

Symantec Education Services

Symantec Security Awareness Program

The Need for Security Awareness

The growing complexity of information security threats puts proprietary information assets at risk on a daily basis. While a variety of sophisticated security technologies have emerged to address these issues, technology alone cannot secure an organization. Independent surveys have shown that 60-70% of security incidents are caused by employees and the failure of internal processes. In addition to technology, an organization's workforce must understand information security issues and behave in a manner that minimizes risks. The Symantec™ Security Awareness Program v3.2 enables organizations to improve their security posture by giving employees the knowledge and understanding they need to better protect valuable information assets through proactive, security-conscious behavior.

Security Awareness Program Overview

Symantec supports a risk management approach to help organizations mitigate risk through an effective security awareness program. Comprehensive program offerings include:

- Web-based Training (WBT)
- Communications materials
- Customization Services
- Symantec Syndicated Online Content (optional)

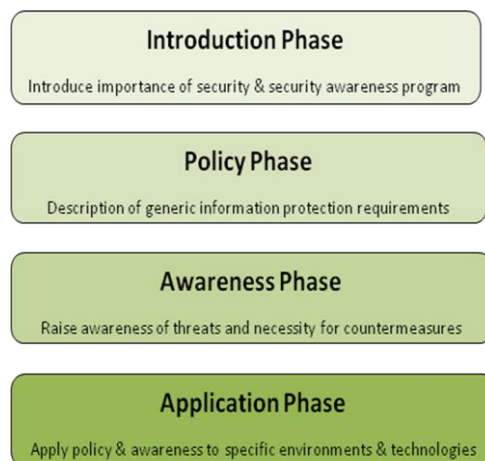
Web-Based Training

The Symantec Security Awareness Program provides a programmatic approach that includes comprehensive web-based training and communication tools to help companies meet the regulatory requirements specific to employee security awareness training. This can help

reduce vulnerabilities by creating an informed corporate culture to influence employees to protect an organization's critical information assets from exploitation, cyber attacks, unauthorized access, and fraud. The program is designed not only to increase security knowledge and understanding but also to influence appropriate employee behavior at all levels of the workforce.

The web-based training uses the following framework (figure 1) to introduce the importance of information security, the understanding of information security principles, the awareness and reality of threats and vulnerabilities, and how to apply security best practices to your environment.

Figure 1: Phases of the Security Awareness Program



Lessons in the web-based training include:

Lesson 1: Information Security Responsibilities, Principles, and Policies:

- Provides an understanding of what is information security, why it's important, and who is responsible for information security?

Lesson 2: Threats, Vulnerabilities, and Countermeasures

* SCORM - Shareable Content Object Reference Module

- Provides an awareness of the threats and vulnerabilities for which information is at risk and of the countermeasures, as well as the objectives and techniques used by hackers to gain information

Lesson 3: *Applying Security Best Practices*

- Covers security best practices and how to apply these in their environment at work or in their everyday lives, such as protecting information on the internet, exchanging information securely, securing your telephone communications, or being security aware when traveling

The web-based training concludes with an assessment to measure employee understanding.

The web-based training is available in SCORM*-compliant training modules that are ready to be published to an organization's SCORM 1.2 compliant Learning Management System (LMS) for tracking, reporting and audit purposes.

Communications Materials

An effective security awareness program requires an ongoing communications campaign to help re-enforce knowledge received from the web-based training.

Communication materials provided with in the Security Awareness Program include:

- Ready to print posters (11"x17" and 2'x3' sizes)
- Ready to print reminder cards
- Email templates to remind employees of the security best practices

Customization Services

Symantec provides flexible content customization services to tailor the content to your organization's specific needs, including branding the content with your logo. Customers can modify the reference link in the training modules to reference their own security policies and procedures and other relevant information.

Online Syndication Content (optional)

In addition to security awareness web-based training and supporting communication materials, Symantec

offers online syndicated content to help organizations create a unique touch point for security information on their own website, helping to raise the awareness of end users while at work and at home. Symantec syndicated content includes the latest virus alerts and threats, articles of the month, 10 Golden Rules when using the internet, Tips and Tricks and other topics. The content is automatically pushed to your website/security portal and can be customized to include the topics most beneficial to your employees for securing information at work and at home. You simply copy and paste html script onto your web page to receive automated data feeds on selected topics which are updated on a regular basis. Update frequency varies by content categories.

More information

Contact your Symantec sales representative to learn more about the Symantec Security Awareness Program or visit <http://go.symantec.com/ssap>.

About Symantec

Symantec is the global leader in information security providing a broad range of software, appliances and services designed to help individuals, small and mid-sized businesses, and large enterprises secure and manage their IT infrastructure. Symantec's Norton brand of products is the worldwide leader in consumer security and problem-solving solutions. Headquartered in Cupertino, Calif., Symantec has operations in more than 40 countries. More information is available at www.symantec.com.

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