



prop-wash (prăp'-wôsh) *n.* the surge or eddy of water from a propeller. Never an end in itself, prop-wash is essential for ships and airplanes to move and do their work for the American people. PTC provides "prop wash" in many forms - all of which help human performers do their job.

Information System Security Brief

Background:

Throughout the Coast Guard, system administrators have used various PowerPoint presentations and paper-based briefs to meet Information System Security (ISS) annual requirements. Typically, each responsible office generated and maintained its own brief. These briefs were usually paper-based documents (often 8 pages in length) that had to be read and initialed by each user and then filed and maintained by the ESD or local Information Resource Management (IRM) branch.

Problem Statement:

Training Center Yorktown's IRM Branch requested assistance from the Performance Technology Center (PTC) staff in updating their ISS PowerPoint presentation. This request provided an ideal opportunity to apply a Human Performance Technology (HPT) look at this requirement.

Analysis:

As a start, PTC looked throughout the CG for similar briefs. It discovered there were various presentations being developed, many requiring facilitation. Based on this finding, PTC coordinated an initial meeting with the ISS Officer at Coast Guard Headquarters (G-CIM) to see if they desired one standard ISS briefing for all of the Coast Guard members accessing the Coast Guard's network. G-CIM indicated they had needed a standard brief for years and agreed to fund a project to develop an enterprise-wide solution. Initially, PTC considered purchasing a commercial-off-the-shelf (COTS) product. However, research into COTS software indicated it was expensive and could not be tailored to the Coast Guard or its network. The most inexpensive COTS product cost \$5 dollars per user; based on a need to brief approximately 38,000 personnel, the total recurring cost of purchasing COTS software was a whopping \$190K. Faced with that cost, the PTC thought the best solution would be to create a Coast Guard e-learning ISS product, and set up an alignment meeting to discuss this plan of attack. Next, PTC coordinated a meeting of subject matter experts (SME's) from field offices throughout the Coast Guard to obtain input, provide best practices, and indicate possible barriers to project success.

Solution:

Solution objectives were to create one standard ISS e-briefing for all CG personnel and improve the quality and consistency of various “home-grown” products. To meet those objectives, the PTC created a brief that can be viewed anywhere, anytime, without facilitation. The product contains standardized information in a scenario-based format that puts information in context and provides examples and non-examples for users. It can be tailored to meet each unit’s internal needs, including the ability to change the location of where a one-page AIS agreement/sign-off sheet is sent for tracking and documentation purposes. It has dual-purpose delivery capability (i.e., can be run web-based on a local Intranet or via CD-ROM if resources are not available to accommodate web-based delivery). It includes scenarios and audio, self-checks and a final assessment for users to check their understanding of Coast Guard policy regarding use of equipment and software. If users do not pass with a minimum 70% score, the brief sends them back to the beginning and asks them to review the information. Additionally, users cannot access their AIS agreements/sign-off forms unless they have successfully passed the final assessment. The brief runs on software already part of the standard image and will be easy to update in the future. The plan is to update ISS scenarios to provide a new course with very little effort or cost.

Return on Investment:

The cost of developing the ISS Brief was \$10K, primarily for travel costs incurred in bringing SME’s to Yorktown.

The actual return on investment for this effort is standardized, self-paced, always available ISS briefs throughout the CG. Additionally, PTC is considering a future enhancement that would allow users to test out of the brief if they are capable of passing the final assessment without reviewing the information. The advantage to that feature is resource hours saved. Assuming the average current briefing takes 30 minutes, if 50% of the 38,000 members taking the e-brief are capable of passing the final assessment in 5 minutes, the Coast Guard could save approximately 8,000 man-hours yearly! Additionally, should the Coast Guard obtain an enterprise Learning Management System, even more resource hours could be saved through automating current documenting and tracking practices since the LMS would do away with the need to track and maintain paper AIS agreements.

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