



*United States of America*

# OPM/GoLearn Security Training Capabilities

Presented on  
ISSLOB Customer Information Day

By  
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# Agenda



- Executive Summary
- GoLearn History
- Customer Agencies
- Compliance
- Training Confusion / Clarity
- Contract
- Vendors & Security Training Capabilities
- Content Delivery Methods
- GoLearn Value Add
- Summary



# Executive Summary



- ❑ GoLearn's Existing LMS Infrastructure Already Delivers Training to Most of the Civilian Federal Government and Some DoD Civilian Agencies
- ❑ GoLearn IDIQ Contract Provides Proven Channel for Agency Security Courseware Acquisition
- ❑ GoLearn Compliance Training Library Provides Best Value to the Government
  - IT Security Course:
    - Ensures FISMA Compliance
    - Interoperates with Agency LMSs
    - Eliminates Redundant Investments
    - Reduces Annual Maintenance Costs
    - Ensures Effective and Engaging Training
    - Ensures Common Core Content, Consistent Message
    - Enables Effective Reporting



# GoLearn History



- GoLearn started 1998 at DOT as Transportation Virtual University
  - Supplied Learning Management Systems and courseware to federal agencies through DOT's Fee-for-Service Program
  - LMS – Application that delivers, tracks and reports on training
  
- 2002 – Moved to OPM for tighter integration with e-GOV/e-Training Initiative
  - Expanded customer base (1M users, Focused on Scorecard Agencies)
  - GoLearn.gov government-wide LMS delivering online learning
  - Moved agencies to Enterprise Learning Management Systems
  
- Awarded Indefinite Delivery Indefinite Quantity Contract in July 2005
  - Comprehensive HCM Services - supports next stage evolution to HCM
  - 50 vendors, 7 areas of expertise



# GoLearn Customer Agencies

14/15 Cabinet and 24/26 Scorecard

> 1.4 Million Government Users



- Agriculture**
- Commerce**
- Defense (DFAS, DISA, MDA)**
- Education**
- Energy**
- HHS**
- DHS**
- HUD**
- Interior**
- Justice**
- Labor**
- State**
- Transportation**
- Treasury**
- Veterans Administration**
- AID**
- Corps of Engineers**
- EPA**
- GSA**
- NASA**
- NSF**
- OMB**
- OPM**
- SBA**
- Smithsonian**
- SSA**

**Bold** = GoLearn Enterprise LMS Implementations

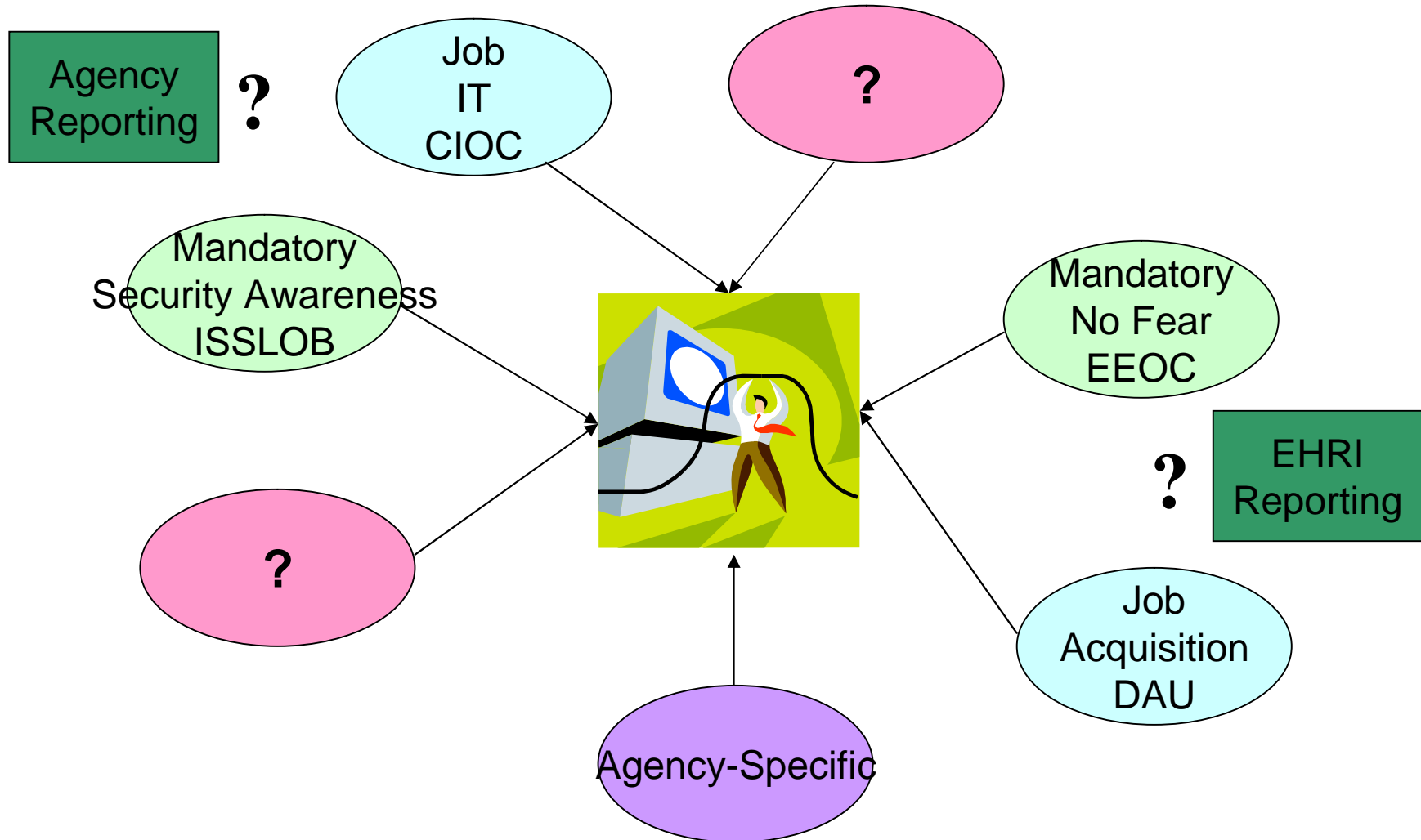


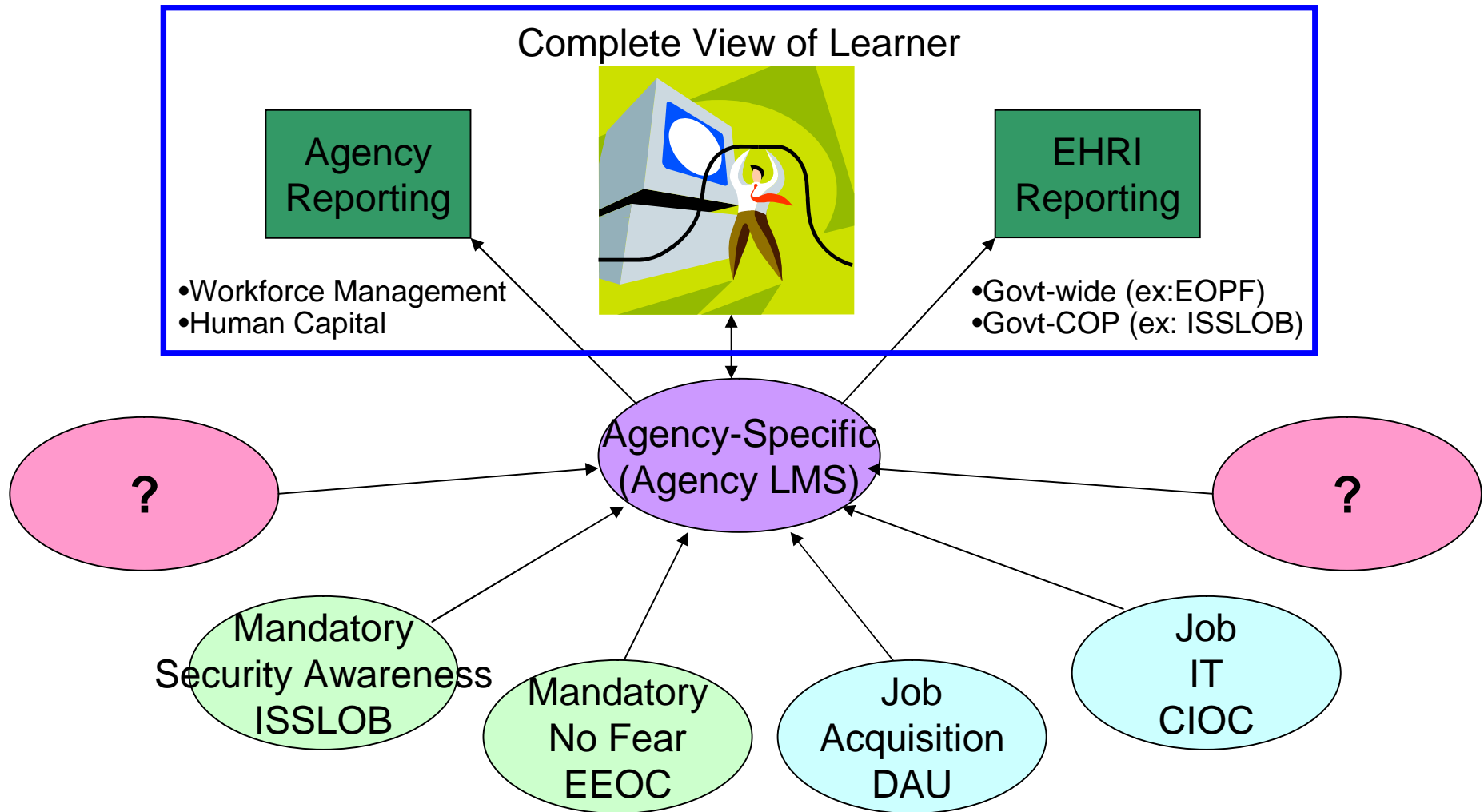
# GoLearn Infrastructure



- ❑ Your agency probably already delivers training on GoLearn-supplied infrastructure
- ❑ GoLearn Enterprise LMSs report training metrics to agency management and to EHRI
- ❑ GoLearn engages in extensive C&A activity for each hosted LMS
- ❑ GoLearn FISMA Compliance Activities
  - FIPS 200 compliance (using NIST SP800-53)
  - SSP (System Security Plan) Update
  - ST&E Re-Write (800-53 requires more controls and detail)
  - Risk Assessment

# Training Confusion









# The GoLearn IDIQ Contract

## A Complete HCM Solution



STA #	Description	Vendors
STA1	Learning Management Systems (LMS)/Learning Content Management Systems (LCMS)	7
<b><u>STA2</u></b>	<b><u>Training Content</u></b>	<b><u>17</u></b>
STA3	Collaboration Tools and Human Capital Performance Applications (Competency Management, etc.)	11
STA4	Implementation, Customization and Integration Support Services	9
STA5	Consulting, Transformational Change Management	10
STA6	Academic Licensing, Credentials, and Online Degrees	5
STA7	Staff Support and Services	4



# The GoLearn IDIQ Contract Multiple Security Training Providers



## GoLearn Content Vendors (Security Training Providers)

- **Element K**
- **GeoLearning (Red Siren)**
- **InfoSource**
- **Karta Technologies**
- **MindLeaders.com**
- **SkillSoft**
- **Thompson NetG**
- **Vubiz**

Underlined vendors provide Mandatory Security Awareness Training (Tier 1)



# Vendors' Security Training Capabilities



- ❑ 8 of 17 GoLearn Content Vendors Offer Security Training
- ❑ Best Known: SkillSoft, Thompson NETg, Karta and Red Siren
- ❑ Others Include: Element K, MindLeaders, InfoSource and VuBiz
- ❑ Multiple Solutions for Basic (Tier 1) Security Training
- ❑ Extensive Libraries for Comprehensive (Tier 2) Security Training

**SkillsSoft** Exit Help

## Principles of Information System Security

The goal of federal agencies is to provide a complete public service to US citizens. In your opinion, how important is information security in achieving this goal?

[Get Feedback](#)

Rate your response using the scale provided.

You say that information security plays a critical role in achieving federal agency goals. Fortunately, you understand the importance of information security and how it protects the agency, its partners, and its customers from IT-related risks. Hopefully, you will learn to appreciate your role in securing agency information.



It plays no role     It assists the agency     It plays a critical role



# SkillSoft Security Courseware Example 2

A screenshot of a SkillSoft Course Player window. The window title is 'SkillSoft Course Player - Microsoft Internet Explorer'. The interface includes a 'SkillsSoft' logo, 'Exit' and 'Help' buttons, and a title bar 'Principles of information security'. The main content area displays:

**Topic: The need for information security**  
You have not taken a test for this topic.

**Learning Objective:**

- After completing this topic, you should be able to identify why information security is so important today.

**This topic covers the following points:**

- [The main drivers of information security](#)
- [Threats and vulnerabilities](#)
- [Classes of attacks](#)
- [The role of employees](#)
- [Summary](#)

**Topic Type:** Instruction

On the right side of the content area is a photograph of a man in a light blue shirt and tie, smiling. At the bottom of the window is a navigation bar with icons for home, back, forward, and search.



# SkillSoft Security Courseware Example 3



SkillSoft Course Player - Microsoft Internet Explorer

**SkillSoft** Exit Help

**Introduction to information security** Course Menu

**Goal:** To give an overview of information security in the business world **Course Score:** ---

To continue at your bookmarked location, select the Return to Bookmark button.  
To begin a topic or test, select any active topic or test link.

	Type	Status	Current Score	<a href="#">Take Course Test</a>
<b>Principles of information security</b>				
<a href="#">The need for information security</a>	Instruction	<input checked="" type="radio"/>	---	<a href="#">Take Test</a>
<a href="#">Information security objectives</a>	Instruction	<input checked="" type="radio"/>	---	<a href="#">Take Test</a>
<a href="#">Recognizing information security objectives</a>	Exercise	<input type="radio"/>	N/A	<a href="#">Take Test</a>
<b>How information security is implemented</b>				
<a href="#">Organizational security policies</a>	Instruction	<input type="radio"/>	---	<a href="#">Take Test</a>
<a href="#">Information security mechanisms</a>	Instruction	<input type="radio"/>	---	<a href="#">Take Test</a>
<a href="#">Using information security policies</a>	Exercise	<input type="radio"/>	N/A	<a href="#">Take Test</a>

Return to Bookmark



# SkillSoft Security Courseware Example 4



SkillSoft Course Player - Microsoft Internet Explorer

SkillsSoft

Exit Help

Information security objectives

### Adverse events and incidents

An event, in computer system terms, is any discrete incident that can be observed. This may be a user logging on, a file being created, an e-mail being sent, or changes being made to a database.

Learning Points

Turn Audio Off

Stop Audio

Navigation buttons: back, forward, search, play, stop



# SkillSoft Security Courseware Example 5

A screenshot of a SkillSoft Course Player window titled 'SkillSoft Course Player - Microsoft Internet Explorer'. The window displays the course title 'Recognizing information security objectives' and an 'Exercise overview' section. The exercise text states: 'In this exercise, you're required to identify which security objectives are threatened or compromised in a given scenario.' It lists three tasks: identifying an attack, identifying information security objectives, and identifying security incidents. The interface includes 'Exit' and 'Help' buttons, a 'Learning Points' button, and audio controls for 'Turn Audio Off' and 'Stop Audio'. A padlock icon is visible in the bottom right corner of the main content area.

SkillSoft Course Player - Microsoft Internet Explorer

SkillsSoft

Exit Help

Recognizing information security objectives

Exercise overview

**Exercise**

In this exercise, you're required to identify which security objectives are threatened or compromised in a given scenario.

This involves the following tasks:

- identifying an attack
- identifying information security objectives
- identifying security incidents

Learning Points Turn Audio Off Stop Audio





# Karta Security Courseware Example 1

A screenshot of a web browser window titled "Training Menu - Microsoft Internet Explorer". The page header includes the "Karta" logo with the tagline "Smart Thinking at Work" and the title "INFORMATION SECURITY AWARENESS". Below the header is a "Main Menu" section with five items: "Preassessment", "Lesson 1: Introduction to Information Security", "Lesson 2: Information Security Responsibilities and Your Organization", "Lesson 3: Common Threats and Vulnerabilities", and "Postassessment". Each item has a small icon and a progress indicator bar to its right. The background of the page features a faint illustration of a person thinking, with a lightbulb and a shopping cart. At the bottom of the page, there is a text box that reads: "If you are using screen reader software, please be sure to disable the audio for this course: [Disable Audio](#)". The browser's address bar shows "Internet".



Training - Microsoft Internet Explorer

**Karta**  
Smart Thinking at Work

## INFORMATION SECURITY AWARENESS

### Lesson 1: Introduction to Information Security



### Lesson 1: Introduction to Information Security

The Introduction to Information Security lesson will introduce you to the concepts of information security. You will learn what an information system is and why protecting your organization's information system is important. You will also learn about common terms, policies and procedures, assets that need protection, and what can occur if your organization's security is compromised.

Click Next to continue.

■ Menu ■ Print ■ Glossary ■ Resources

(6 items remaining) Downloading picture <http://component.geolearning.com/courses/golear> Internet

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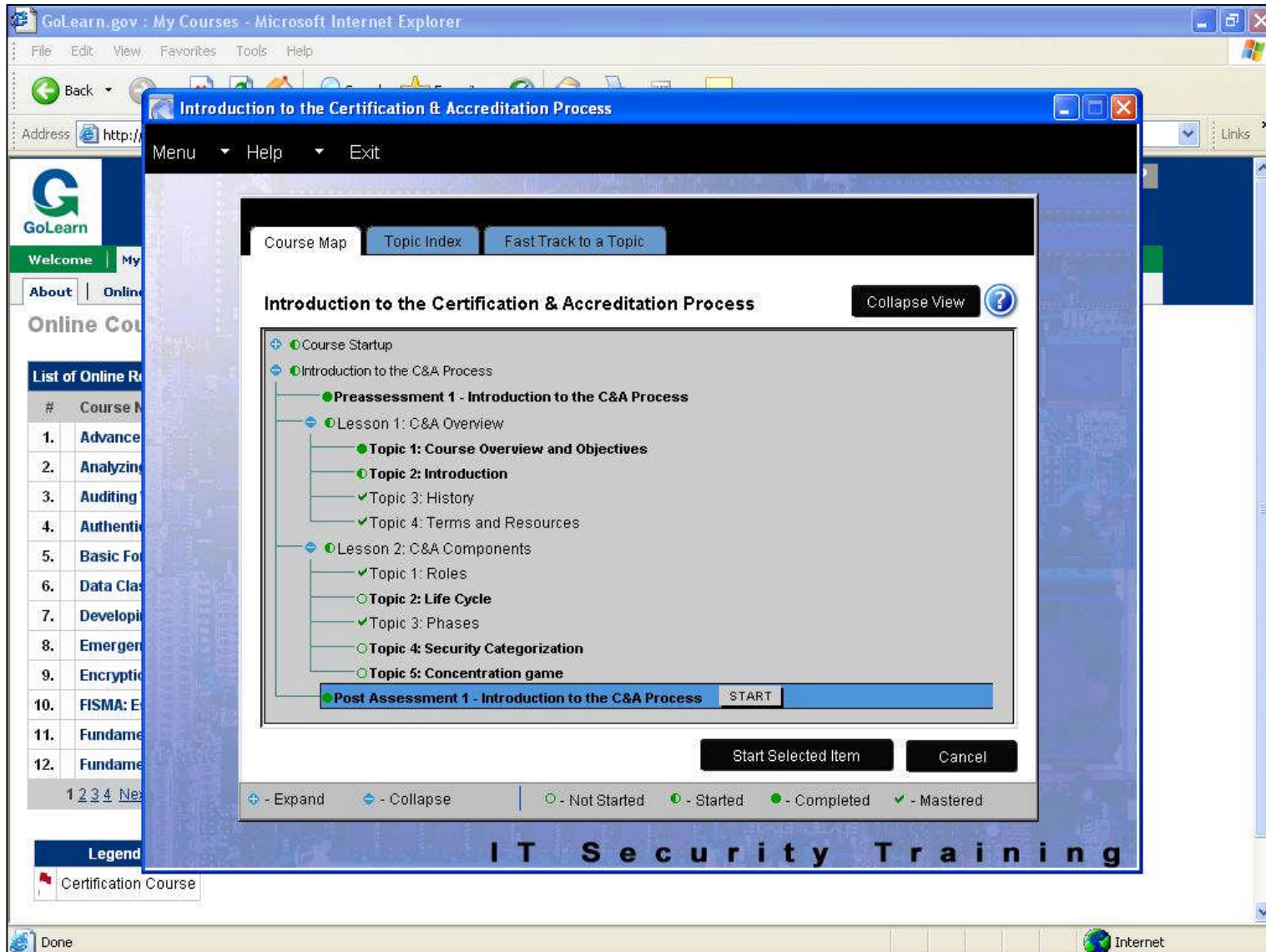


# Karta Security Courseware Example 3



A screenshot of a Microsoft Internet Explorer browser window. The title bar reads 'Test - Microsoft Internet Explorer'. The page content includes the Karta logo with the tagline 'Smart Thinking at Work' and the heading 'INFORMATION SECURITY AWARENESS'. Below this is a 'Preassessment' section. The question is 'Question 1 of 7' and asks 'Information Security does not protect \_\_\_\_\_.' with four multiple-choice options: A. The privacy of individuals., B. The reputation of an organization., C. The data of an organization., and D. Against theft of devices. A 'Submit Question' button is located to the right of the options. At the bottom of the browser window, there is a navigation menu with links for 'Menu', 'Print', 'Glossary', 'Resources', 'Help', and 'Exit'. The status bar shows 'Page 1 of 8' and 'Internet'.

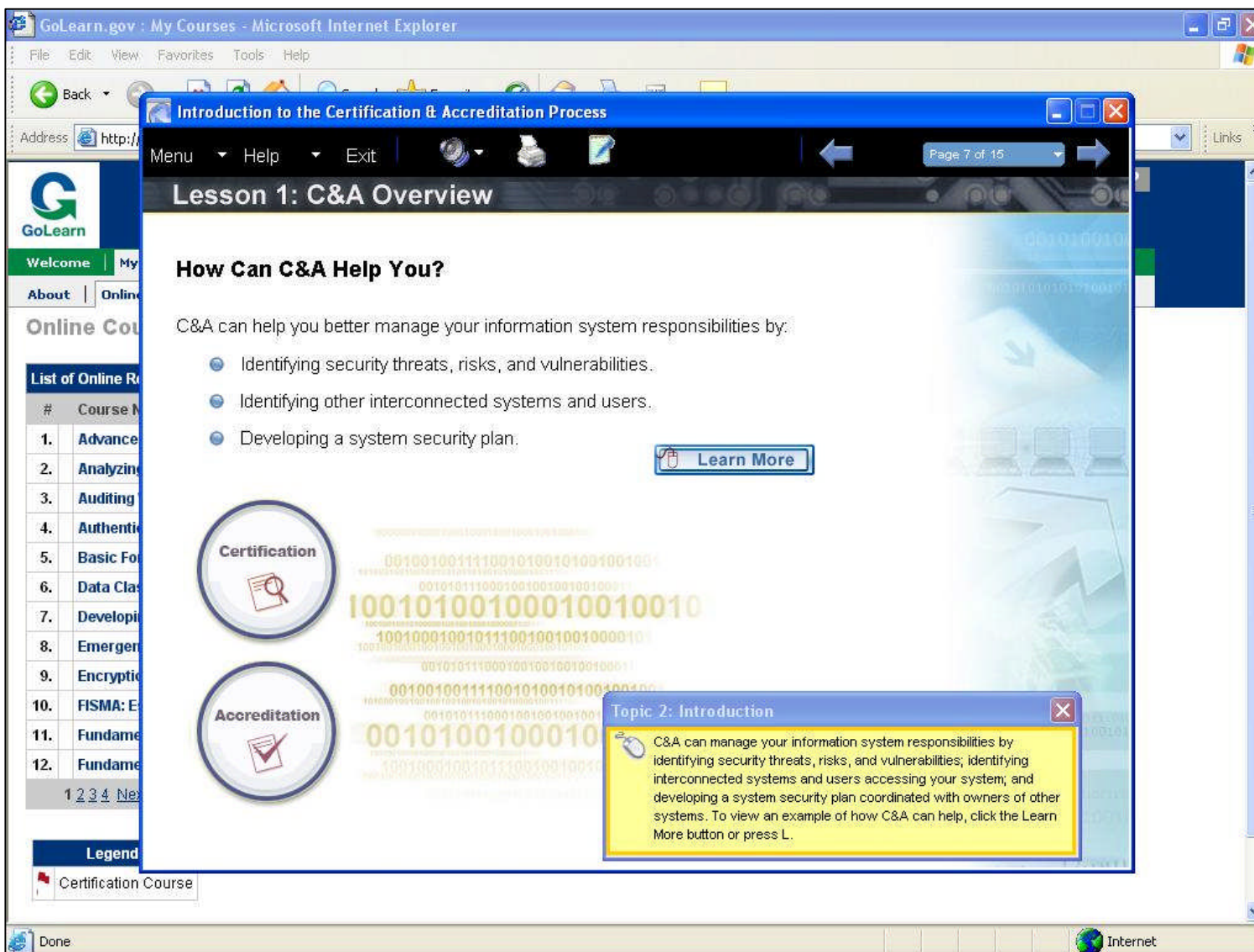
# Karta Security Course Example 4

The screenshot shows a web browser window titled "GoLearn.gov : My Courses - Microsoft Internet Explorer". The main content area displays a course map for "Introduction to the Certification & Accreditation Process". The course map is structured as follows:

- Course Startup
- Introduction to the C&A Process
  - Preassessment 1 - Introduction to the C&A Process
  - Lesson 1: C&A Overview
    - Topic 1: Course Overview and Objectives
    - Topic 2: Introduction
    - Topic 3: History
    - Topic 4: Terms and Resources
  - Lesson 2: C&A Components
    - Topic 1: Roles
    - Topic 2: Life Cycle
    - Topic 3: Phases
    - Topic 4: Security Categorization
    - Topic 5: Concentration game
- Post Assessment 1 - Introduction to the C&A Process

At the bottom of the course map, there is a "START" button next to the "Post Assessment 1 - Introduction to the C&A Process" item. Below the course map, there are buttons for "Start Selected Item" and "Cancel". A legend at the bottom of the window indicates the status of items: a circle with a plus sign for "Expand", a circle with a minus sign for "Collapse", a circle with a dot for "Not Started", a circle with a green dot for "Started", a circle with a green checkmark for "Completed", and a checkmark for "Mastered".



The screenshot shows a Microsoft Internet Explorer browser window displaying a GoLearn course page. The page title is "Introduction to the Certification & Accreditation Process" and the lesson is "Lesson 1: C&A Overview". The main heading is "How Can C&A Help You?".

C&A can help you better manage your information system responsibilities by:

- Identifying security threats, risks, and vulnerabilities.
- Identifying other interconnected systems and users.
- Developing a system security plan.

A "Learn More" button is located below the list. Below the text are two circular icons: "Certification" (with a magnifying glass icon) and "Accreditation" (with a checkmark icon). A "Topic 2: Introduction" tooltip is visible, containing the text: "C&A can manage your information system responsibilities by identifying security threats, risks, and vulnerabilities; identifying interconnected systems and users accessing your system, and developing a system security plan coordinated with owners of other systems. To view an example of how C&A can help, click the Learn More button or press L."

On the left side of the browser window, there is a sidebar with a "List of Online R..." and a table with columns "#", "Course N", and "Course M". The table lists 12 items, with the first two being "1. Advance" and "2. Analyzing".



# Netg Security Courseware Example 1



A screenshot of a software application window titled "IT Security Basics Literacy and Awareness". The window has a blue title bar and a menu bar with "Menu", "Help", and "Exit" options. Below the menu bar is a toolbar with icons for navigation and printing. The main content area has a light gray background with a decorative header bar. The text "IT Security Basics Literacy and Awareness" is displayed in a large, black, sans-serif font. Below the text is a photograph of four business professionals (three men and one woman) in suits, standing outdoors and smiling. The window also shows a "Page 1 of 5" indicator and navigation arrows.



# Netg Security Courseware Example 2

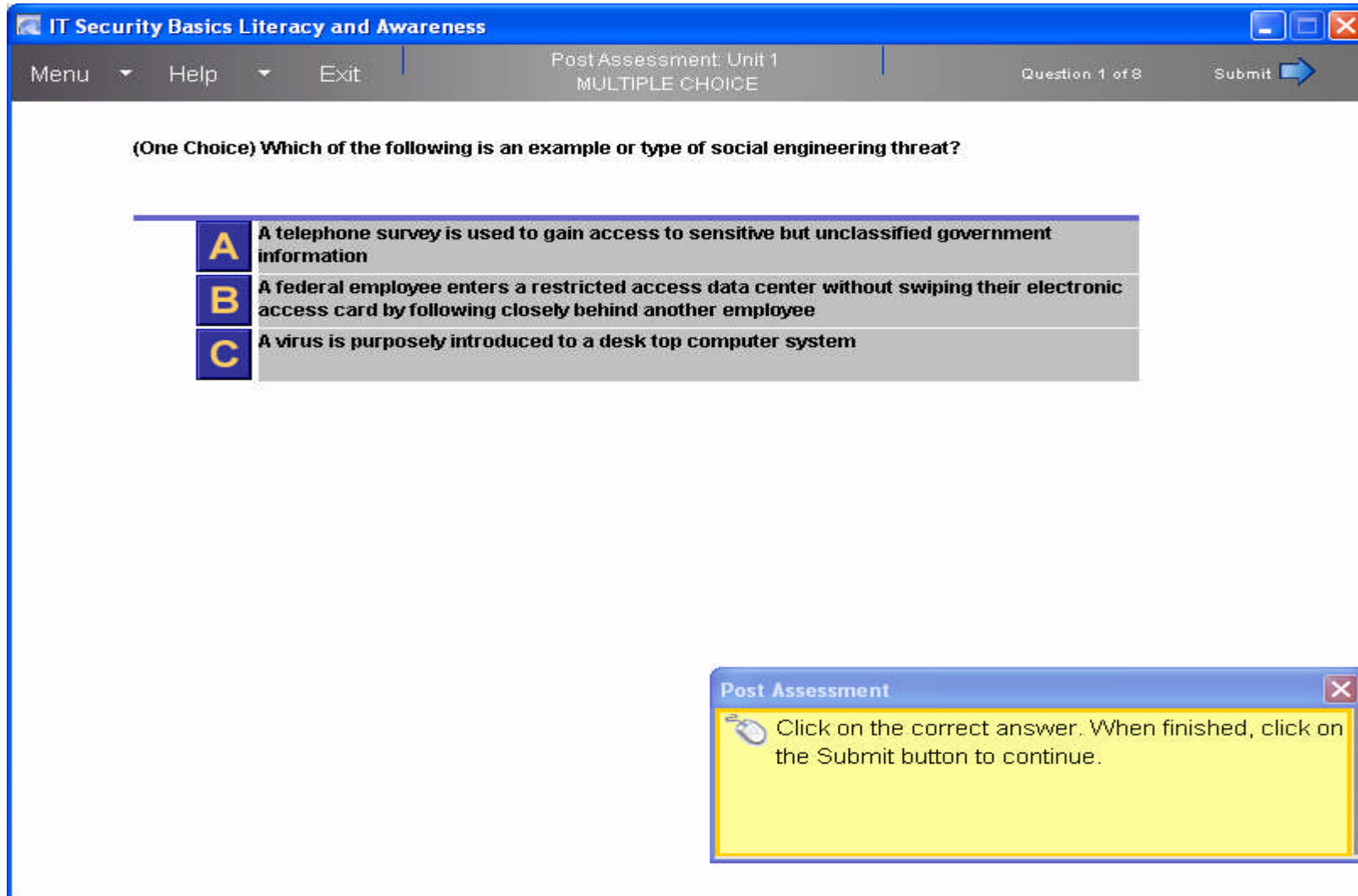


The screenshot shows a software window titled "IT Security Basics Literacy and Awareness". At the top, there is a menu bar with "Menu", "Help", and "Exit". Below the menu bar are three tabs: "Course Map", "Topic Index", and "Fast Track to a Topic". The main content area is titled "IT Security Basics Literacy and Awareness" and includes a "Collapse View" button and a help icon. A tree view displays the course structure:

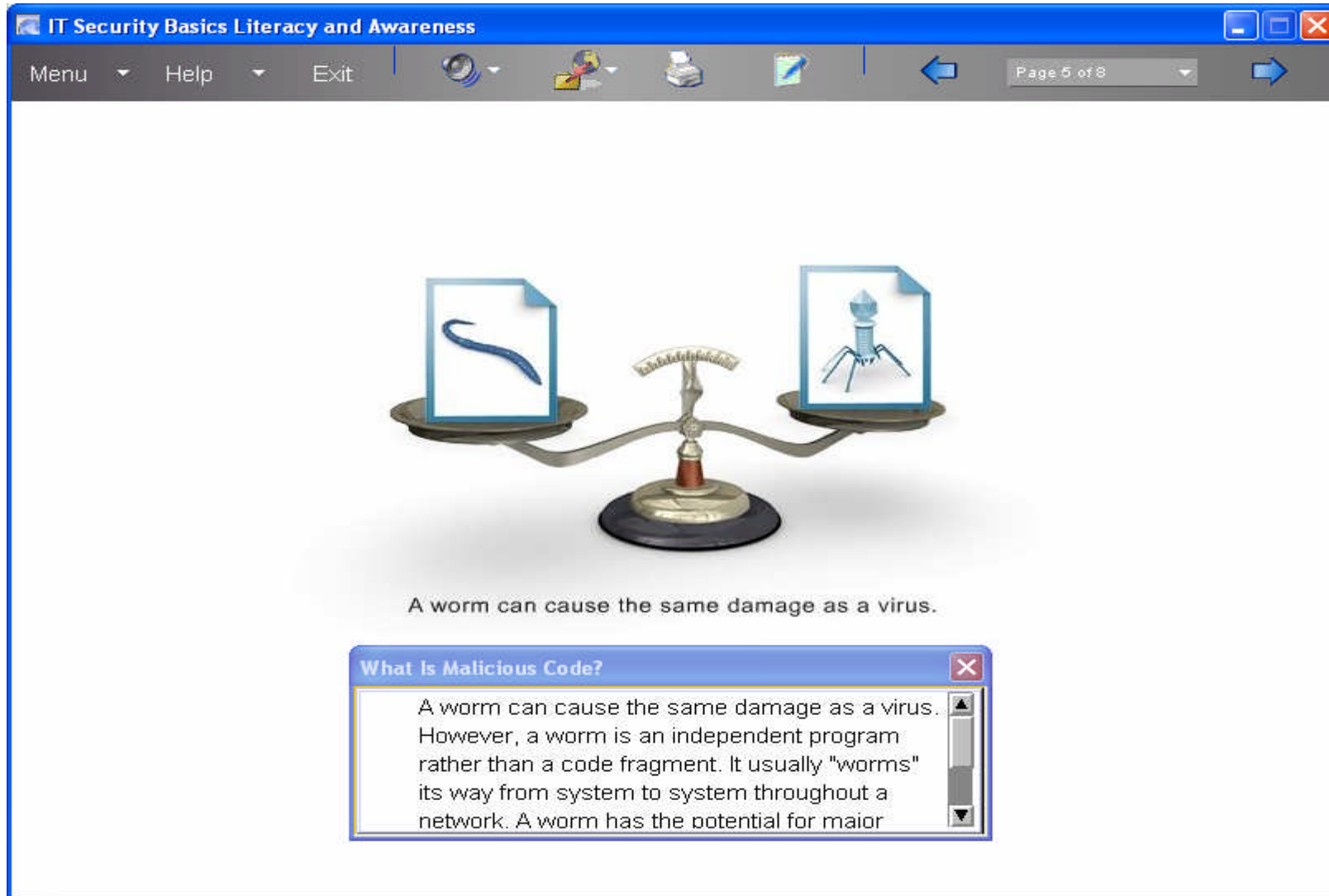
- Course Startup
  - + Skill Builder Introduction
  - Course Overview
    - **Course Overview** START
  - + Introduction to Security Literacy Basics

At the bottom of the main content area are two buttons: "Start Selected Item" and "Cancel". A legend at the very bottom explains the icons used in the tree view:

- + - Expand
- - Collapse
- - Not Started
- - Started
- - Completed
- ✓ - Mastered

A screenshot of a web-based assessment window titled 'IT Security Basics Literacy and Awareness'. The window has a blue header bar with a menu (Menu, Help, Exit), the assessment title, and a 'Submit' button. The main content area displays a multiple-choice question: '(One Choice) Which of the following is an example or type of social engineering threat?'. Three options are listed: A (A telephone survey is used to gain access to sensitive but unclassified government information), B (A federal employee enters a restricted access data center without swiping their electronic access card by following closely behind another employee), and C (A virus is purposely introduced to a desk top computer system). A yellow 'Post Assessment' dialog box is overlaid in the bottom right, containing a mouse cursor icon and the text: 'Click on the correct answer. When finished, click on the Submit button to continue.'





IT Security Basics Literacy and Awareness

Menu Help Exit

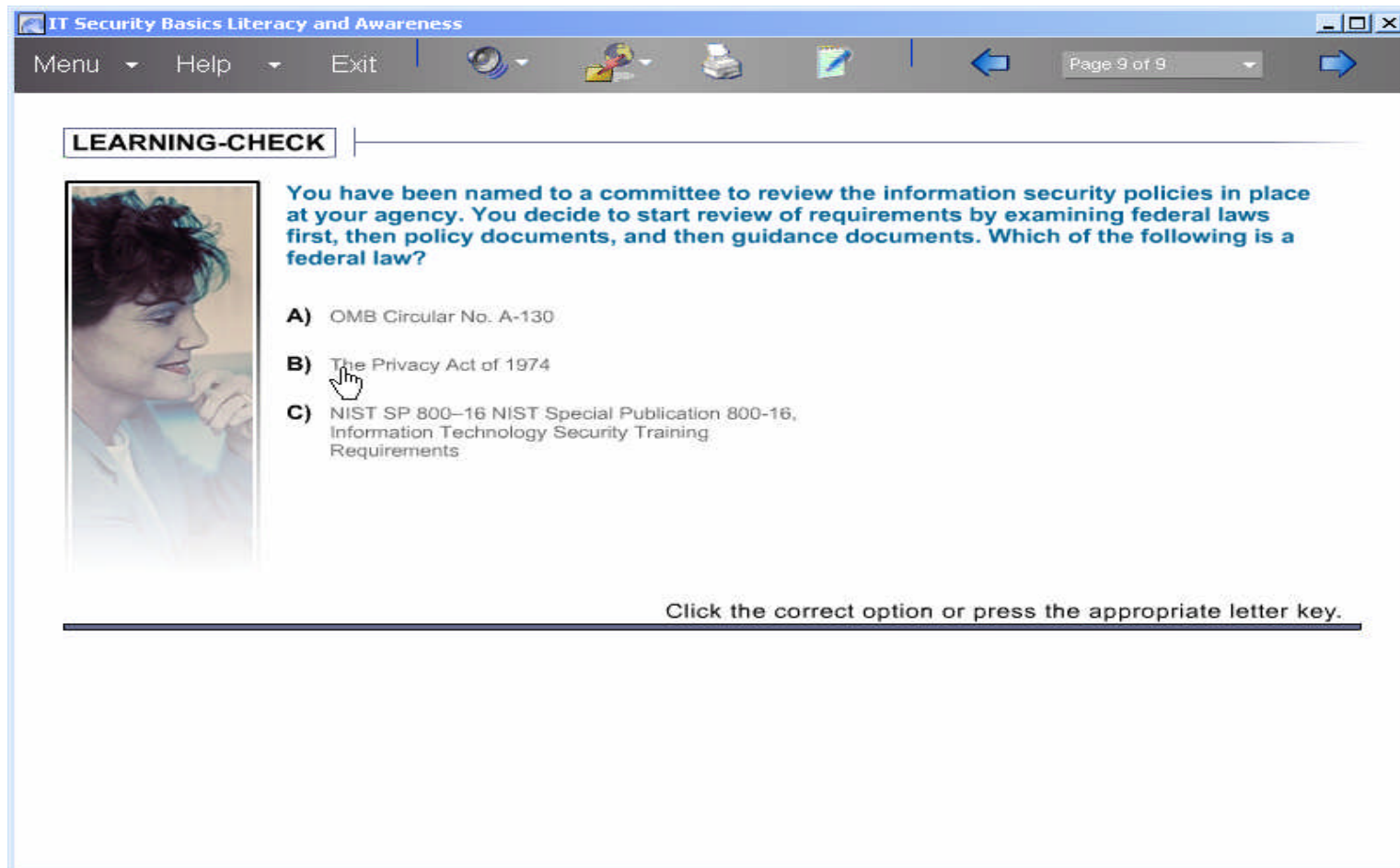
Page 5 of 8

A worm can cause the same damage as a virus.

**What Is Malicious Code?**

A worm can cause the same damage as a virus. However, a worm is an independent program rather than a code fragment. It usually "worms" its way from system to system throughout a network. A worm has the potential for maior

After teaching a topic, learning is reinforced with impromptu questions. Formal “assessments” are also included at the end.

A screenshot of a web-based courseware interface. The title bar reads 'IT Security Basics Literacy and Awareness'. The menu bar includes 'Menu', 'Help', and 'Exit'. The page number is 'Page 9 of 9'. The main content area is titled 'LEARNING-CHECK' and contains a question: 'You have been named to a committee to review the information security policies in place at your agency. You decide to start review of requirements by examining federal laws first, then policy documents, and then guidance documents. Which of the following is a federal law?'. The options are: A) OMB Circular No. A-130, B) The Privacy Act of 1974, and C) NIST SP 800-16 NIST Special Publication 800-16, Information Technology Security Training Requirements. A mouse cursor is pointing at option B. Below the question is a horizontal line and the instruction: 'Click the correct option or press the appropriate letter key.'







**LEARNING-CHECK**

**You have been named to a committee to review the information security policies in place at your agency. You decide to start review of requirements by examining federal laws first, then policy documents, and then guidance documents. Which of the following is a federal law?**

- A)** OMB Circular No. A-130
- B)** The Privacy Act of 1974
- C)** NIST SP 800-16 NIST Special Publication 800-16, Information Technology Security Training Requirements

Click the correct option or press the appropriate letter key.

IT Security Basics Literacy and Awareness

Menu ▾ Help ▾ Exit |     |  Page 6 of 13 

Type	Vulnerability	Potential for Damage
Natural	A government office located in an area prone to flooding has computers sitting on the floor.	A flash flood could damage the computers and its files.
Human	A new employee is given network access without first receiving any computer security training.	The new employee could delete data accidentally or alter files incorrectly.
System	Backup files are created only once a month.	The restoration of lost or damaged files could be time-consuming if not impossible.
Telecommunications		

Click each type or press Enter for more information.

## □ Enterprise LMS

- For Large Departments/Agencies
- Enterprise Learning Content Delivery, Tracking, Reporting
- HCM Application Platform (Competency, Performance Mgt)



## □ Government-Wide LMS:

### GoLearn.gov

- For Medium and Small Agencies, or as Interim Solution
- Shared Infrastructure, Separate Domains
- Enterprise LMS Benefits (see above), Lower Cost



## □ Content Server

- For Single Course Delivery





## GoLearn Value Add



### □ Interagency Agreement

- Government to Government
- Can include MOU and/or SLAs
- Funds transferred to OPM Revolving Fund

### □ GoLearn IDIQ

- Comprehensive HCM Products & Services
- GoLearn handles competition, award, invoices
- Task Order Competitions
- Best-of-breed suppliers
- Multi-year, base + option, non-protestable
- GoLearn aggregates licenses, reduces cost risk

### □ GoLearn Support

- GoLearn Project Manager serves as the single POC to handle all aspects of the project
- Best Practices and Lessons Learned
- Roll-out and Testing Strategies



## GoLearn Value Add (Cont.)



- ❑ COTS courseware can be customized for agency at little or no cost
- ❑ COTS Courseware is maintained by the vendor, not the agency
- ❑ Vendor assumes risk with COTS Courseware
- ❑ COTS courseware vetted by SMEs
- ❑ COTS courseware supports industry standards such as SCORM and AICC
- ❑ Standardized Reporting



# Summary



- ❑ GoLearn LMS Infrastructure Covers the Entire Civilian Federal Government – SSC Delivery is In Place and Proven
  - Hosted applications deliver, track and report training to agency specifications
  - Scaled from Enterprise down to small agency
  - Standardized, Cost-effective, Secure
- ❑ GoLearn IDIQ Contract Provides Proven Channel for Agency Security Courseware Acquisition – Aggregate Licensing = Best Price
  - Multiple vendors, multiple choices
  - Pre-competed to rigorous, cross-agency requirements
  - Experienced contracting processes
- ❑ GoLearn Compliance Training Library Provides Best Value to the Government – Innovative Approach Embodies PMA Ideals
  - Government-sponsored content
  - Government SMEs contribute, review, approve content
  - Vendor best-of-breed ISD, updates, maintenance, personalization
  - One pre-approved library saves duplication, valuable staff time



# GoLearn Program Key Contacts



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