

NHS Test and Trace Case Study

Rapid Cybersecurity Training Deployment to Secure Citizens' Data Amid National Crisis

As part of the UK's pandemic response, NHS Test & Trace needed to onboard and train an unprecedented volume of 61,000 new, seconded, and contracted employees in information security and data protection. With ever-evolving threats, high public scrutiny, and the need to secure citizens' personal data, Culture Gem was brought in to deliver security awareness training at scale, achieving an onboarding capacity of up to 500 employees every hour.

Key issues included:

- The urgency of training a vast, mixed workforce with varying levels of security awareness in data protection best practices
- The need to prepare for an ICO audit with only six days' notice, requiring both proactive and reactive training initiatives
- Developing staff awareness about their exposure to heightened cyber threats, particularly around data protection and social media use
- Delivering highly effective, adaptable content amidst rapid organisational changes

The Solution

Culture Gem provided a dynamic, fast-paced cybersecurity and data protection training programme by:

- Designing and deploying Engaging Security Awareness Campaigns on key topics, including multi-factor authentication, phishing awareness, and secure social media use, tailored for relevance and immediate applicability
- Creating an Onboarding Process capable of training up to 500 new employees per hour, ensuring continuous knowledge transfer as Test & Trace's workforce rapidly expanded
- Preparing high-quality, audit-ready materials within six days to meet ICO audit requirements, blending proactive content with responsive strategies
- Producing bespoke Infographics, Visual Content, and Messaging that resonated across all organisational levels, supporting critical buy-in and understanding

- Providing Continuous Campaigns and Support to maintain high engagement levels among staff and contractors, bolstering their awareness of cyber risks

The Results

- Accelerated Onboarding: Achieved onboarding capacity of 500 employees every hour, ensuring security awareness from day one
- High Engagement: Staff voluntarily engaged with content, with an increase in proactive participation in security sessions and awareness initiatives
- Audit Preparedness: Successfully met ICO audit demands on a tight timeline, creating a compliant, security-aware workforce
- Positive Client Feedback: Culture Gem received commendations from leadership at NHS Test & Trace, noting the exceptional impact of the training programme on both security culture and operational resilience