

Harnessing the power of subject-matter expertise



Time- and cost-efficient, role-specific cloud security training

The situation

An institutional mortgage provider was in the midst of planning its migration to the cloud. As security was the company's top priority, the company contacted ExitCertified to arrange courses in cloud security engineering for its team of IT audit specialists. The requested training would have the team off site for a full seven days. The organization could scarcely afford the absence of these key team members, but the company's leadership believed there was no alternative.

The solution

When ExitCertified received the order for group training, it was forwarded to ExitCertified's subject matter expert (SME) in cloud security. ExitCertified ensures that group-training customers choose the most relevant training for their needs, so the SME contacted the company immediately to confirm the requested courses and gain a full understanding of the organization's goals.

"We have a policy at ExitCertified: We don't want to sell any customer something that's not going to satisfy them," says Myles Brown, Senior Cloud and DevOps Advisor, ExitCertified. "So, for any kind of group training, we always come back to the customer and say, 'Listen, I think we should get on a call and really delve into what your needs are.'"

It soon became clear that the IT auditors' roles would not require the deep technical content provided in the requested seven-day courses. In fact, the content of those longer courses would likely be more confusing than helpful for non-technical personnel.

"A full security engineering course would have overwhelmed this audience. And, frankly, the content wasn't necessary for their jobs," says Brown. "We were able to create a streamlined course that provided only the necessary instruction, while saving the customer significant time and money."

Quick Facts

Industry information

- Mortgage lending

Firmographic information

- North American financial services company

Wanted

- Relevant cloud security training for IT auditors

Services provided

- SME consultation
- Training tailored to real-world needs
- Streamlined instruction that saved time and money

Outcomes achieved

- Training customized to the learners' job roles
- Skills upgraded in less time, at a lesser cost
- Learner reviews averaging 4.77/5

To meet the organization's needs and bring the team of IT audit specialists up to speed, the ExitCertified SME recommended a scaled-back, two-day version of the cloud security engineering program. This customized offering delivered all the content relevant to the IT audit role, and it eliminated the highly technical lab exercises involved in the seven-day classes — exercises that had little relevance to the auditors' day-to-day responsibilities.

The outcome

The IT audit team received the necessary security training, with content that was geared to their roles and level of technical proficiency, as well as to the organization's goals. Participants praised the focused relevance and effectiveness of the training, and gave ExitCertified an average of 4.77 out of 5 on their after-course reviews. The streamlined design of the course made for the most respectful and efficient use of the auditors' valuable time. In addition, the organization had the benefit of having these key personnel back on the job and using their new skills after just two days.

About ExitCertified

Since 2001, ExitCertified has been a trusted name in education, providing IT training and certifications from the brands you trust and delivering vendor-approved content unsurpassed in quality. By partnering with ExitCertified, you get to choose from more than 9,500 courses for 45 different technologies; learn from award-winning, certified instructors backed by a Fortune 100 company; and leverage one contact for all of your IT training needs.

Our flexible delivery formats are designed to fit the learning style of any student, which means classes can be completed either online — anywhere, anytime — or in person at your site or one of our many facilities. And we ensure the training never stops by offering complimentary support after your courses end. Contact ExitCertified today to start developing an IT training strategy that meets your organization's goals both today and in the future.

To learn more, visit ExitCertified.com

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