

CHECKLIST:

VIRTUAL HANDS-ON LABS FOR CYBERSECURITY

THE CHALLENGE

As a cybersecurity training leader, you're likely facing numerous growing challenges, from tackling skill gaps by providing optimized technical training to a range of audiences to assisting multiple business units, boosting direct revenue, and demonstrating impact on various business metrics.

This handy cheat sheet covers your key considerations when selecting a virtual hands-on lab solution that will help you handle those challenges, giving your customers and partners the opportunity to master your product in a secure, play & break environment.



01

Training KPIs

Will your lab solution give you the consumption data you demand?

- ☐ Skill progression
- ☐ Engagement patterns
- ☐ Time spent on activities
- ☐ Knowledge assessments
- ☐ Overall monthly/yearly budget consumption

Will it allow you to track - and thus improve - crucial operational metrics?

- ☐ Utilization rate: use of total training capacity
- ☐ Fill rate: occupancy as a percentage of available seats
- ☐ Run rate: No. of sessions that can be conducted in a given timeframe
- ☐ Drop-off rates: at various stages of the course

02

Business metrics

Education is now acknowledged as a critical engine of business success. But with great power comes even greater responsibility. Your virtual lab needs to integrate with your BI system, enabling you to link quality data on training KPIs with business success metrics such as:

Customer success:

- ☐ Shorter time-to-value
- ☐ Reduced support costs
- ☐ Fewer escalations
- ☐ Higher lifetime value

Business resilience:

- ☐ Enhanced protection posture
- ☐ Reduced risk exposure
- ☐ Compliance readiness

03

Core capabilities

Regular instances of downtime, high latency, clunky UI, lack of interoperability, and inability to support 24/7 availability are where too many play & break offerings fall down. Can the virtual lab you're looking at meet the demands of your training organization?

- ☐ Solution stability for threat simulation
- ☐ REST API capability
- ☐ Intuitive user interfaces
- ☐ RDP 10
- ☐ Scalability for global teams

04

Cyber-ready labs

Your chosen solution needs to be as robust and flexible as your own products. How does it rate according to these criteria?

- ☐ Cloud-agnostic technology
- ☐ Support for complex networks
- ☐ Isolated malware analysis environments
- ☐ Multi-region capabilities
- ☐ Supports cyber ranges
- ☐ High performance for heavy graphics environments
- ☐ Hot standbys

05

Vital VILT requirements

Your virtual instructor-led training needs to be the perfect learning experience. Does your solution have what it takes?

- ☐ Automatic post-registration distribution of lab credentials
- ☐ No plugin installation requirement
- ☐ Reliable over-the-shoulder instructor view
- ☐ Multi-instructor option
- ☐ Live chat - instructor to student & instructor to instructor
- ☐ Lab takeover feature
- ☐ Integrated video
- ☐ Real-time environment sharing

06

Self-paced strengths

Like many leading organizations, you may be looking to drive self-paced registrations. Is your solution smart enough to handle that shift?

- ☐ Structuring of course components
- ☐ Automated assessment with visual AI (no scripting)
- ☐ Instant hints
- ☐ Embedded quizzes
- ☐ Support for low-stakes certification
- ☐ Slack integration for offline assistance requests
- ☐ Out-of-the-box LMS integration with LTI 1.1
- ☐ Multi-step classes for enhanced & complex scenarios

07

Cost control

Effective cost management is critical for maximizing virtual lab ROI by ensuring financial sustainability while delivering optimal value. Will your solution give you that level of hygiene control?

- ☐ Automatic provisioning, deprovisioning, and management
- ☐ Auto-sensing and suspension of idle environments
- ☐ Policies for environment lifetime and maximum resource usage
- ☐ On-demand reporting and real-time usage metrics
- ☐ Spending control within projects
- ☐ Custom resource alerts
- ☐ Software licenses included

08

Integrated experience strategy

With training at the center of everything, you need to create cohesion throughout the customer journey, leveraging labs as readiness tools that align operations, threat intelligence, compliance, and leadership. How will your solution stack up?

- ☐ Cross-functional alignment between Marketing, Sales, Customer Success, Support, and Professional Services
- ☐ System integrations between CRM, LMS, support, and customer success platforms
- ☐ Cross-functional content and environment reusability
- ☐ Ability to generate XML or textual reports for tools that can't integrate

Whether you're considering virtual hands-on lab solutions for the first time or looking to upgrade legacy technology, making the right decision is a strategic investment in your organization's success. Choose wisely and you'll streamline the delivery of meaningful and memorable educational content, providing consistent, scalable experiences that drive measurable business outcomes.

About CloudShare

Trusted by organizations including Palo Alto Networks, CrowdStrike, Checkpoint, Thales, and Ping Identity, CloudShare offers market-leading virtual hands-on labs for cybersecurity training, sales enablement, and more, enabling teams to practice threat detection and response in secure environments.

For more information, contact us [here](#).