

# British Army Security & Data Protection Awareness

Making learning interactive to improve security and data protection awareness

## Facts:

- **Online portal**
- **Interactive awareness training**
- **3D game-based learning**
- **GDPR ready**

## Need to grow awareness

In a world with ever-increasing data availability and security threats, the British Army has a growing need to drive increased security and data protection awareness, from foot soldiers to high-ranking Officers.

## User centred approach

Making use of our grounding in behavioural psychology, our approach placed the user at the heart of a two-fold solution. First, we improved the availability of data so that individuals are better able to visualise and understand the risk. With understanding comes a greater motivation for the individual to raise their awareness. Next, we sought to utilise that newfound motivation through a library of engaging learning content and awareness-raising communication tools to address the learning needs.

## Understanding the risk

We created a Portal and supporting bite-sized multimedia content to allow for easy access to information regarding data protection and security, and to record data and security breaches. As the General Data Protection Regulation (GDPR) came into force in 2018, we added to the portal to ensure that GDPR guidelines were included.

## Increasing engagement

Reimagining existing materials, we created varied and highly interactive content: From game-based learning and interactive assessments to improve the learning experience, to awareness raising tools, such as posters in digital and print format to increase usability.

Our largely ex-serving team were able to bring their experience to bear in the scenarios and content which considered risks both on regular duty and in an operational environment. One example of this is a scenario in which viewers interact with the scenario from the soldier's point of view, highlighting data and security risks. It is much like the UK driving hazard perception test, but the viewer is also asked to find examples of best practice, as well as hazards.

## Step change in security and data protection awareness

By avoiding 'click next' training and instead taking real-life scenarios in game-based learning, we have driven a user-centred approach. Content now replaces some of the 'click next' content in the Mandatory Annual Training, hosted on the Army's web portal, the Army Knowledge Exchange and Defence Learning management system (Defence Learn).

### Future use

We created a fully operational gamified training solution, that not only demonstrates the blend of research, gaming, digital learning design and learning analytics (exploiting xAPI), but one that could be applied to multiple real-life scenarios and future outbreaks.

Research and analysis of the trial is still ongoing, with further test periods scheduled for this year. So far, it seems that participants who stated a greater level of leadership experience were quicker at decision making. More research time is being used to capture, analyse and understand the findings of this work.

In time, this research has the potential to allow us to contribute knowledge on the following:

- **Issues that leaders have been facing and the solutions available to them**
- **Training and decision making under pressure**
- **Identifying individual learning needs**