CASE STUDY

CLOSING THE SKILLS GAP OF CYBER DEFENDERS

CYBER TRAINING

There is a critical shortage of cyber defenders around the world, especially in the Middle East. Seeing this need, Raytheon initiated development of a cutting-edge cyber education program for a key Middle Eastern nation. Raytheon Professional Services was instrumental in the design, development, launch and ongoing operations of this program, created to bridge the worldwide gap of cyber defenders and protect against critical threats.
SITUATION
The need for cyber defenders is growing worldwide. Qatar needed help to start a cyber academy to train Qatars who are preparing for their duties in national service. Qatar officials want to eventually open the academy’s services to the public so that Qatars in all industries would better understand how to protect their crucial data infrastructure and networks from cyber threats.

CHALLENGE
This specific situation presented multiple challenges: the training was to be delivered on site in Qatar, it had to be innovative to keep learners engaged and the student selection process had to be efficient, precise and thorough. Qatar aimed to reach out to recent high school graduates and students considering career changes and, once interested in cyber, develop them to proficiency in both skills and knowledge to become cyber defenders.

SOLUTION
Raytheon built Qatar’s first cyber academy. The academy is built around specific needs and challenges. Raytheon provides expert instructors, software licenses and course curriculum and partners with local universities and organizations that provide the infrastructure, hardware and facilities for students. We are helping to build a fully functional cyber workforce across multiple disciplines and skill sets.

A screening process was required for all students before they are admitted, and we provided the customer with criteria to help them downselect to candidates who showed the greatest aptitude for cybersecurity understanding and success.

The Academy combines the best of focused real-world, in-person instruction with accessible hands-on cloud-based learning labs and resources. The curriculum is divided into three distinct packages of increasing technical complexity to best serve a broad range of students and disciplines: foundational, operational and leadership development.

Foundational training, for entry and intermediate-level analysts, builds proficiency for general cyber operators. Operational training, for role-based practitioners in malware and forensics analysis, Security Operations Center analysts and penetration testers, provides deeper knowledge and training. Leadership development training, for executive-level officials, raises awareness of cyber threats and how they impact the mission.

In addition to formal training programs, Cyber Academy workshops bring the best of Raytheon’s cyber expertise to partners in a hands-on, comprehensive setting, including a highly requested Train-the-Trainer program in which RPS instructors train customer instructors on how to teach the cyber curriculum.
RPS launched the academy in Qatar with foundational courses to keep students engaged and inspire them to continue on with more advanced courses. Thanks to strong communication and focus on the details, the program was up and running in just weeks. The customer was impressed with the Academy’s success and received endorsement from the Emir to continue to invest in the cyber academy.

**RESULTS**

- SOC Analysts Improved Hostile Cyber Incident Identification by 80%
- Increased Student Engagement
- Exceeded Customer Expectations
CYBER TRAINING

ABOUT RPS

Raytheon Professional Services is a learning solutions provider. RPS brings a consultative approach to working with clients across a wide range of industries and global markets. We meet clients’ critical objectives by designing training solutions that improve workforce performance and deliver measurable business results. Our award-winning solutions include learning strategy design, content development and delivery, LMS services, adaptive learning, microlearning, content curation and curriculum design, and performance consulting services. Leveraging decades of training expertise and the latest technologies, RPS delivers tailored learning solutions in more than 146 countries and 34 languages.

HIGHLIGHTS

- Strong Initial Passing Rate
- Passing Rate Up After Screening Criteria
- Students Actively Engaged
- Customer Satisfaction High

Contact us at info-rps@raytheon.com to learn what RPS can do for you.

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