Overview of Information Security Education Awareness & Training Services

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Background

Most organisations have invested in technical cyber security defences which stop some cyber security attacks. However, 90% of all cyber security breaches start with social engineering attacks that target employees. Expecting employees to have expert cyber security knowledge and the ability to keep up with a rapidly evolving cyber security threat landscape is both unfair and unrealistic.

It is critical that employees are provided with the knowledge and understanding of the threats that they are frequently exposed to including phishing, ransomware, malware, social engineering and insecure networks. Well trained employees become a security asset and the first line of defence against cyber security attacks rather than an area of risk.

Many organisations are implementing Information Security Education Awareness and Training (ISEA&T) programmes to reduce their exposure to increasingly sophisticated cyber security attacks that target employees.

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Introduction

Savanti have a proven track record of delivering Information Security and Awareness Training to organisations and can support your requirements through the provision of a managed ISEA&T programme, as part of our market leading managed security service offerings.

Savanti will develop, implement and deliver an ISEA&T programme tailored to your organisation which will provide your employees and temporary workers with a heightened understanding of cyber security threats and empower them with the knowledge of how to both avoid and report them, in order to reduce your exposure to cyber security risk.

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Typical approach

1 Foundation	2 Educate	3 Reinforce

Foundation
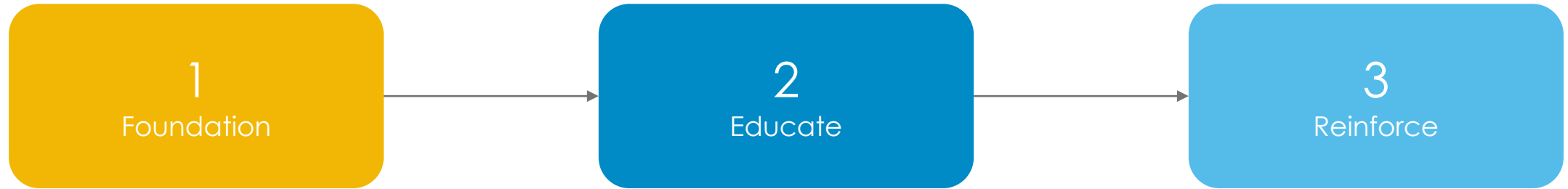
As a first step we will conduct a baseline assessment to determine a comprehensive picture of your current capability and to provide a benchmark.

We will then shape a bespoke programme to address your requirements and tackle areas of vulnerability.

Educate

Using two key techniques; simulated phishing and online training, we will coordinate information security EA&T that responds to the ever-changing cyber threat environment.

The programme will offer ongoing and continual improvement to heighten employee risk awareness.

Reinforce

We will design an awareness campaign to socialise a series of 'Golden Rules' which will provide a drumbeat of security hints and tips to help embed key messages.

The communications plan will utilise all available channels within your organisation, including the Intranet, and will be sympathetic to the organisation's culture and ways of working.

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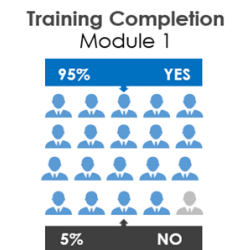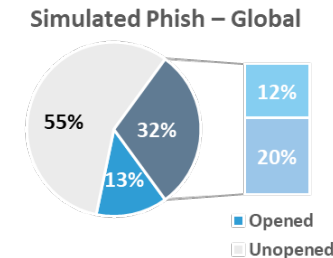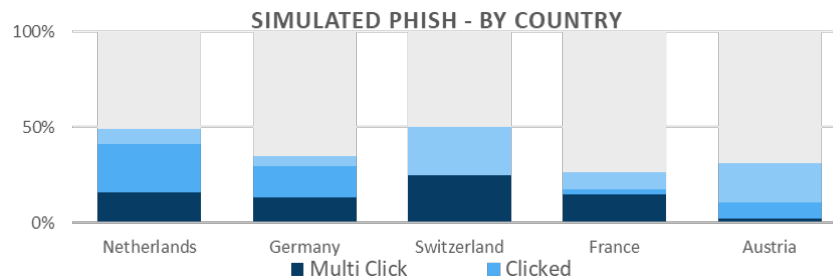# Reporting and stakeholder engagement

Regular measurement and reporting ensures that we can effectively plan, evolve and deliver continuous improvement and focus on areas of risk.

- Measure the success rate of the training, find weaknesses in staff knowledge.

- Track and report on phishing campaigns.

- Provide insights and recommendations on results, e.g. dealing with repeat failures, high-risk groups, adjustment of training content etc.

- Progress updates will be reported to stakeholders.

Sample reports

SIMULATED PHISH - BY COUNTRY

Netherlands Germany Switzerland France Austria

■ Multi Click   ■ Clicked

Simulated Phish – Global

55%   32%   13%   12%   20%

■ Opened
□ Unopened

Training Completion
Module 1

95%   YES
5%   NO

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Summary of managed service elements

- **Baseline assessments**
  Determining what falls within scope for your Information Security EA&T strategy

- **Training plans**
  These can include mandatory online training modules, OWASP-based coding training for developers, specialist training for high-risk handlers

- **Management and administration of the simulated phishing platform**
  Educating employees on how to spot a phishing email

- **Awareness campaigns**
  Embedding a culture of security within your organisation

- **Reporting & monitoring**
  Establishing the metrics, KPIs and mechanisms for your cyber security needs

- **Stakeholder Management**
  Identification of key personnel and determining an approach to involve and communicate with them throughout

- **Technical Support**
  Consultancy support for configuration of email services to enable simulated phishing and for configuration of the Learning Management System

![savanti logo]

Benefits

Employees will be aware of information security risks and less likely to make errors, reducing the risk of a security incident occurring

The Savanti team will effectively and efficiently deliver the ISEA&T programme using their extensive experience and expertise

An ISEA&T programme will help your organisation meet its regulatory and compliance requirements

Savanti can supply the knowledge, training content and tools needed to deliver an effective ISEA&T programme

Reduced Exposure

Increased Compliance

Accelerated Progress

Cost Effective

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Engagement team

The engagement will be led by an experienced security consultant who has extensive information security education knowledge and skills together with hands on experience of designing and delivering ISEA&T programmes.

The ISEA&T programme will be supported by our multi-disciplined team of security experts and Savanti's full knowledge base to accelerate progress as required.

We will work collaboratively with your current team members and quickly build working relationships.

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Case study

A FTSE 100 global multi-channel distributor, with over one million customers in more than 80 countries recognised the significance of information security to protect their valuable assets: people, information, systems, processes and culture, and identified a requirement for specialist cyber security training and knowledge which wasn't readily available within the business.

Savanti developed a bespoke training and awareness programme to be delivered across 29 countries and in 8 languages. This included programme design, planning, communication and scheduling. A tailored training package was delivered that included CBT training, simulated phishing campaigns, specialist training for high risk data handlers, specialist compliance training (GDPR) and secure coding training for software developers. Monitoring and reporting of progress was performed throughout the programme.

Employees positively engaged with the training resulting in consistently high completion rates of training modules. The programme demonstrably increased cyber risk awareness and positively changed employee behaviour, including reducing end-users' phishing susceptibility by 73%.

About us

Savanti provides practitioner-led cyber security services to remove the fear, uncertainty and doubt associated with cyber risk, allowing you to get on with what you do best.

Our consultants specialise in providing information security leadership and have a proven track record in delivering information security EA&T programmes at a range of organisations.

Contact us

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