How Iluka Resources Created a Security-Aware Culture

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DANIEL BENPORATH, ILUKA RESOURCES

Company Profile
Australia-based Iluka Resources is a leading international mineral sands resource company. With 850 direct employees and a similar number of contractors, Iluka is the world’s largest producer of the mineral zircon. The major part of Iluka’s production base is in Australia, with their corporate offices located in Perth, Western Australia. Iluka also has regional and marketing offices, as well as warehouse distribution points, in a range of locations.

Business Situation
As leaders of a global company, Iluka management know full well the importance of sound information security, or cybersecurity, practices. Even the world’s largest companies aren’t safe from cyberattacks, which is why Iluka has various technical safeguards in place to protect vital company information.

However, relying strictly on software-based security measures does not account for the human element in cybersecurity. That’s why Daniel Benporath, an information security architect for Iluka, decided to develop and implement a security awareness program that would equip Iluka’s employees with the knowledge they need to make sound security decisions.

“I created a security roadmap, and one of the key areas we wanted to focus on was our people,” Benporath said. The goal: a risk-aware corporate culture: “It’s about reducing our risk,” Benporath said. “Information security now is through the people. We wanted to make them a preventive measure for us.”

Topics
- Phishing
- Mobile security
- Safe social networking

Goals
- Safeguarding the human side of Iluka’s cybersecurity efforts
- Reducing risk
- Educating on multiple security topics

Results
- 6 total courses
- 800 employees trained
- 600 hours of training provided
- Praise from employees for interactive training elements
- Increased reporting of phishing and spam
The Training and Education Challenge
Iluka had posters here and there promoting good security practices but did not have a dedicated awareness program designed to reach all employees across the globe. Benporath identified three key topics he wanted to cover as part of the awareness training:

Phishing
“Phishing is definitely one of Iluka’s biggest risks,” according to Benporath.

Mobile Security
“Mobile security is particularly relevant for Iluka, because we have a large travelling fleet. At any given time, a large number of our employees can be anywhere in the world,” Benporath said.

Social Networking
“On social media, anyone saying anything could have a big impact on our share market price, or give information away about [mining] exploration options,” Benporath says.

Benporath also wanted an awareness course on security basics, as his goal was to equip Iluka employees with security knowledge beyond the office walls.

“We wanted…[a] culture of information security across the organization, making people aware of information security, and why it’s important.”

Daniel Benporath, Iluka Resources

Collaborating with MediaPro
With his security awareness “must-haves” list in mind, Benporath began researching e-Learning firms. He chose MediaPro, narrowed down from a handful of top contenders pulled from the 2014 Gartner Magic Quadrant for Security Awareness Computer-Based Training Vendors.

“The depth of [MediaPro’s] content was one of the key things” that helped MediaPro stand out from competitors, Benporath said.

Benporath worked with MediaPro to select just the learning content he wanted to focus on using MediaPro’s flexible Adaptive Architecture. MediaPro ultimately developed six courses for Iluka; three in U.S. English and three in Australian English:
- Social Media and Mobile Computing Best Practices
- Preventing Phishing
- Security Awareness Basics

Results
Five months after the training was rolled out to all Iluka employees, Benporath said the reaction was extremely positive. The interactive nature of the training, especially the “Catch the Phish” anti-phishing training mini-game, has been particularly well-received.

“We’ve got a lot more engagement from the business; there’s a lot more understanding and awareness of information security around the place,” Benporath said. “We do certainly have a lot more users reporting phishing and spam, which is a good thing.”

About MediaPro
MediaPro creates engaging e-Learning experiences that transform behavior, improve performance, and achieve business results.

We offer a suite of security awareness, privacy awareness, and compliance tools and services that are used by the most risk-aware companies in the world.

We deliver award-winning awareness training courseware, reinforcement resources, and a cloud-based LMS solution.