Awareness at the NREN, how does SURF do it?

Helma de Boer, SURF
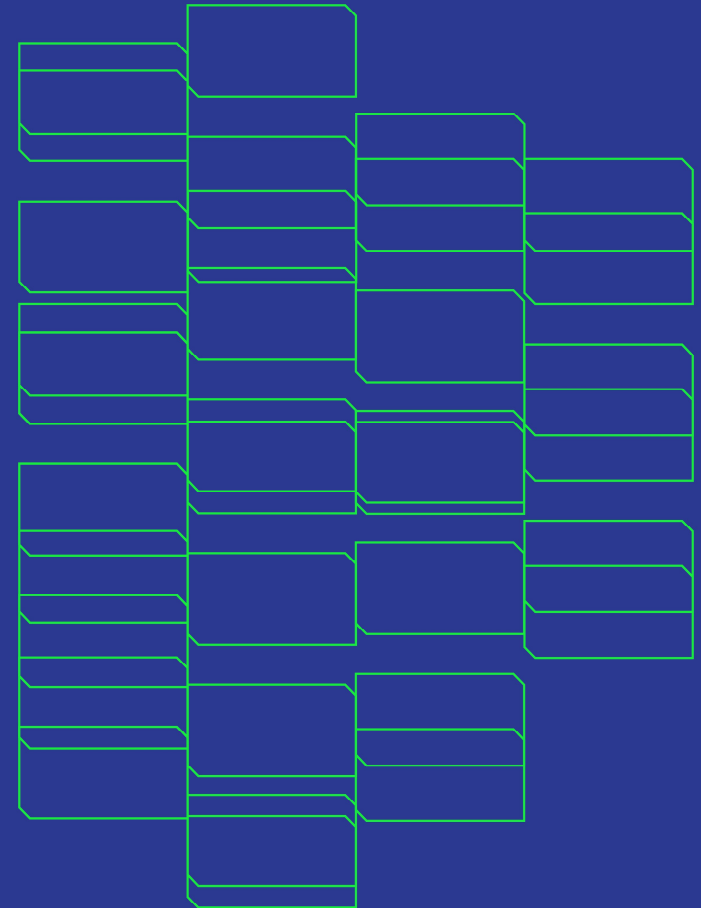
About SURF

Around:

- 500 staff
- 60 IT services
- 100+ members/institutes

100+ Members:

- Vocational and adult education
- Higher education
- Universities/scientific education
- University medical centres
- Research institutes

Amsterdam

SURF

Utrecht

<GÉANT><Security.Days><Prague.CZ><9-11 April 2024>
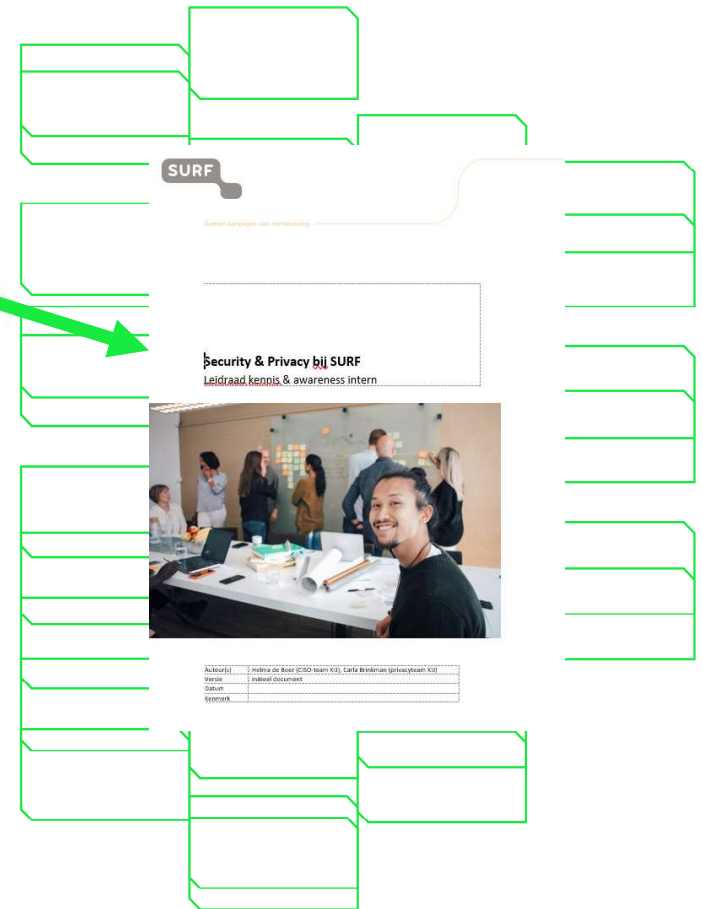
The start

- The programme was already running ☺

- Reasons: vulnerability, regulations/requirements (ISO 27001), sectoral alignment

- Best practises and experience in the field of information security points to the necessity of an awareness programme
(it just makes sense)

Guideline Security & Privacy

Umbrella approach,
clarity, synergy

security | privacy
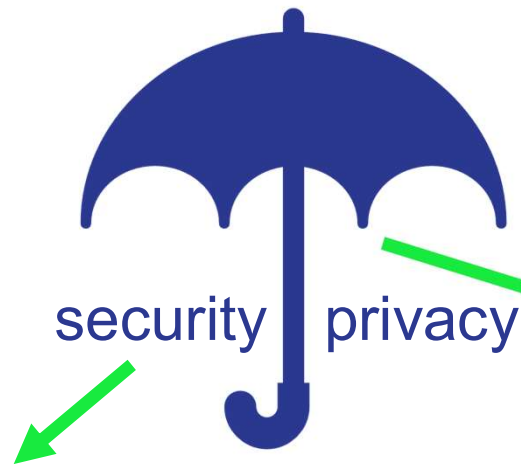
→ Separate annual programme
  → customisation by topic
  → clear activities per month

→ The CISO-team runs the (internal) show:
  ISO with focus on awareness

Security & Privacy bij SURF
Leidraad kennis & awareness intern

Auteur(s)	Helma de Boer (CISO-team K3), Carla Brinkman (privacyteam K3)
Versie	initieel document
Datum	
Kenmerk	

Approach

Maturity model with focus on People, Process, Technology

5 target groups within the workforce

Translation of knowledge and skills required per target group

Annual monitoring via SURF Security & Privacy Awareness Measurement (from CSY)

Finetuning

5 target groups & approach

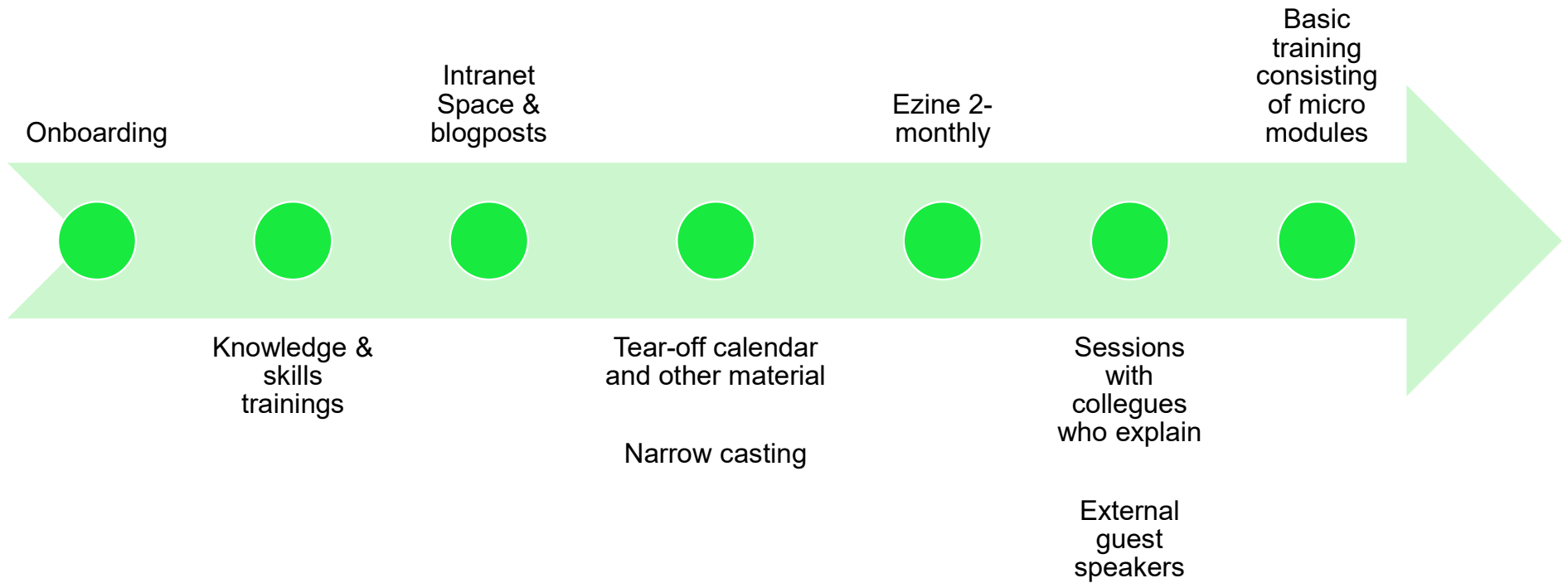|	
All employees	→ general information sessions
Product managers, project leads, TPM's	→ themed sessions
Technical specialists	→ specialist expertise training
Privacy Coordinators	→ specialist knowledge training
Management	→ training according to need

Building blocks

No phishing simulations

Onboarding

Intranet Space & blogposts

Ezine 2-monthly

Basic training consisting of micro modules

Knowledge & skills trainings

Tear-off calendar and other material

Narrow casting

Sessions with collegues who explain

External guest speakers
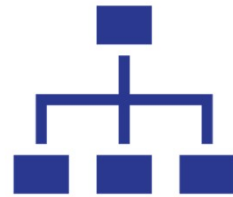
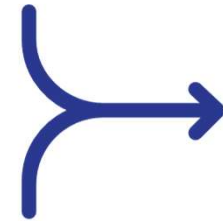# Main challenges: it is a lot!

Around 60 services for members
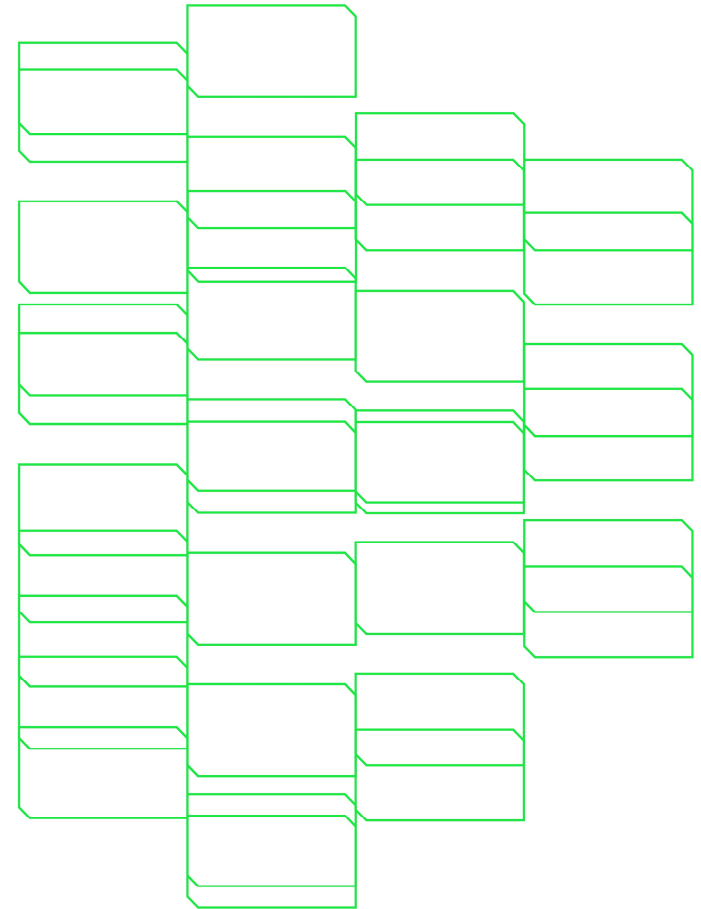
Internal business operations

Quirky, Npuls, new requirements

Future

- Intranet space perfection

- SURF Academy = Fundamentals

- A consistent toolbox with a variaty of specific learning options

- Timely approved annual programme

- Co-creation

Questions?

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