensuring their teams are well-versed and continually updating their knowledge in areas like privacy, development, network infrastructure, and security, is always a top-of-mind practice.

Leading security initiatives for the company's IT and Network System Security team is their lead Information Security Architect. As a member of Cybrary since 2016, she used the platform to work toward obtaining her (ISC)2 CISSP certification. After passing the exam in 2017, she gained the confidence she was looking for to accelerate her career and introduced Cybrary for Business to her team. Her colleague, the Senior Manager IT Security and Network Systems, was adamant about pursuing online training, advocating for its ease of use and convenience to "keep [their] skills sharp and learn new ones."

“Cybrary's platform was the right solution for us because we wanted not only our technical staff to stay updated, but members from other teams, like legal, to be able to experience the breadth of content available. Courses on project management and data privacy are important to every department.”

Investing in the team's development was an easy decision with an available training budget. The IT and Network System Security team was able to expand on their current skills and explore new ones in emerging fields with access to hands-on virtual labs, on-demand learning flexibility, and “approachable, knowledgeable, and relatable instructors.”

Previous experiences with in-classroom training courses presented more problems than the team felt was worth the cost and effort. “It's not the simple matter of understanding the subject matter,” said the company's team lead, “the courses need to be engaging and allow people to focus too.”

Earning new or maintaining current certifications shouldn't be an astronomical task to overcome. It should be convenient for the end-user. Though a large portion of the team's initiatives revolves around ongoing training for certifications, their overarching goal is network and data protection.

CHALLENGES

Not every challenge Security and IT teams face is unique, but the IT and Network System Security team had four main obstacles to maneuver.

Limited Time & Opportunity

The main difficulties with traditional in-class training was schedule alignment, time away from work, and travel. Opportunities were limited, having a team spread between multiple states and timezones.

Skills Maintenance & Job Performance

Certification preparation and upkeep, through CEUs/CPEs, requires an average of 40 hours of training or practice per certification. Carving out dedicated time to maintain or learn new skills, especially when staff performance is evaluated on it, is an added stress.

High Quality & Engaging Courses

It's not a money issue. Ultimately, the problem is finding robust training that is available when busy employees have a break or during non-essential work time. In-person classroom training felt like a poor use of valuable resources when paired with often-lackluster instructors and a room of either disinterested or novice people.

Organizational Security

Keeping customer data and other proprietary information secure is a top of mind concern that starts with ensuring the internal network is appropriately configured, monitored, and updated regularly. Busy teams with little extra time to stay up to date on the most recent attack vectors could unknowingly introduce risk to the company. Retaining their hard-working team, offering paths to advancement, and meeting new requirements made finding the right training provider difficult.



What is one aspect about training that you think needs reform?

"Our company sees the value in building out certification based skills but understands the reality of what happens afterward. Certificates can get you to move forward, understand more, but it's the extra effort and time practicing what you learned that we care about as far as network and data security."

SOLUTIONS

With Cybrary's experiential training platform solution, the IT and Network System Security teams observed exceptional ease of use, flexibility, and abundance of relevant information available to them for an immediate return on investment. "Why invest more money into a broken system when you can get higher quality and more flexibility for a fraction of the cost?" asked the team lead. Here are some of the reasons they chose Cybrary as their top recommended training solution.

Unlimited On-Demand Accessibility

On-demand access to every course, virtual lab, assessment, practice exam, and secure coding environment on Cybrary's platform opens the door to a plethora of unique and engaging training options available to team members regardless of time or location.

Certification & Work Role Alignment

Training tailored to regularly used technologies and applications provides each member of the team an in-depth understanding of how to handle company security needs. Maintaining certifications is also more convenient and cost-effective with the flexibility an online platform provides over traveling for conferences and on-site training.

Quality & Quantity in Community

Learning and developing skills from a community of experts providing instruction on the latest certifications and software, the team had confidence that they had the best training available to pass their exams and advance in their careers.

Skill Development

Identifying skill gaps and developing and honing those skills is critical to determining one's ability to perform successfully in a given job role. With thousands of hours of hands-on experiential learning tools specific to top industry certifications, programs, software, and services, everyone from across the organization's spanning departments can be trained in what's essential for maintaining corporate security.

"The biggest value driver for us is the hands-on options and virtual exercises. With so much available content directed at our core focus, for a lot less than other providers, why would we go somewhere else?"



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Cybersecurity & IT Workforce Development

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