EMAIL PHISHING & CYBER AWARENESS TRAINING SERVICE GUIDE

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WHY CYBER AWARENESS TRAINING?

An employee's awareness of cyber security risks has become a crucial component of every security programme, especially since breaches, spearheaded by phishing attacks against users, will continue to be the most common method of attack that organisations face.

> 91% of cyber attacks start with a phishing email

No one individual intends to be the cause of a data breach and it there is a natural duty of care for employers to educate their staff on the cyber threats faced by ensuring they are active participants in an on-going cyber security awareness programme.

WHAT DOES EFFECTIVE TRAINING LOOK LIKE?

> Interactive and fun to educate employees on their obligation under GDPR, PII and best practices.

> A central record of activity on all training campaigns delivered.

> Granular reporting with performance records on all employees, plus the ability to compare progress over any period.

TRAINING & ASSESSMENT PROGRAMMES

Through a combination of simulated phishing emails and cyber awareness training, Comtact's comprehensive Email Phishing & Cyber Awareness Training Managed Service assists customers in measurably improving cyber awareness to reduce human-based risks, with detailed records and reporting on all progress made.

> A central record of activity on all training campaigns delivered

> 1000+ library of customisable phishing templates

> Extensive library of Security Awareness Training content (videos; posters etc.)

> Monthly simulated phishing attacks

> Themed campaigns, by user group

> Quarterly spear phishing emails

> Monthly reports on performance improvement on all employees

> Production of legal documentation for compliance purposes
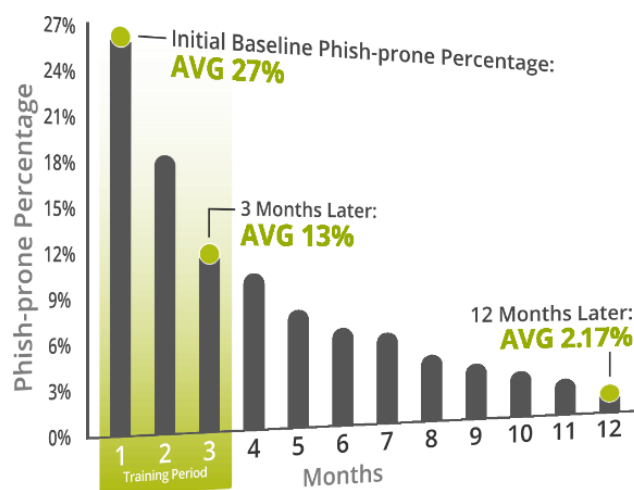
Our proven approach supported by a broad training platform achieves the best outcomes in staff training to ensure the success of the security awareness training programme.

SERVICE DESCRIPTION

> ### TEST. TRAIN. IMPROVE.

Test, train and improve the cyber awareness of your workforce and measurably reduce human-based security risks with a comprehensive programme of training.

Comtact's Email Phishing & User Awareness Training Managed Services are delivered in a structured, multi-phased project which recognises the current state of security awareness, delivering an on-going, highly tailored programme of testing and training to deliver a successful reduction in human-based cyber threats.

The programme blends tailored Security Awareness Training, Simulated Phishing Attacks and Intelligent Reporting as part of an on-going managed project to adapt the programme to the changing needs of the business.

SUMMARY PROGRAMME OVERVIEW

SET-UP & DEPLOYMENT	✔ Set-up & deployment of platform ✔ On-boarding and testing of users / user groups ✔ Curation of themed security awareness campaigns, by user group, language
BASELINE ASSESSMENT	✔ Company-wide (blind) baseline phishing assessment
SECURITY AWARENESS TRAINING	✔ Quarterly training programmes ✔ Monthly training 'after failure' ✔ Monthly new starter training programmes
TARGETED TESTING	✔ Monthly targeted phishing attacks, covering all employees by user group ✔ Quarterly spear phishing attacks ✔ Quarterly USB drops
MANAGEMENT & REPORTING	✔ 6-monthly training & content project plan ✔ Monthly reports on performance improvement ✔ Quarterly review of phishing campaign & training effectiveness

WHY COMTACT LTD.?

With extensive experience in managing complex security projects for large Enterprise clients, Comtact's strength has come about by developing long-term partnerships, while investing in our people, processes and technologies to build strong knowledge resources to help clients achieve their objectives.

By working in trusted partnerships with internal teams, we extend your capabilities and resources, so you can focus on driving forward your core business.

Comtact's Cyber Awareness Training Programme provides a comprehensive "new-school" approach that integrates simulated phishing attacks, highly engaging web-based training and granular continual assessment to build a more resilient and secure organisation.

PROGRAMME DETAILS

Comtact's Cyber Awareness Training Managed Services are delivered in multi-phased project that understands the current state of security awareness, delivers a bespoke programme to meet the needs of your organisation and continually measures the improvement and success of the on-going programme.

	CORE Self-managed	PLATINUM SERVICE
PLATFORM		
Integrated platform with central record of activity	✔	✔
1000+ library of customisable phishing templates	✔	✔
Library of Security Awareness Training content	✔	✔
DEPLOYMENT		
Advice; Configuration & set-up; Deployment	O	✔
HUMAN-BASED TESTING		
Monthly simulated phishing attacks		✔
Themed campaigns, by user group, language		✔
Quarterly spear phishing emails		✔
Quarterly USB drops		O
CYBER AWARENESS TRAINING		
Quarterly cyber awareness training programmes - Interactive training games; Educational videos		✔
Monthly new starter training programmes		✔
Monthly training 'after failure'		✔
Internal publicity poster campaigns		O
REPORTING		
Monthly reports on performance improvement		✔
SUPPORT		
24x7x365 availability		✔
MANAGEMENT		
6-monthly training & content project plan		✔
Quarterly review of phishing campaign effectiveness		✔

OUTLINE PROJECT PLAN

	Month 1	Month 2	Month 3	Month 4	Month 5	Month 6	Month 7	Month 8	Month 9	Month 10	Month 11	Month 12
DEPLOYMENT & BASELINE TESTING												
Configuration & on-boarding of users	■											
Company-wide (blind) phishing	■											
SECURITY AWARENESS TRAINING												
Quarterly company-wide training				■			■			■		
Monthly new starter training		■	■	■	■	■	■	■	■	■	■	■
Monthly training 'after failure'		■	■	■	■	■	■	■	■	■	■	■
TARGETED TESTING												
Monthly targeted phishing attacks, by user group		■	■	■	■	■	■	■	■	■	■	■
Quarterly spear phishing attacks						■		■				
Quarterly USB drops				■						■		
MANAGEMENT & REPORTING												
6-month training & content project plan	■						■					
Monthly reports on performance improvement		■	■	■	■	■	■	■	■	■	■	■
Quarterly review of campaign & training effectiveness					■							
Quarterly service management reviews					■				■			■

SET-UP & DEPLOYMENT

SERVICE SET-UP & ON-BOARDING OF USERS

Set-up and configuration of the mail delivery & training platform and on-boarding of users / user groups.

- Whitelist the mail delivery servers on end user mail filters, AD/Exchange and any relevant mail-related security products in use
- Import and testing of users / user groups

PHASE 1 - BASELINE ASSESSMENT

SIMULATED PHISHING ATTACKS TO QUANTIFY THE CURRENT CYBER AWARENESS

Baseline assessment to understand the impact of a security awareness programme and understand the current level of risk. These first phishing campaigns are used to measure the awareness of both individual users and user groups (e.g. by department), as well as across the organisation as a whole – from which we can build a tailored programme of targeted training.

- Engage stakeholders
- Conduct baseline phishing assessment (blind)
- Communicate with employees

PHASE 2 - SECURITY AWARENESS TRAINING PROGRAMME

CAMPAIGN OF SECURITY AWARENESS TRAINING TO DRIVE IMPROVEMENT ACROSS THE ORGANISATION

Based on the learnings from the baseline assessment, we will carry out a comprehensive security awareness training programme tailored to specific roles (e.g. HR, Accounts, senior management etc.).

- Curation of tailored security awareness project plan
- Enrol staff in training designed for their specific roles
- Measure success and engagement of staff training

PHASE 3 - TARGETED TESTING

SCHEDULED PHISHING CAMPAIGNS AND ON-GOING TRAINING

We will continue to test staff via phisihing campaigns and targeted testing to measure the improvement of security posture and refine further testing and awareness activities.

- Monthly phishing campaigns, including training programmes 'after failure'.
- Monthly new starter training programmes
- Quarterly spear phishing campaigns and USB drops

PHASE 4 - MANAGEMENT & REPORTING

ON-GOING MEASUREMENT, REPORTING AND IMPROVEMENT

We will measure the success of security awareness and curate quarterly training activities to further improve the outcomes from the security awareness campaign.

- Monthly reports on performance improvement
- Quarterly review of phishing campaign & training effectiveness
- Quarterly programme and service management reviews

ABOUT COMTACT LTD

Operating 24/7, Comtact Ltd. is a specialist Cyber Security and IT Managed Service Provider, supporting clients day and night from our ISO27001-accredited UK Security Operations Centre (SOC).

As part of a multi-layer security defence, Comtact's Cyber Defence Team identifies, protects and secures some of the UK's leading organisations, as part of a multi-layer security defence to target and disrupt hacker behaviour.

ISO27001 TIER 3 UK DATA CENTRE

Operating 24/7 from our high security Tier 3 Data Centre, Comtact and its operations are entirely ISO27001-accredited, providing our customers with the assurance that their service solution is supported by professionals.

24/7 SUPPORT

Comtact has a multiskilled, three-tiered professional support team, providing 1st and 2nd line support to clients. Our dedicated support team provide expert support to our clients 24/7.

NOC/SOC teams located within our **UK data centre.**

Comtact, your preferred Cyber Security & Network Management Partner

High Security Tier 3

ISO27001-Accredited

Always On. 24x7x365