

Technical Testing – Managed Phishing and Security Awareness Training (Essentials Package)

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) on a standardized, pre-built workflow:
 - 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
- 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 Client will not select its own campaign templates, custom workflows and / or frequency of the delivery
- eSentire reserves the right to limit support effort and time as required