

End-user Security Awareness FAQ

Revised: 3/10/2015

Q When will end-user security awareness training be available?

A The training was made available on November 1, 2013.

Q How long will end-user security awareness training be available?

A End-user security awareness training is available through October 31, 2015.

Q What is the process to start using end-user security awareness training?

- A
1. Contact DIRSecurity@dir.texas.gov to provide your agency's roster of users and administrator contact.
 2. DIR will register the users and grant privileges to your agency administrator. DIR will contact your designated administrator to confirm access to the Virtual Learning Environment (VLE).
 3. The administrator will receive an email notification that his account has been created.
 4. DIR will train the administrator to customize End-user security awareness training based on his agency's requirements and to assign and release training.
 5. The administrator will activate his agency's users.
 6. Users will receive a welcome email with login information.
 7. The administrator will release lessons to agency users at a frequency that best suits the agency's training plans.
 8. Users will receive notifications as new lessons are assigned to them. The administrator may release as many lessons at any given time as appropriate.

Q How many lessons are available through end-user security awareness training End User training?

A End-user security awareness training end-user training encompasses 43 lessons as well as introduction and wrap-up videos. Visit www.securingthehuman.org/enduser to preview the lessons.

Q Can you give me a synopsis of each lesson?

A Visit www.securingthehuman.org/enduser and click on a lesson preview to read about that lesson. You can also download a brochure with lesson descriptions and other useful information here: www.securingthehuman.org/media/resources/pdfs/security-awareness-brochure.pdf

Q Can I view a demo of the end-user security awareness training program?

A You can sign up for a free end-user security awareness training demo here: www.securingthehuman.org This demo is valid for two weeks.

Q How long is an average lesson?

A Lessons are usually no longer than a few minutes each. The longest video lasts five minutes and 30 seconds. They're brief and designed not to be obtrusive.

Q Is there a time limit to complete the lessons?

A The training is available through the end of October 2015. When you assign a lesson, your users can complete it on their own time. So if they don't complete it by the time you assign the next one, no problem. Your agency's training administrator can monitor your users' progress and send reminders if necessary.

Q Can an administrator decide which videos to release?

A Yes. The administrator can decide which videos are appropriate for his agency and release as many as he feels necessary at a given time.

- Q When will end-user security awareness training be available?
- Q Some of the lessons are not appropriate for my agency. Are my users required to watch all of the lessons?
- A No. You will create a training policy which will determine which lessons your users can watch.
- Q Can I add users at any time, or do I have to add them all at once?
- A You can add new users at any time. Keep in mind that the end-user security awareness training program will close at the end of October 2015. If you register someone and they leave before they start training, you can reuse that seat. However, if an employee starts the training and then leaves, that seat will be closed and will not be available for reuse. Please contact dirsecurity@dir.texas.gov to confirm your agency's total number of users.
- Q Can an agency training administrator also have a training account?
- A Yes. If you are enrolled as both administrator and student, you will have the option to see administrator and student views using the same set of credentials.
- Q What is my username?
- A Your username is your email address unless you authenticate through their own system/web sign-in.
- Q How do I authenticate through my own system/web sign-in?
- A Contact dirsecurity@dir.texas.gov for more information.
- Q Is it possible to submit a different list of users every other month so that I can reach as many users as possible?
- A No. The number of users per agency is limited.
- Q What type of employee should we enroll in End-user security awareness training end User training?
- A This training is designed to provide awareness that will help for the average user learn about safe online computer use.
- Q Will my agency get a report of who has participated in end-user security awareness training?
- A The agency administrator can track who has completed each lesson.
- Q Can the videos be downloaded and reviewed before releasing them to our agency?
- A You may not download and redistribute the videos. However, you may view samples of all videos here: www.securingthehuman.org/enduser You may also sign up for a free program demo at www.securingthehuman.org
- The only way to view the videos in their entirety is to enroll. We can enroll you in advance to give you time to evaluate all lessons. If we enroll you now, that will count against your total allotment.
- Q I heard about a Developer version. Does that count against our allotment of seats for end-user training, and how do we specify which version of training we want?
- A We are not offering Developer training at this time. If you wish to purchase Developer training for your staff, contact dirsecurity@dir.texas.gov for more information.

Q When will end-user security awareness training be available?

Q Can we purchase extra seats for our agency?

A Yes. You can purchase them through DIR's contract. Use this procedure:

1. Navigate to dir.texas.gov
2. Enter *DIR-SDD-1951* (not case sensitive) in the search field and press the *Enter* key.
3. Click the *Dell Marketing LP [DIR-SDD-1951]* link and follow the instructions listed in the *How to Order* section.
4. When placing the order, reference contract number *DIR-SDD-1951* and mention *SANS Securing the Human training*. Include the number of seats that you would like to purchase.

Contact dirsecurity@dir.texas.gov for more information.

Q How can we host on our own Learning Management System (LMS)?

A Agencies may host a separate LMS account for an additional one-time fee of \$2500. Two options are available:

- DIR is provided one VLE and one LMS account and may provide the agency with the end user licenses out of its allotment.
- An agency may purchase its own license with their LMS as the delivery platform. Pricing is available at www.securingthehuman.org/pricing/government-current for state and local governments and at www.securingthehuman.org/pricing/education-current for educational institutions.

Contact dirsecurity@dir.texas.gov for procurement instructions.

Q What IP addresses should be whitelisted?

A SANS maintains a list here: status.securingthehuman.org/help/article.php?id=25