

# Technical Testing – Managed Phishing and Security Awareness Training (Co-Managed)

## Support

eSentire will provide onboarding, user level, administer level guides supporting the end customers' usage of the SaaS platform. Support is available during normal business hours (EST).

## Reporting/Dashboards:

- Awareness and Education
- Exposures
- Course Completion Summaries
- NIST CSF Alignment
- Onboarding Summary
- Phishclick Analysis
- Phishforward Report
- Phishforward Summary
- Outdated Browser Summary
- Security Dissonance Summary
- Survey Results Summary
- Technology Summary
- Top Division Risk Summary
- Top User Risk Summary
- Security News Bulletin
- Phishing simulation Report
- Data Captured Phish Report

## Responsibilities

- eSentire will provide twelve (12) phishing campaigns per year (one campaign per month):
  - Each phishing campaign will be selected from the phishing campaign templates library
  - Each phishing campaign will be sent out every 30 days from the initial campaign or on custom workflow agreed upon by the customer and the MRS team.
- eSentire will also provide general security awareness training through the online Learning Management System (LMS).
- eSentire's online Learning Management System (LMS) will provide targeted security training for users who fail phishing campaigns
- The client may request on a quarterly basis, a one (1) hour review of the findings of the campaigns with an eSentire Information Security Consultant
- The customer must use Two-Factor Authentication (2FA)

## Exclusions

- The customer may not adjust frequency of delivery
- eSentire reserves the right to limit support effort as required