



Modesto
Irrigation
District

SUCCESS STORY



Industry

Utilities



Compliance Domains

- Information Security Awareness
- Cyber Security
- Cyber Policies



Key Requirements

- Have employees be compliant to NERC Cyber Security Training
- Trained on Cyber Incident Identification and Response
- Provide interactive and engaging training



Solutions Deployed

- Learning Management System
- Online Training - Cyber Security
- Customized Training Development
- eLearning + mLearning

The Modesto Irrigation District (MID), located in California's Central Valley, provides electric and irrigation services and treats surface water for drinking. MID being an independent, publicly owned utility, provides benefits that include community ownership, control by locally elected Board of Directors, and business operation on a not-for-profit basis. MID is committed to providing reliable service at the lowest cost possible

The Modesto Irrigation District (MID) is a special-purpose district that provides irrigation and drinking water, and electrical service, to customers in the San Joaquin Valley within Stanislaus County, California.

MID provides

- Irrigation water to 58,000 acres
- Electric service to over 122,000 accounts
- Drinking water to the City of Modesto

Key Challenges

MID's mission is to provide electric, irrigation and domestic water services for its customers, delivering the highest value at the lowest cost possible through teamwork, technology, innovation and commitment.

Its team of 600+ employees are committed to compliance and ensuring all regulations are met while delivering best value.

MID needed an intuitive and robust technology to ensure all its employees are trained to the highest level on Cybersecurity as per NERC. All employees needed to understand the cybersecurity policies, recovery plans for cyber systems and how to identify and respond to incidents.

These compliance trainings and policies were key to delivering highest quality of service to all homes and several businesses in the city of Modesto.

The key challenges were:

- A central location to provide all cyber security trainings to all employees
- An easy way to track trainings and auto-remind employees to stay in compliance
- Add new custom training courses as new regulations come into effect

Solution

After looking at several options, MID found emPower's solution to be the most robust, cost-effective and scalable.

emPower helped MID onboard all employees and within a day of creating the customized portal, required trainings were assigned to all employees. MID started performing the following activities immediately on the emPower LMS:

- Added existing training courses on cyber security
- Created auto-reminder system to ensure all employees were in compliance and stayed compliant moving forward
- Automated reports for all administrators to stay on top of organizational compliance status

All 600+ employees could now access the training courses and policies 24x7 from any device or location. At the same time, keeping track of compliance and regulation became super easy and reliable for the administrators.

Result

Within a few months of implementation 95% employees were NERC Compliant

Almost all employees completed the Security Training Program and Security Incident Identification and Reporting

This significantly reduced MID's risk of audit and data breach

The MID team added several customized courses to match individual practice needs



Key Figures

- 650+ users onboarded within 24 hours
- 96% Compliant on NERC trainings
- Annual Compliance achieved in 4 weeks
- 0 Breach incidents in 3 years since using emPower



Maintaining NERC compliance standards requires us to maintain internal information security training and policies, manage vulnerability, compliance planning and best practice deployment. emPower LMS solution enables us to manage our online training with ease and their reports ensure 100% accuracy in compliance status at all times for MID.



~ Roderick Cook
Information Security Officer