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ITSEC

# SECURITY AWARENSS TRAINING AS A SERVICE

Cybercrime has moved away from infrastructure and attackers are now heavily targeting the people in your organisation. Email fraud is the number 1 security threat in the world right now. Social engineering, business email compromise and credential phishing are highly effective methods of breaches and people are continuing to fall victim to this every day. The solution is to understand how your people are being attacked and educate them on how to recognise and avoid these threats.

We have to change the behaviour of individuals within the organisation and provide them with the right form training and education on cyber-crime. ITSEC can help you strengthen the knowledge of your people and develop a culture that proactively recognises and responds appropriately to malicious attacks. Together in collaboration with Proofpoint, ITSEC delivers a fully managed Proofpoint Security Awareness Training as a Service underpinned by Proofpoint's proven technology platform and training methodology.

ITSEC's Managed Proofpoint Security Awareness Training program is designed to help your business assess the likelihood of your employees falling victim to a phishing attack, identify the Very Attacked Persons™ (VAPs) in your organisation and reduce their exposure to phishing and other social engineering attacks by changing their behaviour through security awareness training.

Our focus is to ensure that the training is customisable to fit your organisation's operating needs and culture and will have the maximum impact on sustained behaviour change. We specialise in making sure all training and implementations meet our customers' unique needs.

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Utilising Proofpoint's best practice and ITSEC's expert security team, we can perform a continuous cycle of assessment, education, reinforcement, and measurement which maximises learning and retention. To accomplish these goals, we take a four-step approach to security awareness and training.

IDENTIFY RISK
REDUCE EXPOSURE
CHANGE BEHAVIOR
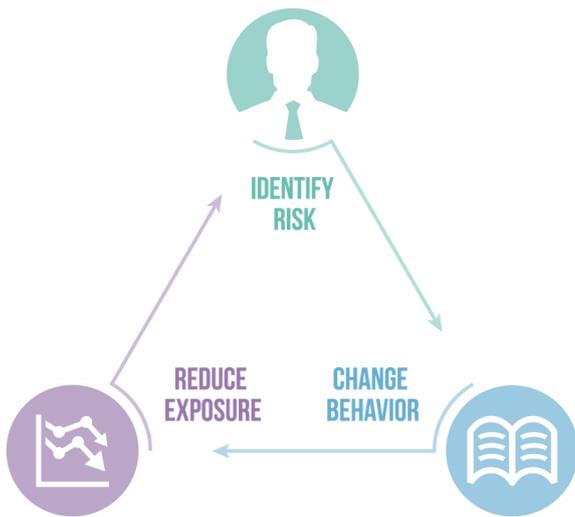
So Let's Get Started

ITSEC Managed Services team will do the heavy lifting to get you started. You will have a Technical Project Manager (PM) for the duration of the full service. Our PM will work closely with the key stakeholders such as IT security teams, Learning and Development teams and HR Executives to make sure the project delivery runs smoothly. We will review the Proofpoint Security Awareness Training service and define your training program process and customise it to your industry, people, or requirements of your teams. At all times you will have full control of the service with ITSEC operating everything on your behalf.

Assessment

The first important step to a comprehensive security awareness training program is to evaluate your employee's knowledge and your organisations susceptibility. ITSEC will conduct an initial CyberStrength assessment through a series of question to establish a baseline of your employees and then establish the roadmap. In addition, users can be further evaluated with simulated email phishing to ascertain how likely they are to click on unsafe links.

Education

Proofpoint's interactive training modules are the key to educating your employees about security threats in the workplace and beyond. There will be monthly and quarterly training, designed based on the actual threats targeting your organisation. This will be provided by the ITSEC Managed Services team. All the training results will be tracked, and reminders will be sent periodically to those who do not complete the training to encourage their participation. We leverage the risk analysis to deliver the right training, to the right people, to ensure the right response to threats[RS1] ; this results in sustained behaviour change, the ultimate outcomes of security awareness training.

Reinforcement

We continuously reduce your businesses exposure to phishing attacks by implementing an email reporting button into your email clients, and regularly distributing security awareness materials so users can apply their knowledge and form a 'phish reporting' habit to realise the measurable benefits from email reporting. Proofpoint's Security Awareness Training materials have a wide variety and assortment in the content library, including videos, interactive training, images , posters, articles – help you emphasise best practices and positive behaviours within your organisation. We believe by making these messages visible and recognisable, you reinforce training concepts and help employees retain their knowledge. These materials are powerful when seen around the office daily and is more effective than you may think.

Even with advanced email protection tools, a small percentage of malicious messages still end up in users' inboxes. The Proofpoint PhishAlarm® phishing button empowers users to report phishing emails and other suspicious messages with one mouse click, and PhishAlarm® Analyzer helps response teams identify the most pressing threats with Proofpoint threat intelligence. Both tools are integral to Proofpoint's automated Closed-Loop Email Analysis and Response (CLEAR) solution which quarantines malicious messages and provides users with customised feedback.

Measurement

ITSEC Managed Services believe that the most effective training program is one that is flexible enough to adapt and change according to needs. This is why measurement is very important. Proofpoint's approach allows you to gather strong analytics about your organisations strengths and weakness, evaluate results, and plan future training accordingly. We measure our efforts with detailed reports to track progress, by deploying a reporting analyser and measuring baseline cyber security knowledge levels to inform decision-making about the awareness and training activities within your organization. You will receive monthly reporting with stats to understand all of this and be able to consult the ITSEC team on best practices and approaches going forward.

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What you will get as part of the ITSEC Managed Services:

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- A customer focused Technical Account Manager to oversee the project and ensure the service is executed according to the customers' requirements.

- Workshops with all Stakeholders, IT teams, Executives and HR personnel to plan and build an effective Security Awareness Training roadmap.

- Deployment and implementation of the service with customisation, communications, testing, change management during and after program Go-live.

- Dedicated technical account manager to guide, advice best practices and ongoing support and troubleshooting throughout the duration of the service.

- Monthly reporting and advisory of results and recommendations.

- Options are available on what level of engagement you would like. We have full end to end management, or a quarter by quarter, service or just a one off daily or weekly management options.

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