

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

Consists of monthly phishing campaigns that are run on a pre-determined workflow, as indicated in an Order Form. The phishing campaigns are paired with security awareness training.

Support

- eSentire will provide onboarding, user level, administer level guides supporting Clients' 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 12 phishing campaigns per year (one campaign per month) on a standardized, pre-built workflow
 - Each phishing campaign will be randomly 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
- Client may request on a quarterly basis, a one hour review of the findings of the campaigns with an eSentire Information Security Consultant

- Client must use Two-Factor Authentication (2FA)

Exclusions

- 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