# Transcript: IT Podcast - Ep 94 - C836 Tips with Arthur Moore and Jessica Galterio - mix

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Welcome to the IT Audio Series. I'm Jessica Galterio, and I've been with WGU since 2015. Today I have with me Arthur Moore from the cybersecurity undergrad group who has been with WGU since 2019. Thanks for joining me Arthur.

Hey, Jessica, how are you doing today?

I'm doing great. Today we're here to talk about C836. What is this course about?

C836 is the fundamentals of information security and it's basically the gateway for any student that is wanting to break into cybersecurity or the InfoSec realm.

What are the key resources that are used in this course?

Key resources for this course are the course material, which is a 12 chapter book. There is also the videos and PowerPoints that I've created for this series, as well as a cohort that runs on Thursday and Sunday evenings.

Great. All of that is found in the course of study, correct?

Yes, ma'am.

Perfect. In your experience, what are some common barriers that students run into?

It is just keeping the text on the page instead of applying it to the real-world and since we have a lot of working adults and career changers who haven't really stepped foot into IT to begin with, they really just see this in, it's like, oh, I just have to learn the definition, but you should really start to apply the principles of the CIA triad confidentiality, integrity, and availability to your everyday lives and it'll come a lot easier.

Don't be afraid to make a mistake. Trust me, I've made several over my career.

Haven't we all? That's great feedback. What is a topic in this course that students typically get stuck on or have to reach out for help?

I would have to say it would be Chapter 5, the Introduction to Cryptography. Again, it's because there are a lot of three-letter acronyms. For those of us that had been in IT have been exposed to for many years and actually seen the progression of these particular algorithms in the life for them as well. I always say, reach out to your CI if you're having trouble especially for this course. Please join the cohorts because Chapter 5 is one those chapters that I

try to cover very often and make it seem as close to life as possible.

That's great. Ultimately, that's how we all learn, is being able to see those real life examples. But I really like that advice that you gave to learn the content first and then we'll get to that.

Exactly.

What would you recommend as the best route to get through this course efficiently?

I would have to say in the beginning, we all send out a welcome e-mail. First thing I would say to you is put 15 minutes with your CI. I promise you we're not going to bite you, we're not going to try to make you feel less than because you don't know. You're here to learn and that's why you're doing this for education. You're trying to seek out someone who knows more. As your CI, I am another resource. Put 15 minutes on my calendar. Just say, ''Hey Arthur, I have no clue what's going on? What do I do?''

I will be more than happy to guide you and say, "Here are that outlines for the course. Here's where you need to take and spend more time. Here's where you probably don't need to spend as much time, and oh, please feel free to join us, the cohorts, every Thursday and Sunday." That way, you feel more of a spirit of community, interest me a question that you have. It my help your constituent and vice versa.

I agree completely. Great advice. This is an objective assessment, correct?

Yes, ma'am.

What would you say are the top tips for actually taking the exam?

The same for any other test-taking exam. WGU has a policy that says, if life gets in the way, you have up until 24 hours prior to the exam to change it, please do so. If you miss an exam after that 24 hour area, you're going to have to contact the assessment services because life happens. We all know life happens. Your car breaks down, little one gets a fever, grandma has to go to the hospital. Stuff happens.

I'm not going to say what but the first thing I would say is, don't panic about the date. The date is soft. You can move that around if necessary. The second thing I would say is focus on finding that quiet time. Those 20 hours do mean a world of difference when you're taking the objective assessment, whether you're getting that in your quiet time reading or you come into the cohort. If you're out and about moving around,

I made videos specifically for that student because I learn better doing osmosis, learning, multitasking while I'm doing something else, listening to the videos about the material and then it makes it click a lot easier when I get my quiet time and my three little ones aren't screaming, "Daddy."

That is such great advice. It really does make sense especially for working adult students. If you have a family, to really make sure that you're hitting this as much as you possibly can, because then it will really maximize those quiet hours that you have to study, it's not brand new. You've at least heard of it before.

The expectation is while you're listening to it, you're not going to get everything. But if you're running at the gym, you've got a long commute there and back, and if you're just listening to the radio, that's wasted time in your day.

I agree.

Listening to the radio is entertaining you. Just running and listening to music, again, entertaining you. Let's start putting some of this that would actually propel us forward into more of that daily rotation. Put the games down for a little while and pick up the video. Even if you're just cleaning up at the house, folding clothes, doing whatever you need to, that little bit of osmosis learning can really go a long way. Trust me.

Definitely. Great. What about this course excites you?

It is the gateway. It is the core that is at all of information security. Regardless of what industry in the work at, what certification vendor you're going to take, where you end up in the world, as long as you are choosing this particular career path, you are never going to not use the CIA triad. I'm not talking about the Central Intelligence Agency. I actually went on an interview and was

joking with my interviewer and I actually said the CIA, and the Central Intelligence Agency, and they actually laughed, and was relieved because they then told me, "We actually do have people that don't know what that is."

Oh boy, right.

I was completely blown away by that particular answer.

Yeah, my goodness. That also gives students a little perspective too. While this is a competitive market, if you can come into this job interview knowing your stuff, it's really going to set you aside from the pack.

It will every single time.

Well, Arthur, thank you so much for all this wonderful information about C836. Do you have anything else to add for our students today?

Again, I challenge everybody to find ways to implement this material into your daily life. You would actually see that security is nothing new. It's just learning it in the cyber realm. We've been using these items all our lives. It's just, again, translating that to what you're doing with technology. Always reach out to your CI when you don't know. Again, we are resource that's there. We're not going to bite you, were not here to intimidate you. We're here to help you.

Last but not least, for 836, as long as I am that lead CI for this, I will still be running these two cohorts on Thursday and Sunday evenings. I am putting out an open invitation for those to come so that way, we can learn and grow together.

I love that. Well, thank you so much for spending this time with me today, Arthur.

I appreciate you listening to me Ramble Jessica.

Anytime, and thank you all so much for listening to the IT Audio Series. Have a good one.

Bye.

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