

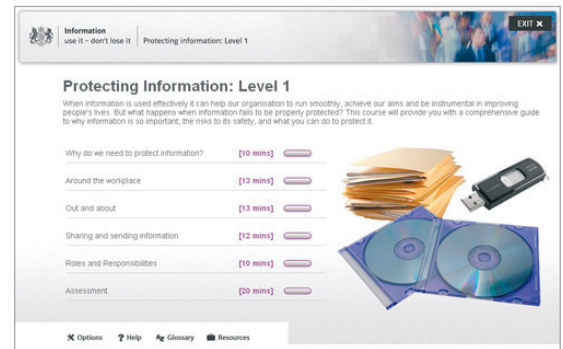
National School of Government (NSG)/Cabinet Office

Protecting Information

The challenge

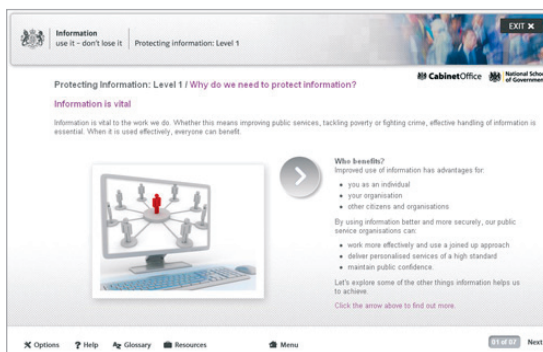
Recently, there have been several high profile cases involving loss of sensitive data attributed to Civil Service Departments.

It is clear that some issues were the result of both problems with the systems for data handling and individual knowledge about handling data. The Cabinet Office Data Handling Review has concluded that all staff who handle sensitive data, regardless of grade or department, require “Protecting Information” training with an associated annual refresher.



The solution

Epic was commissioned to design a flexible e-learning programme to meet the needs of an audience comprising personnel from all areas of national government, non-departmental public bodies and other public sector contractors, using differing IT platforms and LMSs. Epic, in conjunction with the Cabinet Office, NSG and other main departments, delivered a two level solution to meet the needs of this diverse audience.



Level 1 - contains the core, mandatory content for all learners (five topics plus an assessment)

Level 2 - is the advanced add-on course for personnel with additional responsibilities in sharing information and dealing with projects or external contractors (four topics plus an assessment)

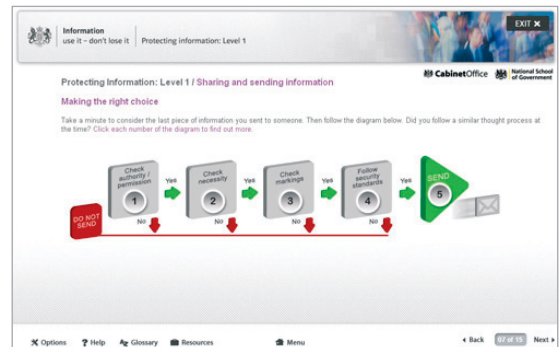
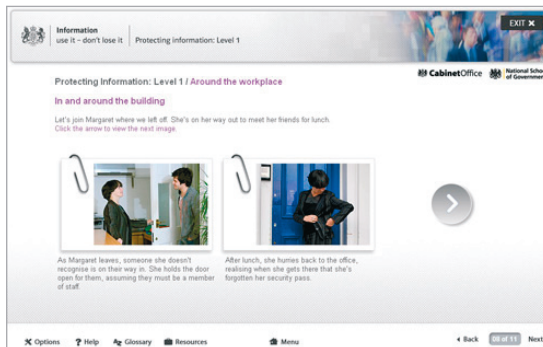
Each topic is presented in a linear format which provides a consistent approach for learners, helping to signpost where they are at each stage of the learning and what they can expect in topics to come. Information is presented within the context of a ‘real life scenario’ to:

- Highlight the positive aspects of information sharing, sending etc.
- Elicit prior knowledge of the issue
- Introduce a narrative
- Present a problem and ask learners to consider possible consequences with an ‘exploratory’ question
- Check understanding with a ‘crunch’ question

The use of scenarios ensures a rich and motivating learning experience whereby learners are encouraged to view all areas of the content so do not miss out on any vital messages.

Delivery

The content was initially deployed through NSG's server environment and delivered via a secure log-in procedure, which was penetration and hijacking tested to ensure information security and integrity. NSG also requested the development of a bespoke database to enable NSG and other public agencies to track usage, gather global and local data and produce various administrative and compliance reports. Subsequently, the programme has been deployed and delivered by a wide range of other government departments and public agencies.



The outcome

Feedback received from participants has been very favourable. At any one time some 17,000 plus users are enrolled on the programme and it is currently available to 263 public departments and agencies.

The e-learning has promoted a common language and approach regarding information protection practices. In addition it has helped to bring about a positive, demonstrable change in staff behaviour in relation to their particular information protection practices.

“You have produced an excellent package.” Group Security Unit, HM Treasury departments and public agencies.

