netleaf

Security Awareness Training*

*without wasting time

Train your employees to pinpoint & overcome cyber threats

Awareness training at its most productive

The human firewall, also known as your employees, is the single most important security asset in your company. 82% of all data breaches is caused by human error. The only way to combat this is by making your workforce **aware** of the threats & risks of the cyber world.

There is no cyber security awareness among employees without **awareness training**. While most IT teams have the intention to implement awareness training, they do not have the time to set it up and - more importantly - monitor it properly.

Fortunately, Netleaf offers a program that is **not time consuming for the IT team**, and is proven to work.

This document outlines an **annually repeated programme**, where only during set-up and evaluation (limited) time is requested from the IT team. The rest of the work is handled by Netleaf. After 12 months, your employees will be a resistant force against cyber threats. And the cycle restarts.

Phase 1
Kick off

During this phase, we will make all preparations for the awareness program.
To do so, we will organize two workshops:

Awareness planning workshop

During the awareness planning workshop, we will define the awareness program for the coming year. We will provide a list of different topics for awareness trainings and different themes for phishing campaigns. Together, we will determine which topics will be planned, and during which months. As such, the awareness trainings can be aligned to key-point in time.

We require **4 hours** of your Internal Awareness Contact's time for this awareness planning workshop.

Technical workshop

During the technical workshop, we will set up the awareness environment. If you already have an awareness environment, this will need to be configured for correct access. Furthermore, access to firewalls will be needed for technical set-up.

Depending on the technical requirements, we require **4 to 8 hours** of your IT's time.

Phase 2
Benchmarking

The first month of the awareness program will be used to define a benchmark for the rest of the year. To define this benchmark, an initial phishing campaign and awareness questionnaire will be sent out. This awareness questionnaire will not only test the awareness knowledge of employees, but also behavior in awareness related situations.

For this initial questionnaire, we require **15 minutes** of your employees' time.

Next to the benchmarking, an initial general awareness training will be organized for all employees. It is important that all layers of the organization attend this training session, as awareness affects all and management support has a high impact on the employees' view on awareness. During this session, the awareness program will be introduced. Furthermore, basic concepts and the importance of security awareness will be explained.

For this awareness session, we require **1 hour** of your employees' time.

Phase 3
Campaign

Starting from the 2nd month until the 11nd month of the security awareness program, different phishing campaigns and awareness training videos will be sent out to all employees.

For **each** awareness training video, we require around **15 minutes** of your employees' time.

Additionally, optional services can be provided by Netleaf:

- **Custom on-site training** can be given to specific departments (e.g., finance) or employee groups (e.g., C-Level). The time requirements for these custom trainings depends on your desires.
- **Targeted campaigns** can be sent out to specific departments or employee groups.
- Supporting awareness materials, such as **Awareness posters** or **awareness newsletters** can be provided to increase security awareness visibility. These supporting materials will be tailored to the security awareness topic of each month.
- Alternative testing methods such as **Vishing (VoIP)**, **Smishing (SMS)** or **removable media campaigns** can be added to the Security Awareness Program. Both Vishing and Smishing will test employees' awareness towards phishing through alternative channels. Removable media campaigns will test users' awareness towards randomly dropped anonymous USB storage devices (10 per campaign) with potential malicious content.

- Every 3 months (March, June, September and December), a **general awareness session** is organised at the Netleaf office for all clients. As such, new employees can be onboarded in the awareness program by attending these repetitions of the initial awareness training session.

- Finally, a **User Awareness Teambuilding** can be included to gamify the security awareness campaign. The User Awareness Teambuilding consists of an on-site escape room game, tackling different awareness topics. A security expert will evaluate the escape room with all participants to discuss the mentioned security awareness topics. Each escape room session lasts 30 minutes. The debrief by our Security Expert will last 15 minutes.

Phase 4
Closing & review

During the final month of the security awareness program, we will send out a new benchmarking phishing campaign and awareness questionnaire.

For this questionnaire, we will require **15 minutes** of your employees' time.

Using the returned data, we will compare the final results to the initial benchmarking results. A custom report on improvements will be provided in PDF format. Furthermore, awareness results will be presented to management.

For this presentation, we require **1 hour** of your management's time.

Required time effort for a successful basic awareness program

Required time for each employee	Additional Management time	Additional IT time	Additional Awareness Contact's time
4 hours	**1 hour**	**4-8 hours**	**4 hours**

Licensing costs

For this security awareness program, we require a subscription for a user awareness tool. If you already have a security awareness tool, no new licensing costs will be included. We will utilize your security awareness tool to manage the security awareness plan. Note that in this case, no initial set-up of the tool will be performed by us.

If you do not yet have a security awareness tool, we will propose our preferred tool and related subscription cost per user. In this case, initial set-up of the tool will be included in the awareness program management.

1

Kickoff

- ✓ Awareness planning workshop
- ✓ Technical workshop

2

Benchmarking

- ✓ Initial phishing campaign
- ✓ Initial awareness questionnaire
- ✓ Initial general awareness training session - **all** employees

3

Campaign

- ✓ Monthly phishing campaign - 8 templates, 2 custom
- ✓ Monthly awareness videos

+ **Optional:**
  Custom on-site training
  Campaign related posters
  Monthly awareness newsletter
  Targeted phishing campaigns
  Awareness teambuilding
  Smishing/vishing campaign
  Removable media campaign
  Initial general awareness training session for new employees @ Netleaf HQ
  > 4 fixed moments/year

4

Closing & review

- ✓ Final phishing campaign
- ✓ Final awareness questionnaire
- ✓ Custom reporting of improvement
- ✓ Board presentation of results

Continuous Awareness Program Management

Let’s build your story

Interested in implementing cyber security awareness training at your company?
Let’s have a chat.

You can contact us at **info@netleaf.be** or **+32 15 48 01 70**.

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