

SEUPB selects Oyster IMS for cybersecurity awareness training



Special EU Programmes Body
Comhlacht na gClár Speisialta AE
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SEUPB, the Special EU Programmes Body, facilitates the positive impact of European Regional Development Funding.

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The Client

SEUPB is a cross-border body in the United Kingdom and Republic of Ireland which co-ordinates projects funded by the European Union and implemented in Northern Ireland and adjacent regions.

Challenge

Threat actors are constantly developing and adapting their approaches to extract sensitive data from employees, to aid them in getting access to sensitive data. It is vital that teams are not only keeping their technology patched and processes relevant, it is also critical to ensure their staff are aware of the potential threats and traps they could fall prey to when their organisation is being targeted. Well trained staff can become a human firewall for the organisation, further reducing the risk of being hacked.

Given the sensitive nature of SEUPB's work, data stored is highly confidential, therefore it is imperative this information is kept secure.

SEUPB identified a requirement for cybersecurity awareness training to be provided to all staff, to maintain a high standard of vigilance against cyber threats and improve alertness for the evolving threat landscape.

In 2023, SEUPB released a tender request for a specialist service provider to provide cybersecurity awareness training, and targeted phishing campaign services, which was awarded to Oyster IMS.

Oyster IMS in partnership with Phished, delivered a managed cyber awareness Learning Management System (LMS), that delivers time released bite sized training modules, threat support and simulated phishing attacks for a structured learning curriculum.

At a glance

Industry

Government

Location

Northern Ireland, Republic of Ireland

Challenge

Cyber security awareness

Products and services

Managed cybersecurity awareness & testing service

Results

SEUPB with the support of Oyster IMS have a fully managed cyber awareness LMS, that regularly provides staff with appropriate current cyber training material, regular simulated phishing exercises and detailed reporting for management.

“Oyster IMS have successfully delivered what was requested within the tender, supplying SEUPB a highly customisable tool that provides dynamic and stimulating training content, and facilitating phishing simulations to ensure employees become aware and stay alert to potential threats and common approaches of these types of attacks.”

Seamus Kearney
Head of Information Services at SEUPB

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Solution

Working alongside SEUPB's internal IT team, Oyster IMS consultants created a bespoke managed service meeting SEUPB's requirements, goals, challenges and success criteria.

As a full implementation and support partner, Oyster IMS helped SEUPB to understand their existing training landscape and future requirements, ensuring that the platform aligned with expectations and met defined success criteria and metrics, such as an increase in staff reporting of phishing emails to the IT department, for example.

Oyster IMS supported SEUPB's IT department through initial platform configuration, accelerating the onboarding process, ensuring the client could make use of their LMS platform from the earliest possible opportunity, maximising return on investment.

Oyster IMS' consultants worked with SEUPB management and IT teams to configure the simulated phishing content according to client requirements, ensuring the AI simulated phishing testing met company policy.

Following the initial implementation, Oyster IMS's support team provide SEUPB with first line support and acted as the point of contact/escalation for any second line support that required specific input from Phished. As well as delivering regular reports to senior management that provide insights into their employees responses to the training and phishing simulations.

With 20 years of experience in the management and protection of information, Oyster IMS brings industry expert knowledge and support, guiding SEUPB on their journey to become more cyber resilient.

Results

Following the implementation of the Phished platform, SEUPB has a fully customised, cybersecurity awareness platform, an LMS which provides training, simulated phishing tests and threat alerts, managed and maintained by Oyster IMS. The management team receive monthly reports that provide insights to successful simulated phishing attempts, allowing the team to understand where the team is strong and to identify areas of improvement.

The Phished platform is regularly updated with new threats, and the steps employees can take to ensure they are adopting the appropriate behaviours to be alert and secure their work and home applications.