

## Information Security training update

### Introduction

The City Corporation has a number of training courses that relate to aspects of Corporate Risk CR16 – Information Security. These seek to:

- raise awareness of the importance of protecting City Corporation information assets;
- draw attention to our policies and procedures;
- explain officers' responsibilities; and
- outline the security measures we have in place.

### Training provided

Training in "Protecting Information" has been run at three levels since 2011, to give a broad understanding and awareness of the importance of protecting information. This is provided as e-learning. The Level 1 course applies to all employees, although Chief Officers' discretion has been available to exempt non-IT users. Between 2011 and mid-November 2014, 1,337 employees completed this course. The Level 2 course applies to line managers. As well as being responsible for their own data and actions, line managers need to ensure that their direct reports are properly trained and handle data correctly. Between 2011 and mid-November 2014, 425 employees completed this course. The Level 3 course is aimed at Information Asset Owners, who are responsible for all data in a specific system, or department. Between 2011 and mid-November 2014, 70 employees completed this course.

Separate, more in-depth training is provided in respect of the Data Protection Act, in recognition of the financial consequences arising from a serious breach of the Act. Three types of training are provided:

- i. Data Protection Act e-learning package, introduced in 2005. All staff are required to complete this, in accordance with the employee Data Protection Policy. As at mid-November, 1,376 staff have completed the course.
- ii. Data Protection presentations. These are two-hour, classroom-based presentations, which commenced in autumn 2011. Staff are trained department-by-department, with the order determined by a risk assessment (based on the information they process, notified breaches at the City, and breaches reported nationally). Within each department, all staff are invited to attend. As at mid-November, 721 staff have attended. A waiting list is maintained by Corporate HR, and as the number on the list decreases, further departments are added to the schedule.
- iii. Specialist training is provided as required. Examples include training for City Police staff handling licensing hearing papers, following a recent breach; and training for Committee and member Services staff, resulting in specific Data Protection guidance being drafted for the updated Guidance for Committee Report Writing.

Note: Figures for e-learning course completion do not exclude staff who have left the organisation, and for the Data Protection Act course, may include staff who have completed the training more than once.

### Recent changes

From mid-November, the “Protecting Information” courses noted above were replaced by a suite of e-learning courses entitled “Responsible for Information”, provided by the Civil Service. There are four courses, covering:

- General users – for all staff with access to electronic or paper data, and/or who process (i.e. create, update or transfer) data in any form;
- Information managers (“Information Asset Owners”) – for staff who are responsible for the flow, storage, retention, or system management of information in their team or department (e.g. business or officer managers);
- The Senior Information Risk Owner
- Non-executive Directors and Boards – which will be available to Members through Core Zone.

Staff will select the course appropriate to their circumstances.

The Data Protection training remains as noted above, however in an effort to increase the rate of throughput for the Data Protection presentations, the numbers invited to each presentation have been increased.

### Measuring Effectiveness

The expected benefits of the training programme are:

- Improved data protection and security awareness with the City Corporation;
- Reduced risk of the loss of personal and sensitive data; and
- Increase in the public perception of secure and responsible management of data.

The effectiveness of training is not directly assessed, however:

- The Data Protection e-learning package contains a test which must be satisfactorily completed before the training is recorded as completed;
- Data Protection compliance is checked through a recently-instituted system of compliance checks, carried out by the AIN (Access to Information Network) contacts in each department, and
- From September 2014, the standard Learning and Development evaluation form was introduced for staff attending the Data Protection presentations.

The number of breaches reported is not necessarily a good indicator of the effectiveness of training, as reported incidents may increase as awareness levels increase.

### Next Steps

In January 2015, the City Corporation is switching to a new on-line learning management system (‘City Learning’). This will be fully integrated with the ‘City People’ HR system, and produce accurate management information. This will enable the setting of targets for completion rates, regular tracking of compliance, and accurate reporting to Chief Officers and Members.

Allied with this, there will be a concerted campaign to ensure that all current staff complete the course(s) appropriate to their role, and that new starters complete the courses as part of their induction process.