



Managing your Information Security Programs and Personnel – A case Study on how the DoD is Accomplishing this Task

Presented by:
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Voucher Program for Training & Certification



Presentation Topics

- ✓ Organizational Challenges in Managing IA Programs
- ✓ Challenges Faced by the DoD
- ✓ The Answer to the Challenge
- ✓ What is The Personnel Certification Support System?
- ✓ Who is Using PCSS?
- ✓ PCSS Demonstration



Organizational Challenges in Managing IA Programs

Every organization wrestles with how to manage its information assurance programs and personnel. The two most challenging aspects of program and personnel management are:

- 1) Establishing, enforcing, and updating program business rules
- 2) Registering, training, tracking, and re-certifying personnel in an increasingly mobile, global-workforce.



Challenges Faced by the DoD

Directive 8570.01 established policies and responsibilities for DoD IA training, certification, and workforce management. One of the key doctrines of the directive – All IA personnel shall be identified, tracked, and managed.

After writing and publishing DoD 8570.01-M, the challenge for the Defense Information Assurance Program (DIAP) was how to identify, track, and manage the IA Workforce Improvement program.



Challenges Faced by the DoD Continued – Customizing a COTS application Across DoD Agencies

Boils down to five key pieces:

1. Adhering to the DoD's security and architectural policies
2. Customizing the functionality to be of value to one agency without affecting the application features of another organization
3. Migrating data from legacy systems into the PCSS database without disrupting day-to-day DoD data entry operations



Challenges Faced by the DoD Continued – Customizing a COTS application Across DoD Agencies

4. Creating a user experience that takes into consideration environmental technology limitations.
5. Developing application workflows to support unique organizational administrative processes. The PCSS must accommodate each agencies' unique training and certification workflow.



The Answer to the Challenge

- Go to the expert in training and certification
 - DANTES
 - ✓ Purchased the PCSS software and created the DoD-PCSS
 - ✓ Software hosting and support
 - ✓ Made it available to almost any DoD agency (For FREE)



The Answer to the Challenge - Continued

It took a government / commercial collaboration to work through this conundrum.

After the challenges were identified we collaborated with various DoD teams to work through the issues:

- U.S. Navy Credentials Program Office
- DANTES
- Naval Sea Systems Command (NAVSEA).



How Can I Benefit from the DANTES Program?

- Avoid costly software and hosting
- The processes and procedures are already in place
- You can customize your program your way
- You can take advantage of economies of scale



The Answer to the Challenge

- Use technology to accomplish the objective
 - The Personnel Certification Support System (PCSS 2.0[©])



What is The Personnel Certification Support System?

The Personnel Certification Support System (PCSS 2.0[©]) is a COTS web-enabled application that allows an organization to put its training, testing, certification, licensing, and applicant tracking processes online for 24x7x365 access and operations.

PCSS 2.0[©] is a Certified & Accredited, Section 508, FISMA, and DIACAP compliant online tool.



What is The Personnel Certification Support System? Continued

PCSS 2.0

- ✓ Tracks applicants
- ✓ Tracks training and exam vouchers
- ✓ Tracks training and testing materials

With a customizable:

- ✓ Web interface
- ✓ Workflow
- ✓ Approval process
- ✓ Knowledgebase
- ✓ Reports



Who Is Using PCSS?

- More than 30 DoD agencies
 - Case Study – The Department of the Navy

PCSS Demonstration





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DANTES Microsoft Pilot



Welcome to the Personnel Certification Support System



Service members

[Enter Here](#)



Civilian personnel

[Enter Here](#)

Purpose of the Personnel Certification Support System (PCSS)

The PCSS is a pilot project that will ultimately become the one-stop location for DoD workforce certification. Through the PCSS you can create an online account to manage your certification requirements, obtain certification vouchers and much more.

Information Assurance Managers (IAMs) and DoD leadership can manage its workforce improvement program, get management reports and more.

The Defense-Wide Information Assurance Program (DIAP)

Vision: Information Superiority for the DoD, achieved through a balanced integration of highly skilled personnel, operational policy and capability, and leading-edge technology.

Goal: Ensure DoD's vital information resources and Net-Centric Operations are secure and protected through Information Assurance enablement of the GIG.

Mission: To ensure the DoD's vital information resources are secured and protected by unifying/integrating IA activities to achieve secure Net-Centric GIG operations enablement and information superiority by applying a Defense in Depth methodology which integrates the capabilities of people, operations, and technology to establish a multi-layer, multi-



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Returning User Login

Email address:

Password: [Forgot your Password?](#)

[LOGIN](#)

New User Registration

Don't have an account on the Personnel Certification Support System?

You can get registered now! It only takes about five (5) minutes to complete your registration.

[BEGIN REGISTRATION PROCESS](#)

IAM Registration

If you would like to be listed as an IAM for your component, you can self-register here. Your account will be activated once it is approved by your component's OPR POC.

[BEGIN REGISTRATION PROCESS](#)



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Options **Export**

With checked users: [- Actions -](#)

<input type="checkbox"/>	Name	IA Level	Command & Unit	Contact	Component
<input type="checkbox"/>	Migdal, Joel	IAH III	DENTAC Rhoads DC LPO	Send Email 703-342-2109 x 254	AF15
<input type="checkbox"/>	Padovano, Cynthia	IAH 1	SEPO-3 LPO	Send Email 703-098-3473 x 524	AF15
<input type="checkbox"/>	Tillery, Brenda	IAH 1	DPOS VB-X LPO	Send Email 703-562-0973 x 357	AF15
<input type="checkbox"/>	TIMBERLAKE, DIANE		Zeus	Send Email 703-239-9523 x 680	AF15

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- My Profile
- My IAM
- Change Password

Position Info
Contact Info
IAM Info
Confirm

Position Information

Position Information

Service Affiliation:

Component:

Command:

Work Unit:

Grade:

IA Level:

Personal Information

	First	MI	Last	Suffix
Name:	<input type="text" value="Greg"/>	<input type="text" value=""/>	<input type="text" value="Goj"/>	<input type="text" value=""/>
Title:	<input type="text"/>			
Email:	<input type="text" value="gpcj@washington.gov"/>			(.MIL or .GOV Only)
Confirm Email:	<input type="text" value="gpcj@washington.gov"/>			
Commercial Phone:	<input type="text" value="703-844-9034"/>	<input type="text" value="x"/>	<input type="text" value="332"/>	
DSN Number:	<input type="text"/>	<input type="text" value="x"/>	<input type="text"/>	
Date of Birth:	MM	DD	YYYY	
	<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1999"/>	





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Certifications required for an IAM III

CISSP - Learn about this Certification

Exam	Results
Certified Information Systems Security Professional Exam	N/A
Actions <ul style="list-style-type: none"> Request a voucher to take this exam with ISC2 Request a voucher to take this exam with Pearson VUE 	

CISM - Learn about this Certification

Exam	Results
Certified Information Security Manager	N/A
Actions <ul style="list-style-type: none"> Request a voucher to take this exam with ISACA 	

GSLC - Learn about this Certification

Exam	Results
GIAC Security Leadership Certificate	N/A
Actions <ul style="list-style-type: none"> Request a voucher to take this exam with SANS Institute 	



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Terms and Conditions

By selecting I agree you affirm:

- I have taken a practice exam and received a score of 80% or higher.
- OR -
My exam does not offer a practice test
- I agree to allow the exam Certification Provider and Testing Center to release my certification exam pass/fail results and/or certification status to the Department of Defense. I understand that my actual test scores will not be released.

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Voucher Request Sent

Your voucher request has been sent to your IAM for approval. You will receive an email notification once your request has been approved or disapproved.

CONTINUE



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Options Export

With checked users:

- Actions -

IAM Groups

	Name	IA Level	Command & Unit	Contact	Component
Component: AFIS (36)					
IAM: [NONE] (7)					
IAM: MIGNON, EDMOND (10)					
<input type="checkbox"/>	BODNE, LAURA	IAT I	ESO L9	Send Email 333-333-3333	AFIS
<input type="checkbox"/>	BOENIG, HALVARD	IAT I	DENTAC Warsaw	Send Email 213-123-2132	AFIS
<input type="checkbox"/>	Greg Goji	IAT I	Bravo Company	Send Email	AFIS
<input type="checkbox"/>				x 332	AFIS
<input type="checkbox"/>				x 254	AFIS
<input type="checkbox"/>				x 375	AFIS
<input type="checkbox"/>				x 524	AFIS
<input type="checkbox"/>				x 790	AFIS
<input type="checkbox"/>				x 357	AFIS
<input type="checkbox"/>				x 680	AFIS
IAM: Mihal, Melissa (1)					
IAM: Mihata, Kevin (2)					
IAM: Padovano, Cynthia (1)					
IAM: Pagon, Roberta (4)					
IAM: Paladin, Angelisa (1)					
IAM: Palanca-Wessels, M. (1)					

Greg Goji

- User Info
- Certifications**
- User History

Name: Greg Goji
 IA Level: IAT I
 Component: AFIS
 Command: Bravo Company
 Work Unit: USASOC
 Service Affiliation: Military
 Grade: O-1
 Email: ggoji@washington.gov
 Commercial Phone: 703-844-9034 x 332
 DSN Number:
 IAM: EDMOND MIGNON





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- Personnel
 - Add a new IAM
- Voucher Requests
 - IAMs Pending Approval
 - Active IAMs
 - Applicants
 - Applicants by IAM Group

Required for an IAM III

CISSP - Learn about this Certification

Exam	Results
Certified Information Systems Security Professional Exam	N/A
Actions	
<ul style="list-style-type: none"> Request a voucher to take this exam with ISC2 Request a voucher to take this exam with Pearson VUE 	

CISM - Learn about this Certification

Exam	Results
Certified Information Security Manager	Pending
Actions	
<ul style="list-style-type: none"> Give Voucher Back to the DoD 	

GSLC - Learn about this Certification

Exam	Results
GIAC Security Leadership Certificate	N/A
Actions	
<ul style="list-style-type: none"> Request a voucher to take this exam with SANS Institute 	

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Approval Processes

You can use this page to specify the approval processes used by your component ...etc..

Default Component Process

Unless otherwise indicated below, voucher requests for your component will use the following approval process. Note: changes made here will not affect voucher requests that are currently in progress.

Component:

Workflow:

Voucher Request Process - Two Tier Approval By IAM/POC

1. Initiate Voucher Request
2. IAM Review
3. POC Review
4. Scheduling
5. Testing
6. Process Complete

Save Changes

Certification Exceptions for AFIS

If you wish, you can override the default process for individual certifications.

A+	Workflow: -Use Component Default- Edit
CompTIA A+ Essentials Exam	
CompTIA IT Technician Exam	
CompTIA Remote Support Technician Exam	
CompTIA Depot Technician Exam	



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Vouchers - Component Summary (AFIS)

Certification	View		Options		Export		Allocated	Pending Approval	Used	Grand Total
	St	A	XLS	PDF	Rich Text Format					
A +	2	29						3	2	36
A+ Recertification								1		1
CISA	1	4						1		6
CISM		4						1	1	6
CISSP		87								87
GISP		1								1
GSE		1								1
GSEC		3							1	4
Network+	4	66							1	71
SCP		4						1		5
Security+		71					1		2	74
SSCP		6							1	7
Grand Total	7	276					1	7	8	299



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Search Browse

Product: Enter a word or phrase to search:

Area: Search criteria: Sort by:

All Products All Areas All Words Updated

105 Answers Found. << 1-10 of 105 >>

ID	Subject	Product	Updated
150	CISA Vouchers and the US Air Force	DANTES - IA	4/2/2008 8:28:22 AM
149	Requesting vouchers for someone else	DANTES - IA	3/28/2008 3:49:08 PM
148	The process for an OPR POC to have both IAM and OPR POC privileges	DANTES - IA	3/28/2008 3:43:14 PM
147	Voucher expiration and Registration (CompTia)	DANTES - IA	3/20/2008 1:13:12 PM
146	Authorized Email address extension	DANTES - IA	3/13/2008 10:45:21 AM
16	IA Test voucher expiration	DANTES - IA	3/11/2008 11:57:23 AM
25	Change or postpone IA test	DANTES - IA	3/11/2008 11:56:23 AM
27	Lost IA voucher number	DANTES - IA	3/11/2008 11:54:22 AM
8	Cost of (IA) Exam Voucher	DANTES - IA	3/11/2008 11:53:33 AM
35	Repay DANTES for test failure	DANTES - IA	3/11/2008 11:52:57 AM

Welcome to the JASZ Technology electronic support (E-Support) website

Please use this web-based system to communicate with us. It helps us provide you with faster service and it allows you to keep an archive of all communication between you and our support team.

When a support request is submitted on the web site, an email is instantly sent to the appropriate consultant. The consultant then responds to the request via the website, and an email message is automatically sent to you, notifying you that your request has been updated.

As the discussion with the consultant progresses, each entry is logged, providing a history of steps





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Need a Guided Online Demonstration?

Want to take advantage of this program?

Curious about starting your own program?

Contact: Carol@jasztech.com

800.354.3079 x. 804



END OF PRESENTATION

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