Security Awareness Training Solutions
A guide to available Dell SecureWorks services

At Dell SecureWorks, we strive to be a trusted security advisor to our clients. Part of building this trust is helping organizations like yours understand what tools are best applied to your needs.

The purpose of this document is to provide you with an understanding of services you can use to effectively educate your employees on best security practices, and raise and reinforce their vigilance against cyber and social engineering threats. Using this document as a guide, you will be able to more accurately determine which services may be appropriate for your organization’s requirements.

Use the chart below to plot your organizational goals in terms of Meeting or Exceeding Compliance, Mitigating Risk or heightening Employee Vigilance.

Determining which service is right for you depends on what you are trying to accomplish.

What is your goal?

- Meet compliance
- Mitigate risk
- Heighten and reinforce employee vigilance
- Test employees
- Build a robust SAT program

Going beyond compliance, Dell SecureWorks Security Awareness Training solutions change employee behavior, reduce risk to your organization, and unburden the demands placed on your team.
It’s just too easy. Threat actors are targeting your company. They research information from various public and social media websites, and then settle on a course of action – to target your CEO through the CEO’s administrative assistant. The actors create a fake profile on Facebook and “friend” the assistant, who accepts their request. The actors then use information about the assistant’s profile to send a spear-phishing email to the assistant’s work address.

Email received. Link clicked. Payload delivered. Foothold established. Your environment now is wide open - all because an employee didn’t have the proper training and awareness to guard against a threat that would seek to exploit her trust.

**Determining which services are right for you**

Having a clear idea of what you aim to accomplish across your employee base will ensure you get the security awareness training services you really need.

Are you simply trying to achieve compliance? Or, are you looking to create a more advanced Security Awareness Training program that succeeds in altering employee behavior for the better? Do you want to test the security culture of your organization? Are you seeking to measure how your employees respond to a cyber or social engineering attack? What do you hope to show management when reporting results? Is there something you are trying to prove?

Answering questions like these will help you articulate your overall objective and determine which services are the best fit for your organization’s needs.

**Security Awareness Training Solutions**

Dell SecureWorks Security Awareness Training solutions help you assess your current SAT programs, improve program design with input from top security experts, manage full-scale awareness programs, and provide specialized training to address areas of greatest concern to your organization. Going beyond compliance, Dell SecureWorks’ Security Awareness Training Solutions change employee behavior and reduce risk to your organization.

Dell SecureWorks offers the following services:

**OnDemand Security Training**

Designed to be easy to use and manage, Dell SecureWorks OnDemand Security Training gives managers the tools to provide self-directed security awareness training to their employees, increasing employee vigilance against cyber and social engineering threats and ensuring compliance with applicable mandates.

Dell SecureWorks offers the following security awareness training courses:

- Security Awareness Essentials
- PCI DSS
- HIPAA/HITECH

**Benefits**

- Helps your organization meet compliance requirements for security awareness training
- Raises security awareness for common tactics used by malicious actors
- Trains your employees to look for and escalate suspicious emails and activities
• Tracks attendance and training completion for attestation purposes

**Security Awareness Needs Assessment**

The Security Awareness Needs Assessment service provides a comprehensive analysis of the current state and effectiveness of your security awareness training program. Through interviews with key stakeholders, paired with surveys and limited phishing testing of your employees, we help you identify risk and areas for improvement based on best practices and the expertise of our top security experts.

Assessment results are intended to help you demonstrate to leadership the risk posed by your employees and the importance of a robust security awareness training program to address that risk.

**Benefits**

• Provides a clear understanding of your current Security Awareness Training program as compared to best practices
• Gives you quantitative and qualitative insights you can use to effectively communicate risk to leaders
• Helps you measure how knowledgeable your employees are to key security concepts
• Determines how your employees would fare against phishing and social engineering attacks

**Security Awareness Program Development**

The Security Awareness Program Development service helps you design impactful Security Awareness Training programs based on best practices and the expert advice of consultants who innately understand information security, the sophistication and tradecraft of the actors you face, and the vital role your employees play in protecting your organization.

**Benefits**

• Helps you accelerate development of a robust Security Awareness Training program
• Provides a complete program framework based on security best practices, expert insights and your organization’s specific needs
• Incorporates best practices, insights from top security experts and threat intelligence developed by the Counter Threat Unit research team

**Custom Security Training Services**

Custom Security Training Services provide tailored, flexible instruction and training support performed by Dell SecureWorks’ Subject Matter Experts. Instruction incorporates security best practices, the key insights of our security experts, and reflects the latest intelligence on threat actor tradecraft and methods developed by our Counter Threat Unit research team.

**Benefits**

• Fills in the gaps in your team’s security knowledge and understanding
• Provides tailored instruction to address areas of specific concern to your organization

**Managed Phishing**

The Dell SecureWorks Managed Phishing service provides fully managed testing, analysis and reporting on employee responses to simulated phishing attacks. The service combines phishing testing with innovative point-of-click “teachable moments” to reinforce security awareness and learning, and ultimately change employee behavior.

**Benefits**

• Tests how your employees respond to phishing attempts based on real world scenarios
• Combines testing with learning reinforcement
• Provides an independent assessment of employee susceptibility to phishing attacks
• Adapts testing to areas/employees of greatest risk
• Reduces employee clicks on malicious emails
Managed Security Awareness Programs

The Dell Managed Security Awareness Programs service helps leaders build a culture of security awareness by designing and fully managing a comprehensive Security Awareness Program for your organization. Led by the same experts who protect Dell SecureWorks’ own employees and infrastructure, the service provides a comprehensive application of impactful content, testing, reward and remediation, combined with clear metrics and reporting to help leaders change employee behavior.

Benefits

- Delivers a comprehensive Security Awareness Program effective in changing employee behavior
- Increases employee vigilance while reducing risk to your organization
- Trains employees on hazards presented by phishing, social engineering and weak security behaviors
- Measures improvement in employee security awareness and vigilance
- Creates efficiencies through your security awareness initiatives
- Reduces employee clicks on malicious emails
- Reduces cyber security incidents caused by employee behavior

Our approach

Dell SecureWorks security experts are committed to helping you put Security Awareness Training programs in place that are effective in changing employee behavior.

The Security Awareness Program Development, Managed Phishing and Managed Security Awareness Programs services, designed by security experts, apply the following in their design and/or implementation:

- Apply proven learning practices for maximum effectiveness
- Incorporate testing of employees to simulated attacks
- Incorporate best practices
- Use intelligence on threats to guide learning and curriculum
- Are consistent in application of training and testing

About Dell SecureWorks

Dell SecureWorks uses cyber threat intelligence to provide predictive, continuous and responsive protection for thousands of organizations worldwide. Enriched by intelligence from our Counter Threat Unit research team, Dell SecureWorks’ Information Security Services help organizations proactively fortify defenses, continuously detect and stop cyber-attacks, and recover faster from security breaches.

For more information, visit http://www.secureworks.com.

Email info@secureworks.com or phone 877-838-7947 to speak to a Dell SecureWorks Security Specialist.

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