

# The human factor as a security asset

Security training courses for Verkehrsbetriebe Zürichsee und Oberland AG



Reference project



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**“In T-Systems, we found a partner that sensitized our employees to the security aspects of New Work.”**

Dominik Trachsel, Head of ICT, Verkehrsbetriebe Zürichsee und Oberland AG

Every day, more than 60,000 passengers trust the transportation services of Verkehrsbetriebe Zürichsee und Oberland AG (VZO), the Zürichsee and Oberland transportation service company. With over 300 employees, the company ensures that commuters, school children, and occasional passengers within 250 km<sup>2</sup> of the Zürcher Oberland and the right bank of Lake Zurich reach their destinations reliably and on time. VZO provides optimized transportation services to the population of the Zurich economic region – while helping to protect the environment. The quality of its services is confirmed by measurements by ZVV, the Zurich Transport Association, which acts as the contracting entity for VZO.

The transportation company operates an ultramodern fleet of more than 100 buses and invests heavily in its employees. It was recognized with the Swiss Arbeitgeber Award in 2021, Switzerland's most significant prize for employer attractiveness. Regular training courses for staff and occupational health support are among the many services that VZO offers its employees.

The Covid-19 pandemic also saw a shift in work environments within VZO – there was a significant reduction in passenger numbers as employees were increasingly working from home.

It is also important for employees to have a forward-thinking attitude toward cyber security, as the new situation posed new risks to the business. A successful cyber attack could have a detrimental impact on the company's entire operations.

## At a glance

- New work environments demanded increased awareness among employees of cyberattacks
- Inclusion of employees as contributors to corporate security
- Search for a suitable training partner and program
- Lucy Security Awareness Training from Telekom Security
- Attractive training package consisting of online surveys, training courses, and realistic exercises
- Targeted evaluation and further development of employees
- Fast rollout through a standardized, adaptable training platform
- Increase in the level of security

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# The reference in detail

## The challenge

The global Covid-19 pandemic caused dramatic upheavals, particularly for local public transportation. The passenger numbers declined significantly, while many office staff began working from home and had to have access to services there. However, access to the internal network from private locations is not as secure as access from “official” office workstations.

As studies have shown, cybercriminals tried to exploit this new situation to their benefit and launched a variety of attack waves on companies.

There is no single technological solution that eliminates all security risks. Verkehrsbetriebe Zürichsee und Oberland AG wanted to ensure that they were not only investing in technology, but also creating a security-conscious workplace culture. They responded to the new situation with a campaign for greater IT security. The employees had to be sensitized to security aspects, so they could do their part to ensure the company’s security.

## The solution

With Lucy Security Awareness training, Deutsche Telekom Security had the right standardized solution that could be rolled out to employees quickly. The security awareness platform enables companies to slip into the role of an attacker to identify and eliminate vulnerabilities in both the technical infrastructure and the human factor.

In the first step, the employees took an online training course, which runs in a secure learning environment. It is as realistic as possible – for example, using a spoofed email to test the employees’ responses in handling an attempted phishing attack. “Real” experiences like this give employees an idea of what actual attacks “feel like”.

The package designed by Telekom Security contained a variety of training measures, such as an online survey and exercises. Employee training courses were held to minimize human error and identify potential threats.

The training concept allows the results to be evaluated afterwards and gives those responsible an insight into the level of awareness among employees – as well as indications of which security skills require further development. Using an integrated learning management system, the employees could manage the learning content and track their progress in real-time.

## Customer benefit

After undergoing training, the employees have now been sensitized to the dangers of the internet. The level of security within the company has increased significantly. The key to promoting awareness lies in empowering employees to realize that they are an important part of the security concept at Verkehrsbetriebe Zürichsee und Oberland AG.

Telekom Security’s approach aims at transforming employees from a vulnerability in organizational security to an asset, enabling them to identify potential incidents and notify the right people early on, thus becoming an active part of cyber defense.

Gamification elements ensure that the training courses are attractive and well-received.

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