



NISTCSF.COM

IT & Cybersecurity Workforce Training Content Solutions

By

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Three things are certain in today's business world: first, **digital services** are now at the center of all businesses; second, business is a moving target and third businesses are under attack from those trying to steal the critical information companies rely on for daily business operations and revenue generation.

The demand for a proactive, collaborative and balanced approach for managing, securing and improving digital services across stakeholders, supply chains, functions, markets, and geographies has never been greater.

To support this new digital service business model, enterprises must train its IT and Cybersecurity workforce with the best practice knowledge, skills and capabilities to stabilize, optimize, secure and improve an enterprise digital service portfolio.

itSM Solutions NISTCSF.COM IT & Cybersecurity workforce training programs teach an enterprise workforce how to operationalize, maintain and improve IT & Cybersecurity best practice frameworks and methodologies across an enterprise and its supply chain.

IT & Cybersecurity Frameworks & Methodologies

Today, due to the ever-changing threat landscape created by Mobile Computing, Cloud, the Internet of Things (IoT) and a very sophisticated network of threat actors (i.e., the bad guys) enterprises need to operationalize the IT & Cybersecurity frameworks and methodologies to identify, protect, detect, respond and recover from cyber-attacks. Frameworks and Methodologies include:

NIST Cyber Security Framework provides guidance and training's on how enterprises can proactively manage and improve its Cybersecurity risk by operationalizing the controls (Center for Internet Security) and management systems (ISO 27001, NIST 800-53 etc.) outlined in the framework.

NICE Cybersecurity Workforce Framework provides guidance and training's on how enterprises can proactively manage and improve its IT and Cybersecurity workforce by following the guidance outlined in the framework.

RESILIA™ Cyber Resilience Framework provides guidance and training's on how digital enterprises can proactively manage and improve a cyber service portfolio in terms of business resiliency and recovery.

ITIL® Service Management Framework provides guidance and training's on how digital enterprises can proactively manage and improve a cyber service portfolio in terms of agility, development, operations, cost, quality and compliance.

COBIT Governance Framework provides guidance and training's on how digital enterprises can proactively manage and improve a cyber service portfolio in terms of risk policies and controls.

ISO/IEC 20000 Service Management Framework provides guidance and training's for service provider to plan, establish, implement,

operate, monitor, review, maintain and improve a Service Management System (SMS). The requirements include the design, transition, delivery and improvement of services to fulfill agreed service requirements.

Digital Enterprise Readiness Framework provides guidance and training's on how digital enterprises can manage and improve a cyber business in terms of operational sustainability, organizational agility, strategic agility, and operating within a disruptive culture.

Cloud Security Alliance Framework provides guidance on how digital enterprises can adopt the cloud paradigm safely and securely.

DEVSECOPS Framework provides guidance and trainings on how to automate the processes between software development and IT teams, in order that they can build, test, and release secure software faster and more reliably.

FAIR Value at Risk (VaR) Framework provides guidance and trainings on a best practice approach to measure, manage and report on information risk from the business perspective.

Software & Application Testing Methodology provides guidance and training's on how digital enterprises can make software systems and applications safer regardless of their operating environment (web, IoT, Cloud)

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PMI PMBOK Framework & PRINCE 2® Project Management provide guidance and training's on how digital enterprises can improve the success of its cyber service projects by using knowledge and techniques that result in desired business outcomes.

IT & Cybersecurity Workforce Training Content Catalog

itSM Solutions NISTCSF.COM **online self-paced video, blended learning and classroom training programs** teach an enterprise workforce how to operationalize, maintain and improve IT & Cybersecurity frameworks and methodologies across an enterprise and its supply chain. Training programs include:

NIST/NICE Service & Project Management Training				NIST/NICE IT & Programming Training			NIST/NICE Business Skills Training	
IT Service Management	IT Project Management	Cybersecurity Management	IT Cloud Management	Software Programming	IT Networking	Information Security	Microsoft Office Skills	General Business Skills
27 Courses	17 Courses	15 Courses	11 Courses	24 Courses	45 Courses	30 Courses	68 Courses	31 Courses
ITIL V3 ITIL V4 RESILIA COBIT ISO20000 DEVOPS DIGITAL READINESS AGILEshift SAFe	PMI PRINCE2 AGILE SCRUM	NIST CSF NIST 800-171 COBIT ISO27001 FAIR VaR DEVSECOPS	AZURE AWS COMPTIA SHAREPOINT SQL SERVER CLOUD SECURITY	C+ C++ JAVA PYTHON RUBY ANGULAR 5 ASP.NET HADOOP PERL SQL 2014 RESTFUL SELENIUM BOOT STRAP SECURE CODING	Microsoft Cisco COMPTIA VMware	ISC2 ISACA COMPTIA MILE2 IoT	O365 END USER O365 ADMIN O365 SHAREPOINT O365 WEB APPS WORD EXCEL POWERPOINT OUTLOOK ACCESS PROJECT LYNX DATA ANALYSIS	HR LEGAL ACCOUNTING CYBERSECURITY SOCIAL MEDIA COMMUNICATIONS COMPUTERS INTERNET SHAREPOINT PROJECT MGMT.

Note: Items in **RED** are in the planning or development stage

NISTCSF.COM UMass Lowell NIST Cybersecurity Framework NCSF-CFM certification training programs were recently featured in the [National CyberWatch Center 2018 Innovations in Cybersecurity Education magazine](#).

NISTCSF.COM – IT & Cybersecurity Workforce Training Consortium

itSM Solutions NISTCSF.COM is a global consortium of academic, government and industry thought leaders working together to create IT & Cybersecurity training programs that teach organizations “how to” operationalize, maintain and improve the IT & Cybersecurity frameworks and methodologies created by the National Institute of Standards & Technologies (NIST) and other internationally recognized institutes and standards organizations.

The consortium’s goal is to provide academia and enterprises with an affordable and scalable way to train, skill and certify today’s IT and Cybersecurity workforce.

IT & Cybersecurity Enterprise Training & Mentoring Program

Listed below is itSM Solutions NISTCSF.COM five-phase approach to teaching the knowledge, skills and abilities to operationalize IT & Cybersecurity best practice programs across an enterprise and its supply chain.

Phase 1 – Executive Team Training

Organization Role	Objective	Training Programs
CEO, CFO, CIO, CISO CRO, CCO, PMO Director, SMO Director, Governance Director	To help the executive team understand the benefits associated with operationalizing a IT & Cybersecurity program	Executive Overview Executive Simulations Digital Readiness Training

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IT & Cybersecurity executive training and simulation services are designed to help the executive team to:

- **Understand** the benefits of adopting an IT & Cybersecurity best practice program
- **Understand** the value of Organization Digital Readiness
- **Secure** funding for the IT & Cybersecurity program
- **Select** a leadership team to drive and continually improve the IT & Cybersecurity program

Phase 2 – Program Leadership Team Training

Organization Role	Objective	Training Programs
Practice Owners, Service Owners, Change Mgrs. Operation Mgrs. CSI Mgrs. Business Analysts	To help the leadership team acquire the knowledge and skills to develop an actionable IT & Cybersecurity plan	Assessment Training NCSF Assessment Training Digital Readiness Training Planning to Change Workshop Internet of Things Training ITIL® Training RESILIA Training Prince 2 Training NIST Cybersecurity Training Simulations

IT & Cybersecurity leadership training and simulation services are designed to help the leadership team acquire a systemic structure for thinking and planning and the skills to:

- **Become** thought leaders for the IT & Cybersecurity program
- **Understand** the value of Digital Readiness
- **Perform the Assessment** to identify and document IT & Cybersecurity Gaps
- **Organize and Condition** the enterprise for IT & Cybersecurity

Phase 3 – Enterprise Awareness & Readiness Training

Organization Role	Objective	Training Program
All IT staff, senior leadership, stakeholders and supply chain partners	To help condition the enterprise for IT & Cybersecurity change through a series of online awareness and simulation trainings	Awareness Simulations Digital Readiness Training

IT & Cybersecurity enterprise training and simulation services enable the enterprise business stakeholders and supply chain partners to:

- **Understand** the IT & Cybersecurity program and its value to the organization in terms of improving the quality, risk and security of an enterprise digital service portfolio
- **Understand** the value of Digital Readiness

Phase 4 – Practitioner Training

Organization Role	Objective	Training Programs
1st Line Mgrs. Practice & Service Owners Architects & Strategists Operation & System, Analysts Business & Quality Analysts Program & Project Managers Operation & Change Mgrs. Service Level & CSI Mgrs. Tool Administrators	To provide the IT & Cybersecurity practitioners the knowledge and skills to plan, design, implement, operate and improve a IT & Cybersecurity program.	NIST Cybersecurity Framework Training NIST Cybersecurity Employee Training NICE Cybersecurity Workforce Trainings Internet of Things Training ITIL Trainings RESILIA Trainings Prince 2 Trainings ISO 27001 Training Cobit Training Simulation Trainings

IT & Cybersecurity information technology training and simulation services will enable the IT and Cybersecurity organizations to acquire the knowledge, skills and abilities to:

- **Plan, Design, Implement, Operate and Improve** an IT & Cybersecurity program

Phase 5 – HR Policy & Procedure Training

Organization Role	Objective	Activities
HR Manager	To establish HR policies and procedures for training new employees and a career pathway for existing employees practicing IT & Cybersecurity	Setup both eLearning and role-based Blended Learning IT & Cybersecurity best practice training solutions for new and existing employees

IT & Cybersecurity HR trainings help HR departments to:

- **Establish** policies and procedures for training new employees
- **Identify** career pathways for existing IT & Cybersecurity practitioners.

Summary

Three things are certain: first, digital services are now at the center of most businesses; second, business is a moving target, third organizations are under attack from those trying to steal the information companies rely on for daily business operations and revenue.

The itSM Solutions NISTCSF.COM training programs enables enterprises of any size to operationalize the IT & Cybersecurity best practice programs that will enable it to identify, protect, detect, respond and recover from cyber-attacks.

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About itSM Solutions LLC

itSM Solutions LLC is an accredited content publishing company specializing in the creation of assessment, certification and skills training content for Information Technology (IT) and NIST Cybersecurity professionals. itSM's training solutions have been adopted by the who's who of industry including HPE, Microsoft, Disney, Cisco, IRS, Navy, Lowes, Staples, Genzyme, Boeing, Intel, Molina Healthcare and many others.

itSM Solutions is also the founder of NISTCSF.COM a global consortium of academic, government and industry thought leaders working together to create Cybersecurity training programs that help organizations operationalize, maintain and improve the frameworks and methods created by the National Institute of Standards & Technologies (NIST), the National Institute of Cybersecurity Education (NICE) and other internationally recognized institutes and standards organizations. The consortium's goal is to provide academia and enterprises with an affordable and scalable way to train, skill and certify today's Cybersecurity workforce.

About the Authors

David Nichols is the President and CEO of itSM Solutions LLC, an ITSM consulting and training company. He has over 40 years experience in Information Technology. As an early adopter of the IT Service Management processes as described in the IT Infrastructure Library (ITIL), he has utilized his hardware and software engineering background as a foundation for implementing sweeping changes in how IT Services are delivered at several fortune 100 companies in the US. Working closely with the executive management teams, David has helped the strategic goals of the IT organization with those of the company and develop a more effective IT Strategy. Strategies that are customer focused, process-oriented and cost/performance optimized, and help business and IT organization establish the value of IT Services. David holds ITSM Service Manager certification.

Rick Lemieux is a managing partner and the Vice President of Business Development. He is responsible for overseeing the company's Sales, Marketing & Business Development programs. Rick has been involved in selling IT solutions for the past 30 years. Prior to itSM, Rick, an early proponent of ITSM and ITIL, led the Sales and Business Development teams at software companies focused on automating the best practices guidance outlined in ITIL. Rick holds a Foundation Certificate in IT Service Management and was recently identified as one of the top 5 IT Entrepreneurs in the State of Rhode Island by the TECH 10 awards.