



I N F I N I T Y

TRAIN Service Description Hosted Security Awareness

INGRAM MICRO CLOUD MARKET PLACE

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TRAIN Service Description

Overview

TRAIN, ISA's Hosted Security Awareness Service, helps employees recognize that malicious actors are targeting them and provides them with tools and knowledge to take appropriate action when attacked. Our cloud-based program employs training tools, simulated phishing campaigns and ongoing reporting of failures and achievements to measurably reduce the risks associated with spam, phishing, spear phishing, malware, and social engineering. As part of our training, we develop governance policies to ensure employees (existing and new hires) have completed and understand the training provided.

Our Approach

TRAIN consist of 6 phases:

1. **Assess Level of Security Awareness:** ISA will measure the existing level of security awareness in the organization. To evaluate which users are most vulnerable we will conduct a simulated phishing attack. This will establish the base line level of the employees phish prone likeliness which we will compare to similar industry barometers. This will provide us with baseline data to develop a customized training program based on user need.
2. **Develop Training Program:** ISA will develop and implement a continuous testing and training program that is customized to a specific industry vertical.
3. **Onboarding:** To provide training and reporting, we will connect the client to ISA's in-house, cloud-based enterprise grade Security Awareness technology.
4. **Train the Users:** Training is provided utilizing interactive modules, videos, games, posters, newsletters, and reminder emails.
5. **Phish the Users:** ISA will evaluate training by conducting best-in-class, simulated phishing attacks, leveraging hundreds of standard templates.
6. **See the Results:** Reporting available through an easy-to-use portal, showing stats and graphs for both training and phishing, with a clear concise summary ready for management and a non-technical audience.

Deliverables and Outcomes

TRAIN provides:

- Baseline assessment of current security awareness
- Full training program, incl. a schedule of the upcoming training and phishing campaigns
- ISA managed security awareness campaigns
- Consistent monitoring of client's risk score and support to lower the risk score
- Phish-prone calculation for the client and industry
- Integration of governance policies
- Reporting available through an easy-to-use portal

Partner & Client Involvement

The partner will be involved in the AD sync, PAB deployment, and project planning. The client will be actively involved throughout the engagement. All employees will need to participate in evaluation and training programs. Key stakeholders will need to approve timing of phishing attacks, training programs and review results of reporting. A technical resource will be required to assist with onboarding, integrating active directory domain and security portal, and install phishing alert button. We recommend that once the baseline test phishing campaign is complete, the client communicates with the users that a test was conducted and explain why.

Industry Trend

According to research by FireEye, social engineering attacks are on the rise, with 2019 seeing a 6% increase in malicious URLs using HTTPS, a 17% rise in phishing attempts¹. This is due to the fact they are relatively easy to execute and provide direct access to the victim's account.

Several of the recent large data breaches, such as the Target data breach², started with a simple phishing email. However, online training is not enough to educate users and reduce the company risk. For this reason, companies have been investing in complete security awareness campaigns.

¹ <https://www.fireeye.com/company/press-releases/2019/new-fireeye-email-threat-report-reveals-increase-in-social-engin.html>

² <https://www.sans.org/reading-room/whitepapers/casestudies/case-study-critical-controls-prevented-target-breach-35412>

TRAIN Features and Deliverables

TRAIN comes with a set of enterprise-grade features to provide a world-class security awareness service:

Features & Deliverables ³	TRAIN	Partner support required?
Support		
Access to ISA ticketing portal	✓	
Campaigns updated via ISA ticketing system	✓	
24/7 by 365 access to ISA CIOC support	✓	
Campaign planning support during ISA business hours	✓	
Architecture		
Single Sign On	✓	Yes
Active Directory (AD) Synchronisation	✓	Yes
Phishing Alert Button (PAB) deployment	✓	Yes
User management through customer portal	✓	Yes
Test email credential (client to provide)	✓	Yes
Service available as a Cloud Service	✓	
Reporting		
Access to customer portal	✓	
Phishing		
Industry specific templates	Add-on	
PAB pop up on phish detection or submission	✓	
Baseline phishing campaign	✓	
Monthly phishing campaign	✓	
Ad-hoc New User phishing	Add-on	
Multilanguage support*	✓	
Vishing (Voice phishing) campaign	Add-on	
Smishing (SMS phishing) campaign	Add-on	
Training		
Industry specific templates	Add-on	
Monthly training	✓	
Ad-hoc New User training	Add-on	
On-going training for high-risk users and failed phishing users	Add-on	
Access to full training library ⁴	✓	Yes

* restricted to languages that are available by default in the service – limitations may exist for specific languages

³ Non-exhaustive list, subject to change

⁴ For Partners only

TRAIN Pricelist

TRAIN is priced monthly, per user. For details, see the Ingram Micro Cloud Market Place.

ISA Difference

We provide a best-in-class phishing platform combined with the world's largest library of security awareness training content, including interactive modules, videos, games, posters, and newsletters. Our programs are customized to your organization's requirements, and even specific department needs. Metrics allow us to see who in your organization is most at risk and develop custom training (including sophisticated phishing emails) tailored specifically to them. Ongoing reporting provides the necessary data for continuous improvement. Clients leveraging ISA's SIEM SaaS solution can gain additional insights.

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