CYBERSEC SOLUTIONS

Security Training

KnowBe4
Human error. Conquered.

What is included in KnowBe4 as a Managed Service (KaaMS)

1. Phishing simulations at a rate of roughly one per week. These are safe phishing emails, which if a user does not take the appropriate cautious steps, and clicks on a link or opens an attachment, will then trigger a short piece of training about how to spot phishing emails.
2. A short piece of training roughly every three weeks: covering many aspects of cyber security. The training can be done by the user at any time in the three week period, and are usually only a few minutes long.
3. The option for policy rollout to users through the KnowBe4 system.
4. A weekly security tip emailed to each user.
5. A monthly KnowBe4 security newsletter.
6. Monthly reports on phishing and training.
7. The option for certain users to have report-level access to the KnowBe4 system.
8. Automated emails to managers showing whenever anyone is assigned training (including those who have fallen for a phishing simulation), and to point out if someone is failing to complete their allotted training.
9. The Phish Alert Button (PAB). This is a button that sits on the users' Outlook clients, and empowers the user to react to suspected phishing emails. If the user identifies an email as a phishing email, they press the button: if it is a simulation then the user receives a message praising them for spotting the email and then removes the email; if it is not a simulation then the user receives a message thanking them for reporting it, and then sends the email onto whichever email address is set in the system for this purpose for further attention. The email is then removed from the user's inbox.
10. The monthly email exposure report. https://www.knowbe4.com/email-exposure-check/

Contact Cybersec Solutions

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Responsibilities

We will manage the KnowBe4 platform on your behalf. This means that once set up, you will have no reason to go into the portal yourselves as all admin will be dealt with for you.

The running of appropriate courses, appropriate phishing campaigns, generation of reports, and any user changes will be dealt with as soon as we are made aware of the required changed.

There is flexibility in this provision, so if you want something changing, please just ask.

The following actions need to be completed before the managed service can begin:

1. Whitelisting and / or DMI integration
2. Roll out the Phish Alert Button (see above)
3. Provide the initial list of users to us or provide an appropriate contact

Essentially, the things which we cannot do due to limitations of geography and system permissions

All of the above are one-off jobs at the start of the service. Technical support is available via KnowBe4.

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