

SecureAware®

SecureAware Awareness & Education Manual

Applies to SecureAware version 3

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About this document

This manual is your comprehensive guide to using SecureAware Awareness and Education modules. As well as a detailed description of the programme and its functions, the manual offers you guidance and help to implement your own successful awareness campaigns.

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Awareness

SecureAware Awareness can be used to educate your end users about all aspects of information security. The Awareness module contains two types of tests – a knowledge test and policy test – both designed to increase security awareness throughout your company. You can choose to use one or both of these tests in your campaign.

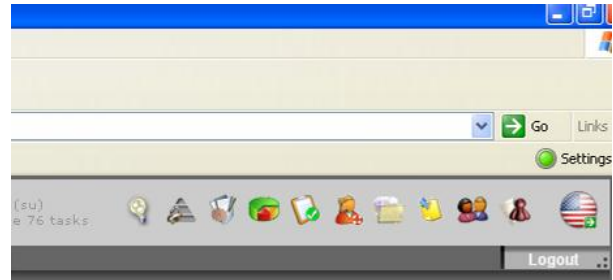
A knowledge test is a general test of how well someone understands the basic principles behind Information security. This test is intended for end users who don't have in-depth IT training.

The policy test focuses on the specific security policies of your company and is based upon the active policies in SecureAware. This quiz tests your employees' knowledge of your company's specialized rules and regulations.

SecureAware Awareness lets you test users in specific areas, such as internet use or encryption, and gives you the option of dividing users into different target groups. The programme also has the extra advantage of letting you edit or add questions to tailor it to your company's individual needs.

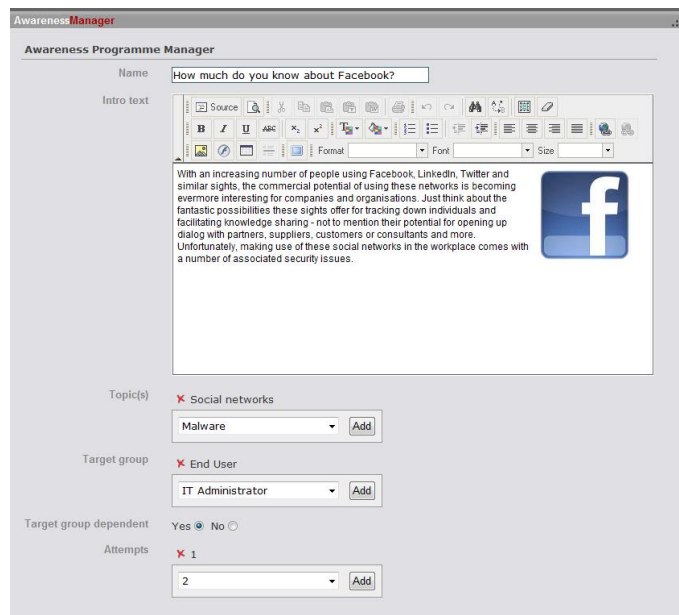
Setting up an awareness campaign

The Awareness Manager function allows you to create, adapt, delete and manage your awareness programmes. To access the **Awareness Manager** click on the light-bulb icon at the top right of your screen. There is also a shortcut to this located on the My SecureAware start page under the Shortcuts tab.



To start creating your awareness campaign programme you first need to set it up. Click on **New awareness Programme** in the awareness manager main menu.


The following screen will now appear:



Once you have entered your name and the description of your awareness campaign, you can select the topics in which to test your users. To do this, select the topic in the **Topic(s)** drop-down menu and click **Add**. To select the target user group, use the **Target group** drop-down menu, again clicking **Add** once you have selected. You can select several topics and groups at one time. Finally, select how many attempts the users have to pass the test with the **Attempts** menu, again followed by **Add**. Selected elements can be deleted by clicking on **X**.

Once you have selected your options, click on **Create** to save your set-up or **Cancel** to return to the main menu without saving. In the following example, we have created an awareness programme with the name 'Demo' aimed at three target groups. In principle, the programme is ready for use, though modifying or adapting it first can be a good idea. If you want to test the individual target groups in different topics, or allow more attempts for a particular user group you should set up a separate Awareness Programme for each.

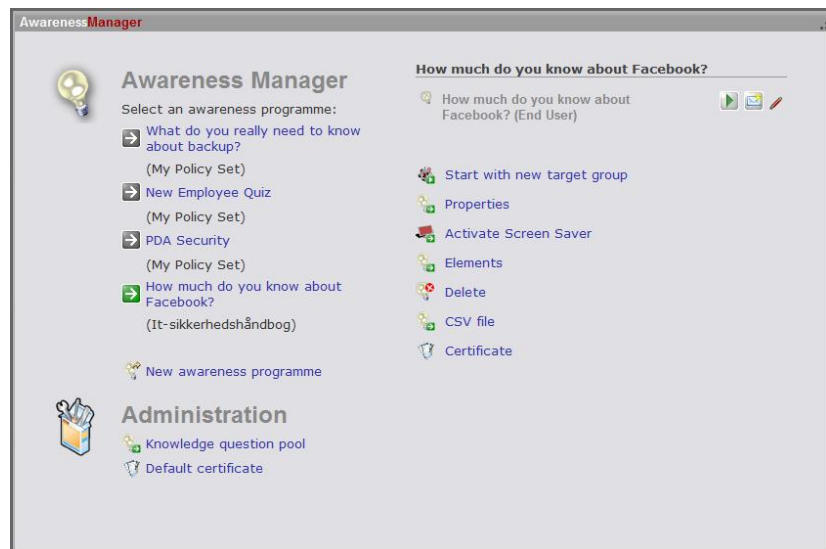


If you have set up multiple awareness programmes, you must start by selecting the one you wish to edit. The programme you are in the process of editing will be marked with a green arrow .

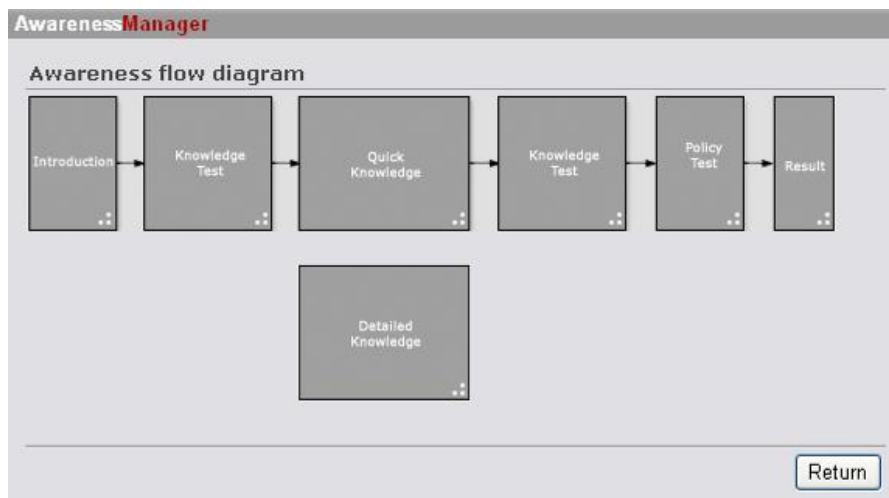
You are now ready to modify and tailor your awareness programme.

Choosing which elements to include

To select which elements you want to be included in your awareness programme, click on **Elements** in the Awareness Manager main menu. You should now see the standard programme set-up shown as a flow diagram.



There are no set rules for how an Awareness Programme should be set up, but it can be a good idea to start with the standard, complete programme. By doing this, you can easily get an idea of the extent of your users' knowledge. And doing this also lets users get acquainted with the way the quiz sections work. If, at a later date, you wish to run a new awareness campaign, you can decide which elements you wish to keep and which elements you wish to leave out.



By clicking on an element in the flow diagram, you can add a description of that particular topic or element, or you can choose to leave out that element from the completed programme entirely. The only elements that can not be left out of a final programme are the **Introduction** and **Result** elements. If you chose to leave out or deactivate an element, click on **Disable**. Now the element will appear light gray on the screen. Click **Update** to save your settings.

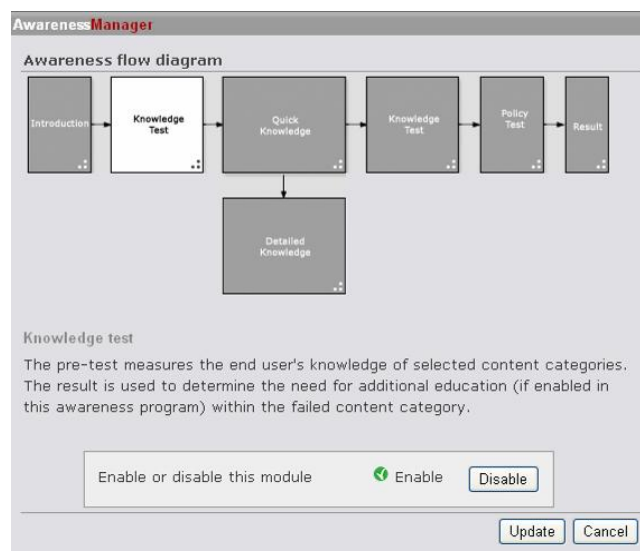
Knowledge Test – This preliminary knowledge test is used to gauge a user’s general knowledge in the different topics (i.e. Software Installation or Passwords) before being presented with your awareness campaign.

Quick Knowledge is a collection of short films that are shown to a user who has not passed the preliminary Knowledge Test.

Detailed Knowledge – This elaborates upon the information given and acts as a supplement to the Quick-Knowledge films.

Knowledge Test – This second knowledge test quizzes a user in the topics that he or she did not pass in the first test. It measures how much the user has learned after being presented with information and completing your awareness programme.

Policy Test – This test is based upon the rules in your company’s policy set. Here, users need to show how much they know about the rules that apply to your individual company.



Once you have selected the elements to be included in your awareness programme, click on **Update** to go back to the Awareness Manager.

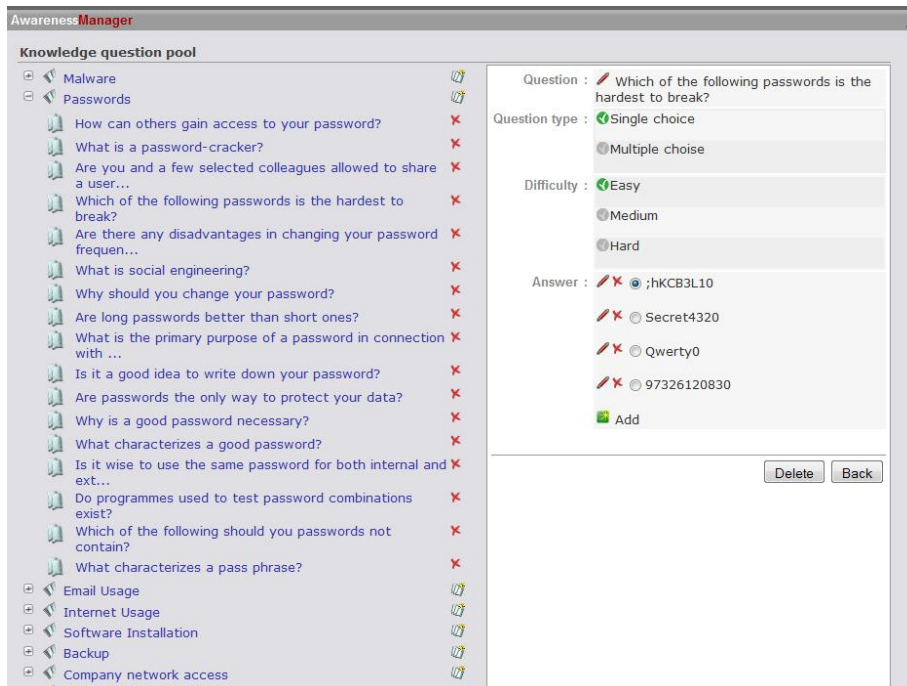
Choosing which questions to include in your tests








Some of the questions covering general information security may not be relevant for your company or user groups. By clicking on **Knowledge question pool** you can administrate and customize the general knowledge questions included in your programme.

Listed below are the standard topics and related questions that you can choose to include in your tests. If you choose to make no alterations, every question from each topic selected will be included.

To view the quiz questions relating to a specific topic, click on . The questions will now be listed.



You can now add questions , remove irrelevant questions , or tailor questions to your specific company.

Select the question you wish to edit by clicking on it and then use  to begin editing. Clicking on  also lets you change the level of difficulty, add or subtract the number of acceptable answers and add completely new multiple-choice answer options .


Remember to click  once you have written a question or multiple-choice answer.

By clicking on the **Delete** button, the question will be erased – though, as a precaution, you will be asked to reconfirm your request.

To return to the Awareness Manager, click on **Return**.

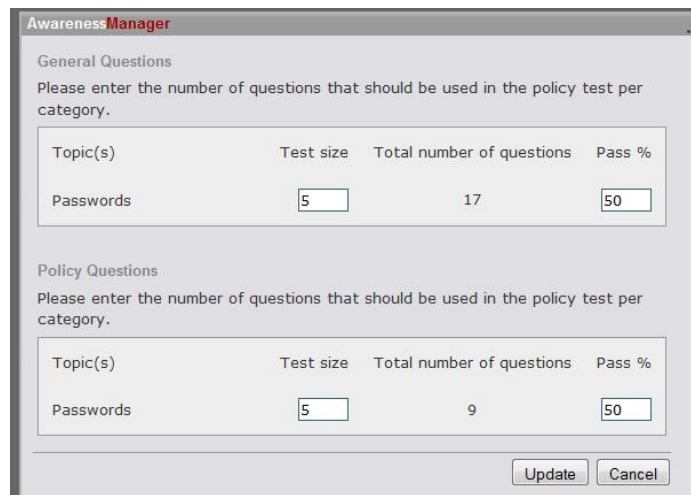
Customizing your awareness quiz



In order to tailor the tests to your specific target group click on the  beside the group name you wish to edit listed in the Awareness Manager main menu.

You can now choose how many questions you want each test to include (Test size) taking into account the maximum number available for each topic. (Total number of questions). For example, if you choose 5 questions in the Password category, each user will be given 5 randomly selected questions relating to this topic. The different users in a group being tested will not (necessarily) be given the same 5 questions. You can also select the pass rate for each test (Pass 50%).

In the same way, you can edit the Policy tests about your own company's specific security measures. In both cases, remember to click on Update to save your changes.



Topic(s)	Test size	Total number of questions	Pass %
Passwords	5	17	50

Topic(s)	Test size	Total number of questions	Pass %
Passwords	5	9	50

Certificates



If you want your users to be able to print a certificate showing that they passed the awareness quiz, click “Certificate” underneath the name of the awareness quiz. You can now tailor the certificate to look the way you want it to. If your company has a “stationary”, you can upload this as the certificate background. For this it has to be in the pdf format.



Copy an awareness programme



If you have already created an awareness programme, you can re-use or ‘recycle’ it by targeting it at a different user group. To do this, click on **Start with new target group** in the main menu. This will not change an already established awareness

programme but it will allow you to target it at a different user group. If, however, you do wish to change some elements of the programme, click on **Edit awareness programme** in the same menu. This will now allow you to add or change the topics in the programme and change the quiz criteria.

Awareness Manager

Awareness Program Manager

Name:

Description:

Category:



- Malware
- Passwords
- Email Usage


Target group: End User
IT Administrator
Management

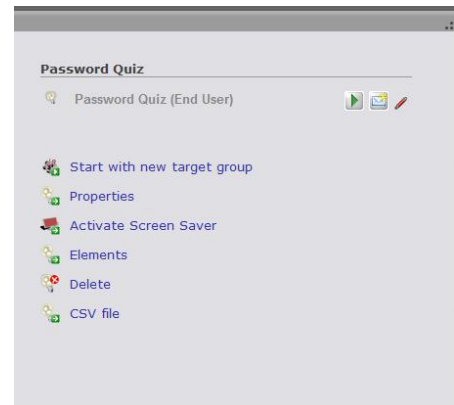
Target group dependent: Yes No

Attempts: 1

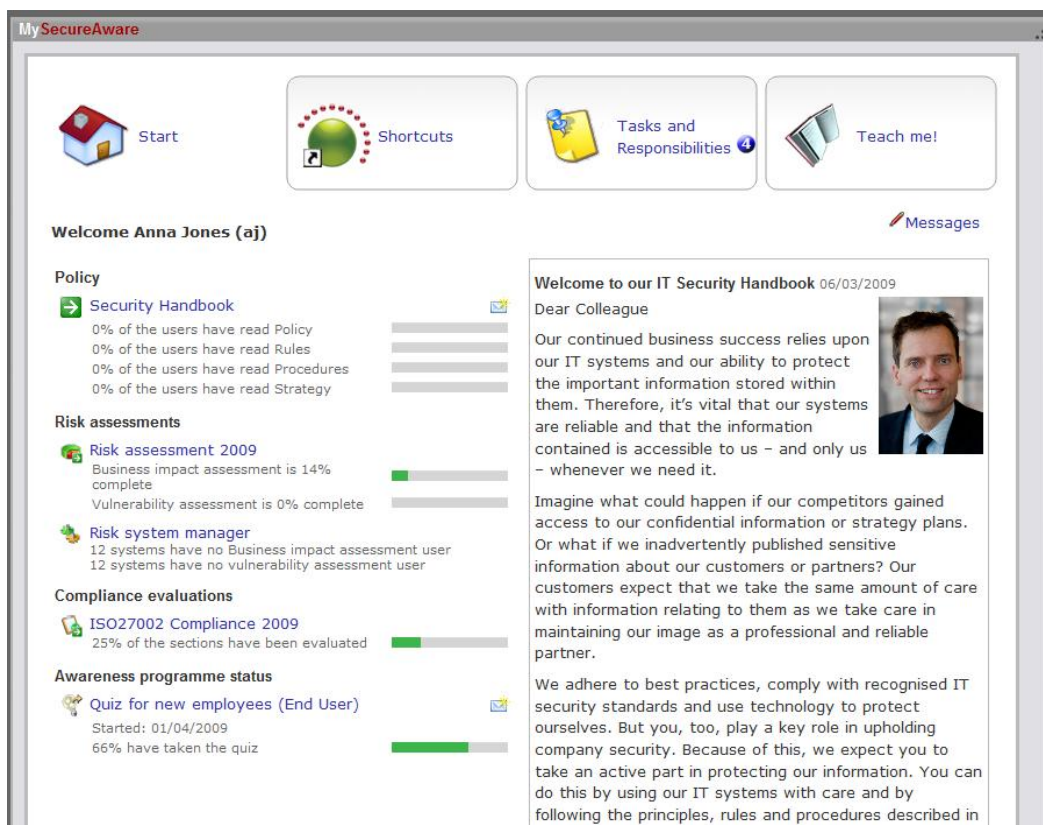
Launching your awareness programme


Once you have set up your awareness programme, you can now launch it by clicking on the  in the Awareness Manager main menu. All users who are members of the target groups will now receive the test. By clicking on ,


you can constantly monitor progress, for example who has completed the test or how well someone has done. Once all the tests have been completed, use the same function to see the final result. Click on the mail icon  to send a message to your users. You can choose to write to all users or to send a reminder to only those who have not completed the quiz. You can also opt to send an email to those who have taken the quiz notifying them of their results.





On My SecureAware you can keep track of how many users have completed the quiz. You can send e-mails from here as well.



Once all the users have completed your awareness programme (or at any other point in time of your choosing) you can stop the test by clicking on .

Clicking on  will allow you to view the final result. As well as an overall result for the company, you will be able to see individual results.



By clicking on  in the Awareness Manager main menu you can print out a report of the results. Note, this report will show the status of ALL of the programme you have set up. Delete unwanted programmes using .

Anonymous awareness quizzes

It is possible to let your users take the quizzes anonymously. In this way, you will only see the results, but not who they belong to. For this you will need a new license key, which Neupart will send you free of charge if you are a an awareness customer with an active maintenance license. Please contact Neupart for this. You will find the contact information on the last page of this manual.

Education

The main aim of the SecureAware Education programme is to teach end users about Information security and educate them in general about the security aspects associated with today's IT technologies. The standard programme covers 10 main topics:

- Malware
- Passwords
- E-mail Usage
- Internet Usage
- Software installation
- Backup
- Company network access
- Mobile Devices
- Cryptography
- Incident handling

Each topic is subdivided into a number of tutorials. For example, the **Malware** section could contain the following subsections:


- Malicious computer software
- Computer virus
- Computer worms
- Backdoor programmes

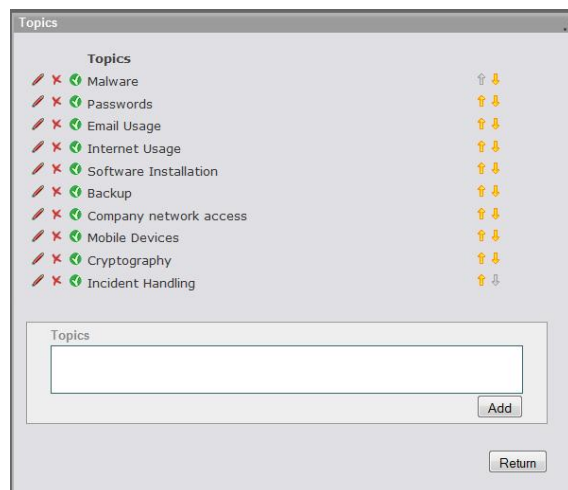
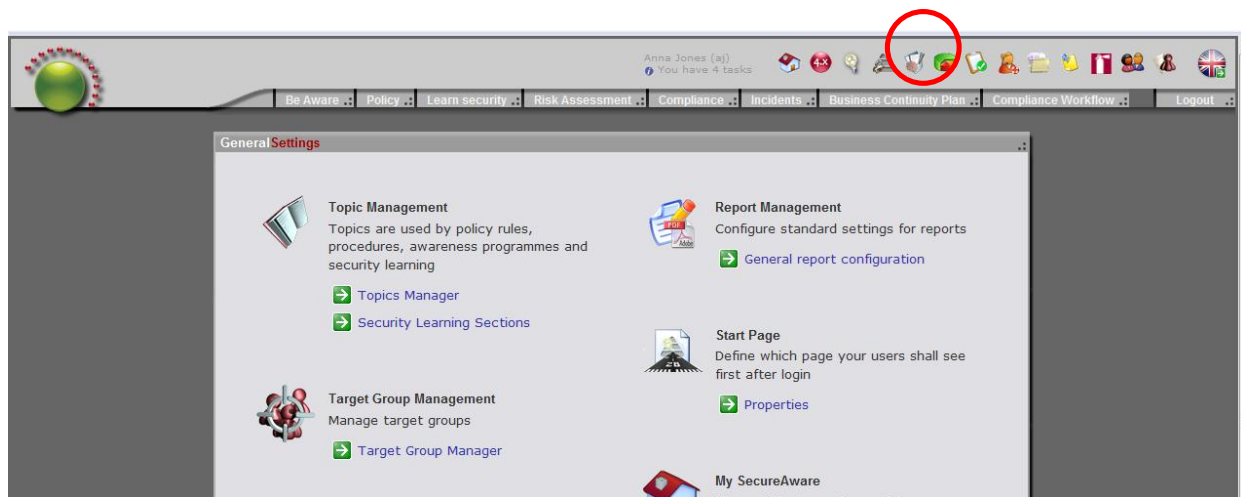
Each tutorial is followed by a quiz. This quiz contains relevant questions and tests the user's understanding of the different security issues covered. The programme's comprehensive tutorials and quizzes can be used as they are, but an extra feature of SecureAware Education lets you customize the standard content by adding or removing topics or questions, or by changing the order in which the different subjects are presented.





Your users can access the different topics from the SecureAware front page by clicking on the **Teach me!** tab. Here, your users will also find links to films, education content, rules and procedures relating to the specific topic.



This lets you add topics and subjects that specifically relate to your own company, its working practices and its employees. This step-by-step guide explains how to do it.

Customizing the Topics

To start customizing the topics in the SecureAware Education programme you need to use the Configuration Management function. To activate this, click on  at the top right of your screen.




Click on  **Topics Manager** to view a list of the existing topics. You can start to add a new topic by typing in a new topic name and clicking **Add**. Existing topic names can be changed by clicking on , and their order can be changed using the arrows  .

If you want to remove a topic, you can delete it by clicking . However, deactivating the topic (by using ) can often be more advisable.





Once you have made your changes, click on **Update** to save.

Customizing the Tutorials



In the Configuration Management section, click on  **Security Learning Sections** to access the tutorials and then choose which you wish to edit.

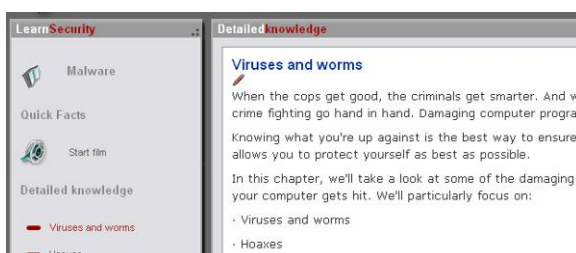
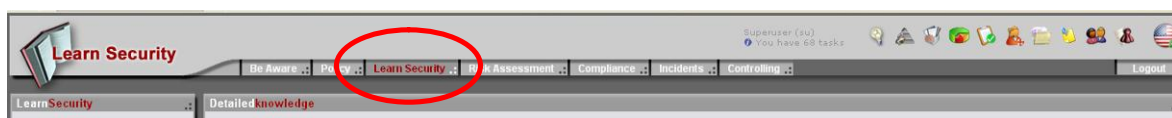



Editing the tutorials is done in the same way as editing the topics – using  and . If you want to add a new tutorial, type in a title and click on **Add**. Delete and deactivate existing tutorials using  and .

Don't forget to click **Update** to save any changes!

Editing and Adding Content

Once you are satisfied with the basic structure of your awareness programme you can add, edit or delete content. By clicking on the **Learn Security** tab, a menu containing your topics will appear on the left of the screen. Select which topic you wish to edit or add to.



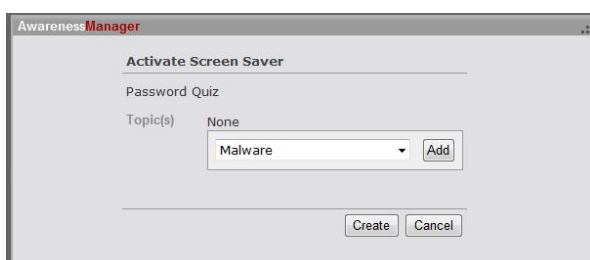
The subsections of the topic will now be listed on the left. Select the one you want. (If you've created a new subsection, there won't be any text to edit yet). Click on  to edit and format the text.


Once you are finished, click **Update** to save. If you

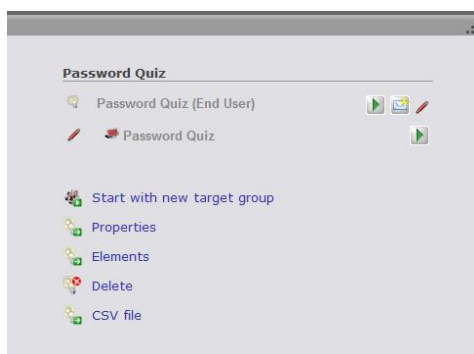
click on **Cancel** you will return to the original text.



Screen-saver programme

Awareness campaigns can be enhanced with the SecureAware screensaver for Windows. The Screensaver will show selected parts of your information security policy rules on idle desktop screens throughout your organization.



To select the security messages your users will be presented with on their screens, click on  **Activate screen-saver** in the Awareness Manager main menu. Use the drop-down menu to select the elements you want to include, clicking on **Add** each time (you can select as many or as few as you like). Once you have completed your selection, click on **Create**.



Just as with your awareness programmes, the screen-saver programme is activated by clicking on  in the Awareness manager main menu. Click on  to stop the programme.

Standard operation

In the default operating mode, it will blank the screen after the specified idle time and begin to show information security rules retrieved directly from the SecureAware server. Rules are selected from the active Awareness programmes and filtered by topic. If the client user is defined in SecureAware, the rules can also be filtered by target group and displayed in the users preferred language. Otherwise, standard portal settings will apply.



Logo screen

When the SecureAware logo appears after a sequence of security rules, the screensaver is building a new sequence from the latest retrieved data. When the screensaver is activated, it starts with cached data and tries to capture a new data set from the SecureAware server in the background. If successful, new sequences will be built with the new data.

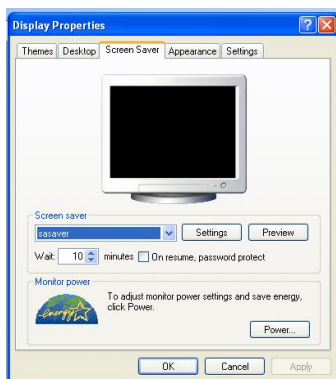
If the logo screen continues too long, the application is not able to connect to the SecureAware server and the connection settings need to be validated.



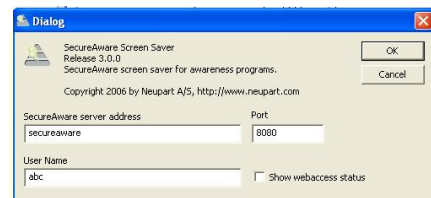
Installation procedure

The SecureAware screen saver is contained in a single file called sasaver.scr, which is a native Microsoft Windows executable file, specially designed as a screen saver. To install the screensaver, simply copy this file to the Windows folder. When installed, it can be selected from among the standard Windows screen savers and configured for the SecureAware connection settings.

Screen Saver settings



The SecureAware screensaver can be selected and configured from within the Windows control panel. The settings are used to connect to the SecureAware server and include the domain host name and TCP/IP port. The username can be used to filter information from the server regarding target group and preferred language. Another option shows client/server connection status.



Preconfigured distribution

The screensaver includes the SecureAware connection settings in a standard Windows .ini file located in the Windows folder. If no configuration file is found, the screensaver will create one with the default settings. The configuration file is a simple text file and is easily modified with a standard text editor like Windows Notepad.

The Screensaver configuration (.ini) file contains two sections, the server and cache sections. The cache section is used by the application to store the last fetch from the SecureAware server so the screensaver works when the user is offline and not connected to the company network. The server

sections contain base configuration options from the ScreenSaver setting dialog, and some special settings for advanced use. Here is a sample server section:

```
[server]
address=secureaware.company.sample
showstatus=0
port=80
user=xxx
secondsdelay=25
```

- **address:** This field contains the host name of the server hosting SecureAware, the name can be a valid DNS name or an IP address
- **showstatus:** Debug function which shows communication information on the upper right corner of the screen (0 = disable, 1 = enable)
- **port:** The TCP port used to host SecureAware, the standard port is 8080, when Internet Information Server is used the port is 80
- **user:** This is the user name sent to SecureAware for selecting text in the correct locale (language)
- **seconds delay:** This is the time in seconds that the rules text is visible on the screen (before changing to another rule)

If some of the settings are not present in the file, the SecureAware screensaver will create these. This can be used to create internal distributions where some of the settings are preset to company standards, for example a section could look like this:

```
[server]
address=secureaware.company.sample
port=80
secondsdelay=25
```

When the screensaver is distributed with this file, the ScreenSaver will use these settings and automatically add the missing fields the first time the screensaver is activated.

When you configure the required settings, you can remove any that should be set by the screensaver, such as the username setting. The screensaver will use the username found in the Windows environment variable at each client installation.

To distribute a preconfigured SecureAware screensaver, simply copy the .ini file, along with the screensaver executable, to the client's Windows folder. The application does not store any data or configuration information outside the configuration file, which should make it easy to distribute with standard Windows management tools. After distribution, the screensaver can be activated with standard Windows configuration tools.

Contact Information

- Further information is available by contacting Neupart

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