

# Security Awareness Professional Services

Simplify how you implement, manage, and optimize security awareness training with Professional Services from Fortra's Terranova Security. Subject matter experts and support staff provide guidance on all aspects of your program, from planning and execution to comprehensive customization options.



## Services That Help Achieve Your Cyber Security Goals

Choose from multiple options that empower your awareness program managers throughout the life of the program. Strategize and launch training initiatives, monitor overall performance, and adjust training components to change unsafe end user behaviors and promote a security-first mindset.



### CISO Advisory Services

With over 20 years of industry experience, Terranova Security CISO Advisory Services take the guesswork out of planning every part of your security awareness training program. You'll get expert recommendations every step of the way on the latest cyber threats and how to keep your data safe.

\*CISO Advisory Services are specific to security awareness and phishing training and do not cover all aspects of cyber security.



### Managed Services

Work with a dedicated, supportive team to ensure all aspects of your security awareness training program run smoothly. Terranova Security Managed Services options are flexible to accommodate your organization's specific plan as you attain your security awareness goals.



### Customization Services

Easily customize a wide variety of content and branding parameters through the Terranova Security team. Your organization can also benefit from extended customization levels that can tailor the look and feel of your training content to your specifications.

# The Global Partner of Choice in Security Awareness Training

When you work with Terranova Security, you get more than just another security awareness training vendor. You get an active partner who will support your organization every step of the way to ensure that it attains all its cyber security objectives.



## Security Awareness Professional Services Benefits

All Security Awareness Professional Services bundles include everything your organization needs to create, deploy, and optimize an effective training program. It's the easiest way to build threat resilience, address high-risk security areas, and protect your organization from a potential data breach.



### CISO Advisory Services

- Backed by more than 20 years of industry-leading expertise
- Identify actionable, scalable security awareness training goals
- Build a training program strategy that targets the right end user behaviors
- Lunch & Learn sessions for employees
- Obtain and leverage data-driven insights to strengthen your cyber security



### Managed Services

- Ensure a seamless training program implementation and rollout process
- Experienced project management and awareness campaign launch support

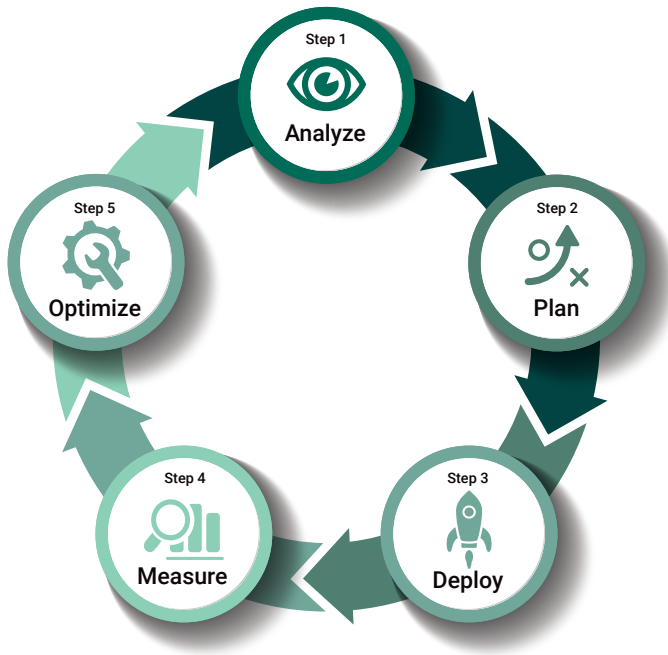


### Customization Services

- Customize your training content and phishing templates to meet your unique needs
- Personalize elements of your Security Awareness Platform to match your brand voice
- Ensure your training program evolves alongside your cyber security goals

# A Proven Methodology for Enhanced Training Capabilities

Implement the proven Terranova Security 5-step security awareness training framework to ensure your program is aligned with all your cyber security and key business objectives. With a pre-defined structure, clear best practices, templates, and checklists for each stage of the deployment process, you can get quickly get ready and start changing user behaviors and reducing related risks.



## STEP 1 (CISO Services)

Analyze your organization's needs and objectives and develop a cyber security awareness program that generates results.

## STEP 2 (CISO Services)

Plan your program to stay on track and engage your workforce as well as your stakeholders.

## STEP 3 (Managed Services)

Deploy an effective training initiative and witness behavior change as it happens.

## STEP 4 (Managed/CISO Services)

Measure the performance of your program against your objectives and demonstrate progress to stakeholders.

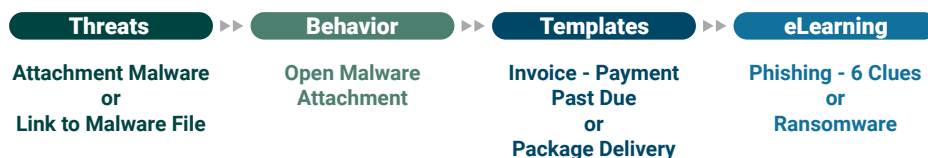
## STEP 5 (CISO Services)

Optimize campaigns accordingly and update your program to incorporate new insight.

## Security Awareness Training That Facilitates Behavior Change

Maximize your organization's security awareness training investment with content and phishing simulations that target and help change user behavior. With content available in a variety of formats and languages, you can tailor every aspect of your training program to align with your organization's unique needs and goals.

### Risk-based Training Example



# Security Awareness Professional Services Bundles

With a variety of bundle options, your organization can instantly benefit from a Security Awareness Professional Services solution. Use a bank of 3, 5, 10, or 15 days to customize your bundle components based on your organization's unique needs, resources, and time allotted for each stage of the process. Your bundle can also be supplemented with additional hours at any time.

● CISO ADVISORY SERVICES 
 ● MANAGED SERVICES 
 ● CUSTOMIZATION SERVICES

## PROJECT MANAGEMENT

Coordinate project activities and deliverables

## ANALYZE

### Needs analysis

- Identify your security awareness objectives
- Select your training program content
- Determine existing program maturity level

### Phishing baseline

- Simulation that targets user behavior (1 simulation with up to 2 scenarios)

+ Add 0.5 day if using Managed Services

### Knowledge quiz

- Quiz of 12-15 questions to provide more detailed baseline

+ Add 0.5 day if using Managed Services

## PLAN

### Create Security Awareness Program plan

- Build your training strategy
- Prepare your communications strategy
- Determine your reinforcement material deployment schedule

### Campaign Metrics

- Establish your security awareness KPIs
- Identify your training program's learning objectives

### Executive PowerPoint presentation

- Provide leadership with a strategic program overview

### Full security awareness training program documentation

- Deliver in-depth guidelines to stakeholders

DAY(S)



Varies

3 to 4

1.5

1

1

4 to 6







1 to 2

1 to 2

0.5

2

# Security Awareness Professional Services Bundles (continued)

		DAY(S)
		
<b>DEPLOY</b>		<b>5 to 6</b>
<b>Configure Security Awareness Platform</b>		0.5
<ul style="list-style-type: none"> <li>• Upload users</li> <li>• Add user filters</li> </ul>		
<b>Deploy security awareness training course</b>	 Time allotment is per activity	1
<b>Deliver Lunch and Learn</b>		2
<b>Deploy phishing simulation</b>		1
<ul style="list-style-type: none"> <li>• Time allotment for 1 simulation of up to 2 scenarios in a single language</li> </ul>		
<b>Deploy quiz</b>	 Time allotment is per quiz	1
<ul style="list-style-type: none"> <li>• Up to 15 pre-defined questions per quiz in a single language</li> </ul>		
<b>MEASURE</b>		<b>1 to 2</b>
<b>Prepare raw awareness training report(s)</b>	 Time allotment is per report	0.5
<ul style="list-style-type: none"> <li>• Reports are delivered in compatible Excel file format</li> <li>• 1 reported delivered per security awareness training activity</li> </ul>		
<b>Prepare raw phishing simulation report(s)</b>	 Time allotment is per report	0.5
<ul style="list-style-type: none"> <li>• Reports are delivered in compatible Excel file format</li> <li>• 1 reported delivered per security awareness training activity</li> </ul>		
<b>Prepare raw quiz report(s) (1 report per quiz)</b>	 Time allotment is per report	0.5
<ul style="list-style-type: none"> <li>• Reports are delivered in compatible Excel file format</li> <li>• 1 reported delivered per security awareness training activity</li> </ul>		

# Security Awareness Professional Services Bundles (continued)

## OPTIMIZE

### Program performance evaluation

- Review your organization’s key metrics, learning objectives
- Gauge your training program’s overall performance

### CISO recommendations and feedback

- Select topics for your program’s next phase
- Get training program improvement recommendations

## CUSTOMIZE

### Customize your training course(s)

- Tailor learning module content to your requirements
- 1 to 3 extra day(s) are required for each additional language

### Customize your communication material(s)

- Add branding elements to newsletters, posters, etc.

### Customize your phishing simulation templates

- Tailor different phishing simulation elements to your needs

**!** Time allotment is per course

**!** Time allotment is per simulation, per language

DAY(S)	
	1 to 2
	1
	0.5
	1 to 6
	1 to 4
	1
	1

## BUILD YOUR BUNDLE

Discover how these Security Awareness Professional Services bundle options can help you get the most out of your training program!



# Terranova Security and Microsoft:

## Bringing the Best Security Awareness Content to Users

Terranova Security is Microsoft's security awareness training partner of choice, helping organizations worldwide leverage high-quality content to strengthen their data protection. Terranova Security training material also leverages Microsoft's real-time phishing intel to reflect the most current cyber threats and help users safeguard all types of information.

## Industry Distinctions



Recognized by Gartner as a representative vendor in the 2020 Market Guide for:

**Security Awareness  
Computer-Based Training**



Customer excellence is a driving force and core value across the entire Terranova Security team.

**This distinction is validation by our customers that we are making a difference and supporting them in their security awareness training journey.**



2020 Information Technology Educator of the Year

**Gold Winner - IT World Awards**

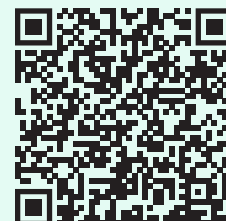
## Leverage Terranova Security Professional Services!

Get step-by-step guidance on developing and managing an effective security awareness program that targets and improves user behaviors related to cyber security.



**Learn how to leverage every aspect of the proven 5-step security awareness training by downloading The Human Fix to Human Risk eBook!**

[DOWNLOAD eBook](#)





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