Repetitive Training Stress Syndrome Affects Someone You Know and Love

How to sustain engagement year over year
HARDWARE AND WETWARE
Three years ago...

in a state far, far away
The CIP Standards are an opportunity for APS to equip our people to protect our critical infrastructure...

...but many employees are apathetic and ill-equipped
STANDARD TRAINING TOOLS

Traditional Learning

E-Learning

Security Management Controls

Cyber Security Policy — The Responsible Entity shall document and implement a cyber security policy that represents management’s commitment and ability to secure its Critical Cyber Assets. The Responsible Entity shall, at minimum, ensure the following:

R1.1. The cyber security policy addresses the requirements in Standards CIP-002 through CIP-009, including provision for emergency situations.

R1.2. The cyber security policy is readily available to all personnel who have access to, or are responsible for, Critical Cyber Assets.

R1.3. Annual review and approval of the cyber security policy by the senior manager assigned pursuant to R2.
STANDARD ENGAGEMENT

- Disengaged: 36%
- Not Engaged: 60%
- Engaged: 4%
825 Miles
Four facility visits
30+ Interviews
3 languages
~435 caffeinated drinks and a few “other” drinks

And we had the answer....
Security Management Controls

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R1.3. Annual review and approval of the cyber security policy by the senior manager assigned pursuant to R2.
But more like this...
“I am a CIP Defender! :)

- Actual Employee Text
THE RESULTS

Brandon Hall Group
HCM Excellence Awards
GOLD Excellence in Learning
2016

learning technologies awards
Fast forward one year...
we have a new opportunity in 2017
How do we sustain engagement over time?
allow window to be resized. Allow a pause to read character descriptions when wanted.

Animation was engaging but over the top. Can it be shorter.

Animations were helpful.

Annual training is always a good policy to maintain.

Anything else

asdasd

At first, I felt this method of training was somewhat below an adult intellect, but after awhile, I actually found it to be an entertaining form of education and it kept my attention throughout.

Being able to go back and select different defense options would be fun.

Being able to pause some of the longer video segments would be nice. Some of the text for the bot introductions was not on screen long enough to finish reading.

better than Cats, I’d go see it again and again

good than most of the training on ELM.

bleh
YR 1 JOURNEY

SIMULATOR

RECRUIT

DEFENDER
YR 2 JOURNEY - GO WEST, DEFENDER! GO WEST!

DUEL!

DEFENDER

DEPUTIZED

SIMULATOR
Test Drive
wanna take year 2 for a spin?
It's already been a year since you stood up to Sektimus and passed your training to become a full CIP Defender. It's good to see you again.
IT'S SHOWDOWN TIME!

Your presence is required for the defense of your honor.

FLYNN: Bully! Defender, you're game as a banty rooster. Rules of the Duel dictate that it is now your privilege to choose the category.
WarCore! I can see you're taking this Western theme seriously. Well, pick your poison... Err facility.
MarauderBot aka "Kettlehead"

Not Your Friend

Configuration: Physical Attack
Strength: A Fracking Lot

The ground troops of Sektimus' advance force. Able to be configured for multiple attacks.
PACKET: Hello. I’m from the corporate reporting server and I’m headed to the control server.
Facilities, Defenders, and Regulators

DUEL!
QUESTION 3 OF 7:

How do we easily identify CRCAs when inside a PSP?

- Look for the red "Critical Asset" sticker on them
- Pull up the CRCAs asset inventory on your phone and look it up
- Find an IT or technical person and ask them
LEVEL UP

DEPUTIZED!
The Results
show me the numbers
YEAR 2 RESULTS

GOLD EXCELLENCE IN LEARNING 2016

4%  78%  82%
38% of learners provided feedback. Nearly all feedback was constructive.

44% of comments expressed appreciation.
“...needed refresher is helpful thank you”
“Keep it up. It makes the training fun.”
“Thank you!”
“It was fun and uplifting”
“Doing good. Keep up [the] good work.”
“See you next year”
“I appreciated the acknowledgement that this is my second time.”
“I couldn't help but enjoy.”
“better than Cats, I'd go see it again and again”
“THANKS!”
“Continues to be engaging.”
“A fun way to learn security, even people with very little computer.
THE NEXT GENERATION

SELECT YOUR EXPERIENCE

MAXIMUM IMMERSION

Become part of the story. Learn and use cyber-skills to defend your organization from the most nefarious evil the world has ever seen.

Recommended by: 90% of previous users as the best way to learn your cyber-skills.

YES PLEASE!

Immersion Mode

Pocket Defender
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*How to sustain engagement year over year*