Webinar Series

The Continuity of Learning and Skills Development in Virtual Environments

May 13, 2020
NICE Strategic Plan Values

• **Challenge Assumptions** – examine rationale for past and present education, training, and workforce approaches and apply critical analysis to future solutions

• **Drive Change** – seek creative and innovative solutions that might disrupt or defy the status quo

• **Stimulate Innovation** – inspire and experiment with new approaches to education, training, and skills development
Pandemic and the Private Sector

David Lasater
Sr. Director, Human Resources
Akamai Technologies

May 13, 2020
Akamai Technologies

Akamai is a global content delivery network, cybersecurity, and cloud service company, providing web and Internet security services.

Akamai's content delivery network is one of the world's largest distributed computing platforms, responsible for serving approximately 30% of all web traffic.
COVID-19 has had a major impact on Akamai’s business

- Dramatic spike in internet traffic and cyberattacks
- Critical need to sustain and increase capacity
- Business continuity challenges to overcome
- Diverging impact on revenue
Pandemic Impact on Employees

**Challenges:**

- Home office setup (ergonomics, connectivity, furniture, etc.)
- Balancing caretaking and professional responsibilities
- Managing mental health (stress, isolation, loneliness etc.)
- Burnout risk

**New Solutions:**

- Increased flexibility around productivity and working schedules
- Option for employees to work remotely through end of 2020
Employee Survey Results

**Most valued communications**
- Weekly all-employee email
- Designated Intranet page

**Top concerns about returning to offices**
- Maintaining social distancing measures
- Availability of a vaccine or antibody testing
- Commuting on public transportation
- Cleaning and sanitizing procedures

- Overall global response rate: 40%
- Confidence in Akamai’s future: 95%
- Remote work is going well: 84%
- Confidence to perform job remotely: 91%
Lessons Learned and Future Impact

Remote Work: Shift from accepting to encouraging

Talent Strategy: Increased optionality for remote work

Employee Support: Increased focus on work-life balance and wellness

Compliance: Developing Improved tracking + employee transparency

Technology: Investment in collaboration tools + training

Real Estate: Balancing savings from downsizing with incentives to increase office attendance
Q & A
Cybersecurity Workforce Alliance (CWA) Building Soft/Workplace Skills

Dr. James R. Stellar,
Professor of Behavioural Neuroscience, UAlbany, Past Provost and Interim President
Education Co-Chair, iQ4 CWA Advisory Board

Industry Co-Chair: David Cass, VP Cyber and Risk, Supervision, Federal Reserve Bank, NY

NICE Monthly Meeting, May 2020
CWA – Industry Academic Collaboration Founded …..

• To bring industry support to iQ4 courses with virtual industry mentors augmenting academic instruction – *from any faculty*.
• Builds Academic-Industry partnership – and produces workforce readiness.
• Because finding talent for industry that is trainable is not as good as hiring with direct experience.
• Soft skills are 85% of the hiring decision – CWA adds that to context and experience.
• Industry mentors know what they need/want to hire and bring that to the students.
Founders meeting

23 January 2015

14 People form the CWA

SIFMA – Securities Industries Financial Markets Association
iQ4 Corp (virtual projects Platform & “Passport”)
John Jay School of Criminal Justice (CUNY)

+ CISO & Risk Officers from

Federal Reserve Bank NY, Goldman Sachs, Morgan Stanley, Fidelity,
BankNY Mellon, Capgemini,
Express Scripts/(CIGNA) Healthcare
Address the cybersecurity and technology risk skills gap by scaling a diverse student and professional workforce to provide immediate value to employers.

Provide industry credentialed - applied learning curricula to develop skills in cybersecurity and risk.

Dramatically reduce the cost of on-boarding and training for college new hires.

Grow and increase cyber/risk awareness, knowledge and experience for learners.

Create the “perfect” student candidate profile & role profiles and develop Candidates.

Leverage iQ4 skills passport leading to career pathways.
Metrics @ April 2020 – proven transitional program

• 2,500 CWA members – 600 active mentors

• 4,000 Alumni, 43% women

• 98% not aware of a cyber careers before the course

• 30% of Graduates in Cyber roles in 6-8 weeks (balance hired for other roles)

• 61% that took the course, but still at University, have physical Cyber internships

Employers report saving >3-months in on-boarding time to productivity (all sectors)
Virtual Apprenticeships & Internships

• U-Albany – 5 Years, now ~ 120 students per semester; 3 credit course

• DoL approved [pre] Apprenticeship – On-The-Job Training 144 hours foundation course yet CWA board recognizes 350 hours of Experience
  • e.g. T-Mobile with U-Washington repeating the DoL Apprenticeship model

• Federal 2020 Youth Apprenticeship Grant
  • $1-5 million for 200 or 900 students
  • $500 per student to the college
  • $1,000 to the student in need for Cyber scholarship
How it works - **Scalable**, Economic, Proven

Respond at scale to the COVID-19 loss of summer internships

- Mentors – ~ 1.25 hours per week
- Students ~ 5-hours per week

1. **Semester-long** – e.g. UAlbany, CUNY, UK, Australia
2. **Grants: Growing Apprenticeships in non-traditional sectors (GAINS)**, Pan – Philadelphia PASSHE
3. **New Jersey Cyber & Data Science Consortium**
4. **4-week sprints** – U-Cincinnati
Summer of COVID-19, U Cincinnati Co-Op (extracts from U Cincinnati website)

“I would encourage anyone with an interest in IT or anyone who is unsure of their career trajectory to apply for this apprenticeship,” Nolte said.

“For me, it helped me solidify what I want to do with my future. It’s crazy to think that responding to an email and participating in a 4-week course really can change your life.”

Jillian Nolte (student)

“These opportunities are worthwhile for students across the university, particularly those that are struggling to find co-op or traditional employment due to the COVID-19 outbreak.”

Erik Alanson
Director of computing & information technology co-op programs

https://www.uc.edu/news/articles/2020/04/n20909439.html
Join the CWA – make a difference

CWA Advisory Board

**Education Co-Chair** – Prof. James Stellar, Professor of Behavioural Neuroscience, UAlbany, former Interim President.

**Industry Co-Chair** - David Cass, VP Cyber and Risk, Supervision, Federal Reserve Bank, NY

**Frank Cicio Co-Chair** – Founder of iQ4

**Curriculum Co-Chair** – Prof. Ed Moskal, Founding Director: M.S. in Cyber Security, Cyber Security Center and Internship Program at Saint Peter's University NJ | U.S. Secret Service Partner (Cyber Operations) - NY/NJ Electronic Crimes Task Force

Its FREE to join

Its and **Alliance** - Of the people, for the people by the people

- CWA@iQ4.Com
Q & A
Thank You for Joining Us!

**Upcoming Webinar:** *The Challenge of That First Job in Cybersecurity - Entry Level Roles and How to Qualify*

**When:** Wednesday, June 17, 2020, at 2:00 p.m. EDT

**Register:** [https://nist-nice.adobeconnect.com/webinarjune2020/event/registration.html](https://nist-nice.adobeconnect.com/webinarjune2020/event/registration.html)

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