



## Case Study

Reputable nationwide financial institution furthers its IT security practices through Enterprise Application Security Fundamentals and Security+ Certification courses

**Client:**

One of the Nation's Largest Commercial Banks

**Industry:**

Financial Services

**Service Offering:**

**Component Services**

- Education Services
- Instructor-Led Training



**The Situation:** One of the nation's largest commercial banks was looking to further the training of its security team in a number of networking and security-related areas. Together with its parent company, the client is one of the largest commercial banks in the United States and operates more than 2,500 banking offices and 4,800 ATMs. With \$228 billion in assets, the group offers consumers, businesses, and institutions a comprehensive line of banking, brokerage, insurance, investment, mortgage, trust, and payment services.

**The Challenge:** The client wanted its security team to update its networking skills, as well as learn security techniques for J2EE™ and .NET-based applications. In addition to providing valuable work experience, the client believed that the investment in training would help to aid in employee retention by demonstrating a clear commitment to employee growth and career advancement using continuing education as a catalyst. The client's security team of 24 application developers and network administrators would be split into two groups, depending on the area of specialty, to participate in the training sessions. Additional training funds had become available, and the client sought an experienced partner to provide the training courses.

**The Response:** Much like TEKsystems®, a premier provider of technology staffing and services, the client prides itself on providing customer service that is superior in its industry by putting accountability into the hands of its employees. So when a training opportunity presented itself, TEKsystems Education Services was high on the list of possible vendors. After meeting with the client to discuss its training goals and to evaluate specific training needs, TEKsystems proposed a Security+™ course, which would allow the participants to become certified, and also recommended a custom Enterprise Application Security Fundamentals course. TEKsystems' flexible training services were fully customized to meet the client's requirements and timeframe. Over the course of two weeks – one week in July 2007 and the other in September 2007 – TEKsystems Education Services delivered an Enterprise Application Security Fundamentals class and a Security+ Certification class with 12 employees in attendance per class. During the Security Fundamentals course, the client decided that .NET information would also be useful, so the original schedule was condensed to allow for the additional .NET material.



**The Result:** The client had been working with TEKsystems for staffing services since 1998 and felt that TEKsystems possessed a thorough understanding of its business environment and culture. The client was especially pleased with the high quality of TEKsystems' instructors and ability to customize the training course. The training information that was provided significantly improved the security team's level of knowledge, and demonstrated to the team that the client's belief in customer service also extended to its internal employees. Retention of highly-trained IT security employees is critical for the client, and TEKsystems' Education Services have helped improve the client's retention rates. The customized training courses were delivered on time and on budget.

**The Technology:** The Enterprise Application Security Fundamentals course was taught using WebSphere®-based J2EE applications. Other course objectives for the Security Fundamentals session included the ability to: authenticate users with JAAS (Java Authentication and Authorization Service); enable global security and configure an authentication mechanism; programmatically capture and track user principal information via login sessions; develop and secure web services using IBM® Rational® Application Developer (RAD); and use the JSSE to make secure (SSL) network connections in Java™. It also included .NET information. Course objectives for the Security+ Certification course included the ability to: identify security threats; harden internal systems and services; harden internetwork devices and services; secure network communications; manage a PKI; manage certificates; enforce an organizational security policy; and monitor the security infrastructure.