

**CYBRARY** | FOR TEAMS

# How CVP Advanced Employee Career Development in Cybersecurity

An Inside Look: Empowering employee growth with hands-on training



**CASE STUDY**

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## INTRODUCTION

CVP (Customer Value Partners) is a government consultancy providing innovative strategies and solutions to help organizations navigate an era of continuous change. Founded in 2003, they approach innovation from all angles, starting with the client's business challenges before helping them drive better outcomes in the areas of cybersecurity, data science, business transformation, health IT, and technology modernization. With over 500 employees located across the country, they needed a way to streamline employee onboarding at scale, boost staff retention, and achieve alignment with the NICE cybersecurity framework.

Leading CVP's cybersecurity initiatives is executive director Andrew Onello. Hailing from a 10-year background in federal government operations, he is abundantly familiar with the slow processes and insufficient levels of cybersecurity training due, in part, to the lack of engaging educational materials and processes. Thus, he sought a robust method for training employees in mission-critical cybersecurity skills and empowering career development opportunities across the organization.

Andrew's primary goal was to establish a baseline for cybersecurity training that would apply to everyone in the organization, regardless of which role they had been hired for, thus improving the company's risk maturity and laying down stronger foundations for career advancement. Longer-term goals demanded strict criteria for training, namely alignment with the NICE (National Initiative for Cybersecurity Education) framework. As a government contractor, any certifications had to adhere to government directives. Curriculums focusing on specific job roles and responsibilities had to be available as well.

After gathering information demonstrating the enormous business value of cybersecurity training, Andrew provided the Executive team with a better way to train his team in information security. Andrew originally wanted to build a platform from scratch. He planned to use this for onboarding new hires as well as to develop and reinforce key skills, knowledge, and abilities. During his research, Andrew discovered Cybrary. It was exactly what he had been looking for, and it was already built and available. Initially starting with eight licenses, he expanded to 15, with more than 400 learning hours and over a thousand completed activities across his team.

“*Our goal is to establish a baseline for information security, regardless of the role an employee was hired for and, in doing so, transform the maturity of the organization at a far more rapid pace.*”

~ Andrew Onello

*"Now, we have a learning platform where people can learn the skills they need for the roles that interest them in a manner that's self-paced, engaging, and extensively customizable to suit a wide range of learning styles."*

## CHALLENGES

Being driven by today's culture of continuous change and the challenges that come with it, CVP needed a solution to accommodate the varying skill and knowledge levels of new and existing hires. Yet traditional training processes, like bootcamps, had proven inadequate. There were also issues around accountability, not to mention the high costs and inconvenience of having to travel to in-person training sessions. The continually evolving nature of cybersecurity meant that books and other conventional training materials were ineffective due to a lack of engagement.

### Monitoring & Tracking Progress

With cybersecurity being at the core of many of their key operations, CVP needed a way to confirm people had acquired the necessary cybersecurity knowledge and skills. They also needed to ensure people were retaining what they had learned. Traditional approaches to training severely lacked in this respect, due to a lack of visibility into training experiences. Employees miss training sessions or fail to learn core skills without an engaging medium for learning and the means to monitor and evaluate progress.

“*If people aren't continuing to learn and expand their knowledge across all the cybersecurity domains, they're not going to be relevant and effective where they are. The problem is that not everyone learns well enough just by watching videos or reading books.*”

~ Andrew Onello

### Onboarding New Hires

Understanding that cybersecurity is everyone's responsibility, Andrew wanted to establish common ground across the organization. Cybersecurity training had to be integral to the onboarding process for all new hires. With new hires coming from a wide range of backgrounds, there was no uniform way to evaluate their skills quickly and effectively. CVP also has a robust new hire college program, which meant they needed a way to get everyone up to speed and develop the right skills and habits from the outset.

### Developing Knowledge & Skills

Andrew needed to determine what people wanted to learn, what they could learn, and which career paths would consequently be open to them. Conventional training solutions made this difficult due to the lack of customizable learning curves. It was easy to fall into the trap of investing in expensive courses that participants would not complete. This lack of flexibility could potentially block career advancement while resulting in increased training overheads and a reduced ability to innovate and adapt quickly.

### Achieving Compliance at Scale

To satisfy the increasingly stringent demands of information security and compliance, some employees, including those with years of experience, needed to acquire specific certifications to advance their careers. As a government contractor, CVP strives to maintain excellent standards in cybersecurity without stifling innovation. Andrew needed an approach to training that would help the company boost its overall risk maturity while meeting the evolving security and compliance challenges quickly and at scale.

## SOLUTIONS

For Andrew, Cybrary was a game-changer. Instead of having to invest an enormous amount of time and money into developing a new training platform from the ground up, he was drawn to the scalability and flexibility of Cybrary. It gave CVP immediate access to a wealth of valuable, hands-on training resources and the means to track progress. As a result, CVP has succeeded in reducing its training budget while empowering their employees to be better at what they do. It has also improved the organization's risk maturity.

### Hands-On Labs & Assessments

Developing and reinforcing skills is a streamlined and manageable process with Cybrary. For employees, it's a convenient, accessible, and engaging way to learn in a variety of mediums. Training on their own time at their own pace, further reduces training costs, with curriculums that can be adapted to individual needs. For Andrew, the biggest selling point was the hands-on labs, allowing people to put their cybersecurity skills to the test in scenarios that mimic those in the real world. Naturally, this approach is far more valuable and practical than simply listening to a lecture or reading through a textbook.

### Standardized Training Processes

Andrew firmly believes that everyone in the company should have at least a general understanding of the key cybersecurity domains—cloud security, risk management, security architecture and automation, security operations, and cyber defense. Cybrary made it possible for him to build a standardized learning path for all new hires that could be effortlessly included as part of the onboarding process. It ensured everyone was operating under the same principles and understood how information security was integral to the company culture.

### Customizable Learning Paths

Andrew wanted to give people more opportunities to grow within the company, and Cybrary helped him bring his vision to life with customizable and iterative learning paths. Understanding the value of people having transferable skills, rather than being restricted to a certain role or project, people advance their careers and find and focus on their core competencies, he now uses Cybrary to create career tracks that align with the strengths and preferences of each employee and help them identify new opportunities for professional growth.

### NICE Framework Alignment

Being a government contractor, CVP has many roles that demand specific certifications. To streamline the training needed for acquiring these certifications, the team can now use the Cybrary platform to create NICE-compliant learning paths and, in doing so, help employees advance their careers in less time and with ample preparation.







# CYBRARY

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