Delivering Success with Highly Scalable Training Programs

cmd+ctrl

OVERVIEW

Accenture builds and maintains IT systems for the world's most recognized brands. They sought a partner that could provide scalable self-service learning to address the needs of a large, multi-national developer workforce and enable the creation of secure, resilient software applications for their clients.

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ACCENTURE GOALS
The Grand Plan for AppSec Training

Train 80,000 software engineers
Teams had varying skill levels and job functions focused on resilient design, secure coding, and robust application constructs.

Provide deep, continuous measurement
Reporting requirements included analysis by geography, job function, and business group.

Maximize training engagement
Drive training adoption to optimize ROI and provide added value to Accenture clients with an upskilled developer team.

RESULTS
Overachievement after 1 year

Goal exceeded by 40%
Successful pilot program and role-based training made it easy to put 110,000 software engineers through a full learning path within 12 months.

Full metrics visibility, quantifiable statistics
Weekly reports including course completion, 'Belt' System progress, and competency baselines drove timely adjustments.

Participation across disparate groups
Seamless infrastructure and ongoing communications led to increased staff engagement, consistent course completion and requests for more training.

> "OUR GOALS WERE AGGRESSIVE. WE NEEDED SPEED, SCALE, SEAMLESS INTEGRATION, AND ONGOING EXPERTISE. CMD+CTRL SECURITY'S SUPERIOR AND INNOVATIVE APPROACH UTILIZING CYBER RANGES WITH ONLINE COURSES ACHIEVED EVERY GOAL. THEIR GLOBAL REPUTATION AS AN APPSEC TRUSTED ADVISOR MADE THEM AN OBVIOUS CHOICE TO HELP US STAND UP A PROGRAM THAT RESULTED IN OUR TEAMS DELIVERING MORE SECURE, RESILIENT CODE."

Satish Janardhanan, Co-head Application Security, Accenture Technology

APPROACH - TAILORED TO DESIRED OUTCOMES

Blended Training
Proven* to improve engagement, courses coupled with Cyber Range challenges provided a hands-on environment to demonstrate knowledge and baseline skills.

Progressive Learning
The CMD+CTRL team created learning journeys for 24 roles, based on three competency tiers (aka "belts"). Post-training assessments determined if users were ready to advance to the next level.

*Cybersecurity Training Benchmark Report - Ponemon Institute 2023

Scalability & Integration
Single Sign-On (SSO) provided seamless access to CMD+CTRL Security's training platform and enabled continuous reporting. The platform could handle over 20k concurrent users.

Quality & Optimization gates
We committed to continuous improvement from day one, tracking and reporting on Key Performance Indicators (KPIs) in weekly status calls and quarterly business reviews (QBRs).

POWER OF COMMUNICATION & OPTIMIZATION
Course completion was a stated goal for Accenture, who had seen training endeavors fail in the past. By introducing a regular communication plan including emails, social media posts, and scheduled prompts, the CMD+CTRL team spurred continued action. This concerted effort led to spikes in both enrollment and course completion.
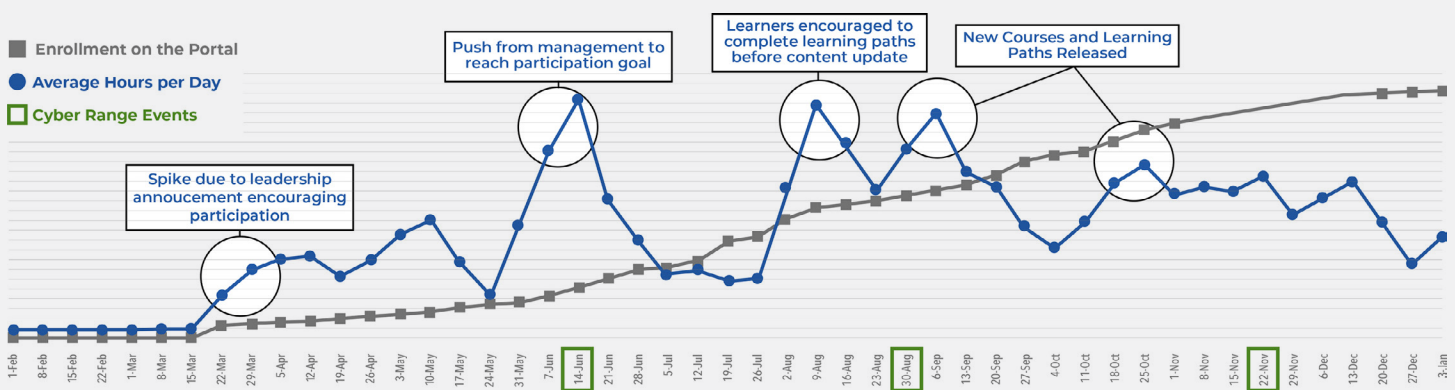
THE YEAR OF ADVANCING SECURITY SKILLS

1 Pilot, then launch
Training started with secure development fundamentals courses rolled out to a small audience. Feedback from the pilot group was incorporated prior to large-scale rollout, including adjustments for first-time learners and modification of course sequencing.

2 Hacking to build & baseline skills
In-person and remote quarterly hacking events offered hands-on exercises and challenges to accommodate a full range of software engineering skills, and provided metrics for individual performance and industry benchmarking.

3 Progress check & optimization
Based on early success, the training goal was increased to 100k. Learning Journeys were tweaked to better align with job function, the belt program was fully implemented and "security champions" began to emerge.

4 Final results
All goals achieved or surpassed. 110k+ trained, 1M hours of course work completed, and all KPIs met. This provided clear insight into year two goals and expansion plans.

ABOUT CMD+CTRL SECURITY
CMD+CTRL Security is a pioneer in software security training. For over two decades, organizations of all sizes, from mid-sized to Global 100 companies, have relied on our training solutions to transform their software security. Our role-based modules, skill labs, and hands-on cyber ranges are designed to build skills that stick. Visit cmdnctrlsecurity.com to learn how we can help you launch a best-in-class training program.