

WHITE PAPER

# Security Awareness at FireEye

An Inside Look at Running an Effective Security Awareness Program Using Inspired eLearning's Security Awareness Training

## FireEye and Inspired eLearning

Today's threat landscape is rapidly changing. As cyber-crime evolves, we're seeing more and more security gaps that can be exploited. FireEye offers hardware and software products and services that help organizations protect these gaps by detecting and preventing various advanced persistent threats.

FireEye is headquartered in Milpitas, California and has more than 3,000 employees. Inspired eLearning and FireEye have been working together since 2016.

This testimonial will outline how Inspired eLearning's security awareness training courses help FireEye maintain a strong security posture and create a culture of security awareness throughout their organization.

## The Need for Training

FireEye experienced rapid growth over a short period of time. Although the company had always required employees to complete security training in some fashion, the large increase in employees caused FireEye's training requirements and needs to become more complex.

Not only did FireEye require a formal security awareness program, but they needed a way to track completion and allowed them to follow up with those who were noncompliant or needed additional, more pinpointed training.

"There comes a point in every organization where company-wide in-person training isn't feasible and death by PowerPoint doesn't cut it anymore; we had hit that point," said Alison Cramer, Facility Security Officer at FireEye.

## The Solution

FireEye determined that the solution to their evolving training requirements was to deploy a year-round, all-encompassing security awareness training program, which they found in Inspired eLearning's offerings.

Through Inspired eLearning's courses, FireEye was able to provide employees with varying course lengths and styles designed with employee engagement in mind.

"Promoting a culture of security throughout the organization with timely, relevant security awareness messages via emails, company newsletters, and all-hands meetings are integral to maintaining a secure environment," said Cramer. "This includes reminder emails containing information specific to different areas of the business before any large internal or external event."

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— Alison Cramer  
Facility Security Officer



According to FireEye, security training is not a once-a-year box-checking exercise; it's a year-round, holistic communication and feedback loop.

One key to the organization's training success is that they are fortunate enough to have an extremely supportive, security-conscious executive team, who is willing to step in and support initiatives and follow up on any non-compliance. "Without executive backing and support, it would be very difficult to make our security training program as robust and effective as it needs to be," said Cramer.

Through years of implementing training to employees, FireEye's security awareness training strategy has evolved to provide regular, timely, relevant content in an engaging way, so that employees:

- Can tell you how and why security fits into their day-to-day
- Are aware of corporate policies and procedures applicable to them
- Know what to expect and how to react to specific situations and are able to demonstrate the ability to fulfill more sensitive roles as needed (data custodians, etc.)
- Can demonstrate good security practices consistently, helping to protect the company, their customers, and their individual employees

The organization is constantly adding new pieces of information and delivery methods into their training. A security awareness training program should be constantly evolving, as the threats and vulnerabilities within the industry are constantly changing. A few tips FireEye has learned are:

- Not everyone learns the same way. Using various training vehicles to promote security awareness ensures the greatest number of people will be reached in the most effective way.
- When feasible, try to pair security training and information with existing corporate communications (like newsletters, all-hands meetings, etc.). Don't reinvent the wheel if you don't have to.
- There will always be a small subset of employees who find some or all of the training you provide to be more annoying than useful. You can't please everyone all the time, which is why engaging content is great, but executive support provides muscle to drive compliance where necessary.
- Executive support is critical to the success of a security awareness program; if your executives don't care, your people won't see a reason to care.

## Cultural Changes

FireEye saw an increase in requests from employees for different Inspired eLearning course content. Employees were not simply taking courses because of the requirement, but the organization experienced employees **actually asking** for security education. According to the organization, employees were asking for specific Inspired eLearning courses – "Hey, can you do a module on Active Shooter?" or "What about some more information on Data Privacy?"

"These kinds of reactions show us that our training program is well-received, appreciated, and seen as valuable, not just from a compliance standpoint, but from a practical value standpoint," said Alison Cramer, Facility Security Officer at FireEye.



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# Why Inspired eLearning?

*From the perspective of Alison Cramer, Facility Security Officer at FireEye*

## Content

We really liked the quality and flexibility of the content Inspired eLearning provides. The topics covered by the Inspired eLearning training modules have been everything we needed and then some, and the customization options have made it possible for us to get exactly what we want into every page of every module. The presentation and interactive nature of the videos makes them easy to enjoy, as well as learn from. It sounds odd to say it this way, but to be candid, security training can be very bland and painful if it's not done well. People learn best when they interact with quality, interesting, relevant content, and too frequently, this isn't a goal of the average security training program. Our goal is to make the training process as practical and interactive as possible, and keep people awake and engaged as much as we possibly can. Inspired eLearning helps us achieve those goals.

## Effectiveness

The Annual Security Awareness Training module we utilize has everything we could possibly want our employees to know about security in general. The content and tracking make it easy for us to effectively educate our entire employee population about best security practices, as well as detail our company-specific policies and procedures. A lot of security training isn't so much about introducing new content, but rather, is about reminding people of what they already know and encouraging them to actively use that information in their day-to-day lives. The effectiveness and thoroughness of the annual training makes it possible for us to focus on more targeted, frequent communications and reminders so that our employees not only get a broad overview of what security should look like, but also specific information that's relevant to them, at work and at home.

## Customer Service

Inspired eLearning has gone above and beyond to work with us through selection, customization, and rollouts of various training modules. They've also been exceptionally flexible and willing to work with us during contract renewal periods. They've been fantastic at helping us nail down the exact products that we need most, based on our environment, personnel, and internal requirements. I really appreciate the ability to contact a specific person, as opposed to a general mailbox, when I have questions or need assistance. I've developed great rapport with several folks on the Inspired eLearning side, and as a result, we're able to work together to achieve FireEye's security education goals in the most effective way possible.



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## About Inspired eLearning

Named an Inc. 5000 company for the 5th year in a row, Inspired eLearning delivers the highest quality educational products to transform corporate culture, nurture and enhance workforce skills and deliver maximum ROI for the corporate education budget. Inspired eLearning offers Security Awareness and Compliance solutions that include Security First Solutions, CyQ Cybersecurity Assessment tool, PhishProof phishing assessment software, content integration and a fully hosted web-based eLearning course delivery and tracking system using the iLMS (Inspired Learning Management System).

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or call us at **800.631.2078**.

## About FireEye

FireEye is the intelligence-led security company. Working as a seamless, scalable extension of customer security operations, FireEye offers a single platform that blends innovative security technologies, nation-state grade threat intelligence, and world-renowned Mandiant® consulting. With this approach, FireEye eliminates the complexity and burden of cyber security for organizations struggling to prepare for, prevent, and respond to cyber-attacks. FireEye has over 7,700 customers across 103 countries, including more than 50 percent of the Forbes Global 2000.

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