

IBM Consulting

A glowing blue cube is positioned in the center of the image. The cube has two cloud icons on its visible faces, each composed of a pixelated pattern. The cube is surrounded by a network of thin, glowing blue lines that intersect at various points. The background is a dark, textured surface resembling a circuit board or a dense array of microchips, with various components and traces visible.

G-Cloud 15 IBM – Security Awareness and Training Services

Service Definition Document

Email: ukcat@uk.ibm.com

Contact: Anne-Marie Wheeler

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Service Overview

IBM provides a comprehensive cybersecurity awareness and training service designed to improve your cyber culture, mature your security posture, and minimise risk from human behaviour through immersive, engaging learning experiences.

Features

- Examine current and future cyber threats to your organisation to develop tailored training and awareness plans.
- Methods based on research-proven Learning Science principles.
- Modular, concise training modules on key topics to keep employees engaged and drive better learning outcomes.
- Interactive, role-based employee learning experiences including eLearning, gamification, phishing and social engineering simulations, tailored to the skills your organisation values most.
- Monitor training progress and employee behavioural change with comprehensive programme management and reporting.
- Teaches employees how to proactively identify threats and respond appropriately.
- Continuous campaigns drive security awareness over the long-term and not as a one-off activity.

Benefits

- Promotes active employee involvement in cybersecurity, without hindering day-to-day operations.
- Minimises risk from common cyber threats such as phishing and social engineering.
- Enable employees to become the first line of cyber defense, instead of your weakest link.
- Drives long term cyber cultural change through continuous campaigns.

Key Differentiators

- Extensive expertise supporting the most business-critical services for UK government, including Critical National Infrastructure.
- Comprehensive experience with an array of regulatory and industry frameworks for security, learning and development.

Addressing Business Needs

IBM - Security Awareness and Training Services helps your organisation develop a cyber secure culture supported by skilled cyber talent for continuous risk management today and for your future.

Our team can help you address key challenges that organisations like yours are facing today:

Human Error

People are the weakest link in cybersecurity. Effective cyber culture and training programmes are needed to mitigate human error, and common attacks such as phishing and ransomware.

Workforce Visibility

Lack of clarity and assessment tools to measure and develop the security awareness of employees within the organisation.

Unclear Responsibilities

Organisations lack clarity in the event of a cyber incident, employees are unsure who is in charge, what the business's priorities are, what tasks must be completed and in what order.

GenAI Attacks

Social engineering attacks using GenAI creates smarter, more personalised attacks that are becoming increasingly prevalent and more difficult to detect.

Service Definition

We provide a variety of consulting services that can deliver a methodical approach tailored to meet your specific training needs.

Security Awareness and Training Services are designed to be tailored to meet business requirements and align with potentially different levels of internal capability, providing commitment to service and quality levels throughout the engagement.

IBM - Security Awareness and Training Services provide a full range of capabilities including:

1. Define Training and Awareness Programme

Co-create your security awareness and training programme based on your organisation's requirements and current capabilities.

2. Employee Training and Assessment

Experienced IBM consultants will collaborate with you to develop your security awareness programme, tailoring training modules, campaigns and scheduling to meet your specific needs based on proven Learning Science methods.

3. Ongoing Support and Campaigns

Provide regular campaign updates, reporting and metrics covering critical employee behaviours to assess programme performance against objectives.

4. Crisis Simulation

Tailored interactive cyber incident experiences developed specifically for key stakeholder groups, such as executives or technical staff, to simulate response in a safe, immersive environment.

IBM Approach

We bring the benefit of having worked with the world's largest organisations, transforming complex, critical services. Our approach is based on robust methods, processes and personalised engagement.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities.

We want you to get the best out of every engagement and to deliver outcomes that matter for your organisation.

Our approach is tailored to your needs and flexible to support all delivery models. We offer established programme and portfolio capabilities that can be aligned with your internal governance and methods, linking to industry recognised standards such as NIST and ISO27001.

We bring specific skills and attitudes including:

- Proven delivery track record working in complex environments.
- Access to specialists who understand the lessons and risks for transformation.
- Being able to advise, support and transfer knowledge with your teams.
- Implementing strong governance, defined collaboratively within the context of robust methods and processes.
- Bringing an integrated and controlled planning approach.
- Proactive identification and management of risks and issues based on experience.
- Working across complex existing and new platforms.
- Experience with the latest technologies, tools and delivery methods.

We work to manage the complexity of key business projects, programmes and portfolios, communicating with clarity and helping you make informed decisions.

Why IBM?

IBM provides a unique blend of cybersecurity and business expertise to help organizations through their transformation journey including:

- Extensive expertise supporting the most business-critical services for UK government, including Critical National Infrastructure.
- Deep knowledge of the threat landscape and what people risks are present in your industry.
- Leveraging experience with immersive learning experiences to drive better employee outcomes.
- Building long-term client relationships based on innovation, trust and service excellence.
- Developing and deploying world-class talent.

Values and Outcomes

IBM can elevate the effectiveness of cybersecurity education, with interactive training that can help change behaviors and reduce risk at every level of the organisation.

We focus on your business needs and developing trusted long-term relationships, underpinned by industry-leading experience and capabilities so that you can be confident in the support of your critical services.

1. Define Training and Awareness Programme

- Align your security awareness and training programme to your organisational objectives.
- Create a campaign to transform your cyber culture.

2. Employee Training and Assessment

- Gain visibility of current employee proficiencies and areas for targeted development.
- Tailored training and behavioural outcomes dependent on employee test results.
- Facilitates informed decision making on how to target learning and development to improve your organisation's cyber security awareness.

3. Ongoing Support and Campaigns

- Monitor behavioural and cultural change post assessment to drive security awareness over the long-term and identify improvement initiatives.

4. Crisis Simulation

- Exercise crisis response processes focusing on specific roles to ensure that the organisation is ready.

This is IBM in the UK

We have worked together with organisations in the UK for over 100 years, with a rich history of joint innovation and achievements, built on trusted relationships.



Cloud

Together, IBM and Red Hat are working to deliver the world's only **next-generation hybrid multicloud platform**



Economy

IBM has been **integral to the UK economy for >100 years**, and is one of its largest tech employers



R&D

In the UK alone, IBM **invests £170 million in R&D** each year



Quantum

IBM Q, the world's most advanced quantum computing initiative for commercial use, is being used by CERN



Environment

IBM's **focus on sustainability** began in 1971 with our first environmental policy



Artificial Intelligence

IBM develops **watsonx based generative AI solution** for the Austrian federal armed forces **to provide fact-based evaluation and classification** for the ability to remain capable of acting in the light of risk scenarios.



Changing the world

IBM was awarded **World Changing Company of the Year 2019** by Fast Company



Royal recognition

29 UK IBMers received **honours from the Queen** for contributions to tech and society



Diversity

IBM won the **Global Diversity Award 2019** and the ENEI's **Gold Standard**



Graduates

IBM is committed to developing future talent – we are **Target Jobs' Graduate Employer of the Year 2019**



Volunteering

IBM dedicates **>20,000 volunteering hours every year** for a better society



Tech talent

IBM runs P-TECH schools in 18 countries, helping **>100,000 students build skills for careers of the future**



Inventors

IBM UK is home to many Master Inventors, with **>250 patents filed last year alone**

