How VirtualArmour Empowers SOC Teams Through Personalized Skill Development

ORGANIZATION	INDUSTRY	HEADQUARTERS	LOCATIONS	TEAM SIZE
VirtualArmour	IT Services	Centennial, CO	USA & UK	16

VirtualArmour is a global managed security services provider that helps businesses of all sizes protect their networks and technology assets.

SUMMARY

In order to stay ahead of an evolving threat landscape and empower their specialists to grow their careers, VirtualArmour sought a more strategic way of learning. They found their ad hoc approach to training was expensive, inefficient, and made it more difficult to diagnose skill gaps across their teams.

VirtualArmour partnered with Cybrary to deliver an enhanced learning experience that could scale across their teams. As a result, the organization has been able to pinpoint strengths and weaknesses, create personalized development plans to close skill gaps quickly and open a new world of opportunities for their workforce.

CHALLENGE

Jon Chaplow and Peter Minza each lead a team of network security engineers and cybersecurity analysts, based in VirtualArmour's security operations centers. These specialists work around the clock to mitigate risk, identify threats, and quickly resolve incidents. In the past, Jon and Peter relied on vendor-based training to upskill their teams. Unfortunately, these training programs were in-person and expensive, which limited who they could send and only focused on a particular software product. Jon and Peter hoped those who received training could train others, but due to competing priorities and lack of expertise, the train-the-trainer approach proved ineffective. As a result, they spent valuable time searching for resources to supplement their vendor training and ensure the right balance of skill sets across their teams.

> *" Those that go through vendor training come back feeling empowered, but not everyone can go, we wanted to find a platform that would empower everyone.*

– Peter Minza, Security Operations Center Manager

Although they knew their team on a personal level, Jon and Peter struggled to measure each team member's competency in specific technical areas. The inability to establish a baseline of their team's knowledge and skills made it difficult to ensure they were providing their specialists with the right learning opportunities and career guidance. Jon and Peter were forced to rely on opinions and vendor certifications as benchmarks, which made determining someone's readiness for more responsibility or promotion a subjective process.

They wanted a more strategic way of learning, to ensure their specialists were equipped to meet their customers' needs and give them more ownership over their career growth. To accomplish this, Jon and Peter needed to find a scalable solution that could deliver a consistent learning experience.

SOLUTION

Jon and Peter partnered with Cybrary to put its expansive catalog of expert-led courses, hands-on virtual labs, certification practice tests, and skill assessments at their team's fingertips.

Cybrary's comprehensive platform enabled their network security engineers and cybersecurity analysts to learn around their 12-hour shifts, explore their interests, and make more informed decisions around their desired career growth opportunities within the organization.

With guidance and support from their dedicated Cybrary Customer Success Manager, Jon and Peter utilized Cybrary's SOC Analyst I and SOC Analyst II work role assessments to benchmark their team's knowledge and skills. Instead of attempting to scrutinize on-the-job performance or using vendor certifications to help define skill gaps, they were able to use hard data to gain a clear view of where each specialist needed to grow. This insight streamlined the process for building personalized development plans, where Jon and Peter could direct specific Cybrary content to each specialist, turning their weaknesses into strengths.

Cybrary was the missing piece of the puzzle, providing the expertise, assessments, and career paths to develop our analysts and engineers to a solid level.

- Jon Chaplow, Security Operations Center Manager

IMPACT

In making the shift from vendor-specific training to Cybrary's integrated solution, VirtualArmour has saved thousands of dollars in training costs while delivering a myriad of new learning opportunities to their entire team. Jon and Peter leveraged Cybrary's skill assessments to create customized paths that align what their specialists need to learn across vendors and technologies to establish a new VirtualArmour standard.

Jon and Peter have also seen a noticeable increase in employee engagement. No longer having to vie for training, their teams logged more than 100 learning hours in their first 3 months on Cybrary. In building their confidence and closing skill gaps, VirtualArmour's specialists have become more efficient in handling tickets and trouble-shooting issues before escalation. A trend they believe will continue to grow as their analysts and engineers progress with their training.

Finally, Jon and Peter no longer have to spend hours each month planning out certifications and partner-level requirements and finding training to address specific needs. Instead, they're able to focus on working with customers and managing projects. Cybrary has allowed VirtualArmour to standardize training across their SOC teams, diagnose skill gaps, and empower their specialists to take ownership of their career growth within the organization.

If you're not sure what your team is interested in or where their skills lie, with Cybrary you'll gain a clear view in a week. It's simple and quick and gives you the ability to truly personalize development plans.

- Jon Chaplow, Security Operations Center Manager

Define
Define your challenges, goals, and desired outcomes

Build
Build a development strategy and assign relevant content

Review
Review your team's progress and refine your strategy

Monitor
Monitor your team's learning and uncover areas for improvement

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