Protect • Comply • Thrive

Staff Awareness E-learning Courses

Did you know?

Current employees **remain** the top source of security incidents.
PwC, CIO and CSO, The Global State of Information Security® Survey 2018
Staff receiving fraudulent emails accounts for 43% of the **most disruptive breaches.**
Cyber Security Breaches Survey 2017
66% of IT professionals admit that **employees are the weakest link** in the company's security strategy.
Managing Insider Risk through Training & Culture, Experian
Employees inadvertently exposing sensitive or confidential information ranked as **number one concern**.
Managing Insider Risk through Training & Culture, Experian
Emails with malicious links and attachments account for **59% of ransomware infections.**
Understanding the Depth of the Global Ransomware Problem, Osterman Research
90% of cyber attacks begin with **email.**
2016 Enterprise Phishing Susceptibility and Resilience Report, Phishme
36% of UK adults **could not** confidently define a phishing attack.
2016 Cyber Security Perceptions study, ISACA
1.3 million British businesses were hit by **phishing** in 2016.
Cyber Threat Report, Opinium
72% of companies are concerned about the **lack of employee awareness of security practices.**
The Need for a New IT Security Architecture, Ponemon Institute

The importance of staff training

A staff awareness training programme is an essential element in developing individuals' and organisations' ongoing success, whether for conformance to standards, for regulatory compliance, or for everyday operational effectiveness. Security systems are rendered practically useless without knowledge of how to operate them properly, and procedures won't be followed if staff are unaware of their obligations.

Furthermore, many national and international laws, and international standards mandate staff awareness. National laws and legislated requirements include the Data Protection Act 1998 (DPA) and NHS IG Toolkit in the UK; the Health Insurance Portability and Accountability Act (HIPAA) and the Gramm–Leach–Bliley Act (GLBA) in the US; and Canada's Personal Information Protection and Electronic Documents Act (PIPEDA). International laws include the EU's General Data Protection Regulation (GDPR), Directive on Security of Network and Information Systems (NIS Directive) and Regulation on Privacy and Electronic Communications (ePrivacy Regulation or ePR). International standards include the Payment Card Industry Data Security Standard (PCI DSS), ISO 27001 and ISO 9001.

Learning options

There are many different, though superficially similar, approaches to learning:

	Classroom training	Live Online training	Distance learning	In-house training	E-learning staff awareness
Audience	Individual	Individual	Individual	Group	Individual
Delivery method	Face-to-face	Web live	Web-based	Face-to-face	Web-based
Delivery time	Fixed	Fixed	Flexible	Fixed	Flexible
Place	Venue	Wherever	Wherever	Workplace	Wherever
Trainer	Present	Present	Self-training	Present	Self-training
Repeatable	No	No	Yes	No	Yes
Custom content	No	No	No	Yes	Yes**
Administrator control	No	No	No	No	Yes
Cost	Fixed	Fixed	Fixed	Fixed	Per user
Additional costs*	Yes	No	No	Yes	No
Formal qualification	Yes	Yes	Yes	Yes	No

*Accommodation, travel, other expenses
**For more information on customisation, please refer to page 11

- **Classroom-based courses** are public training courses conducted by a professional trainer, and suit individuals or small groups of staff who need to be trained on a one-off basis, and who require a structured approach and interaction with others.

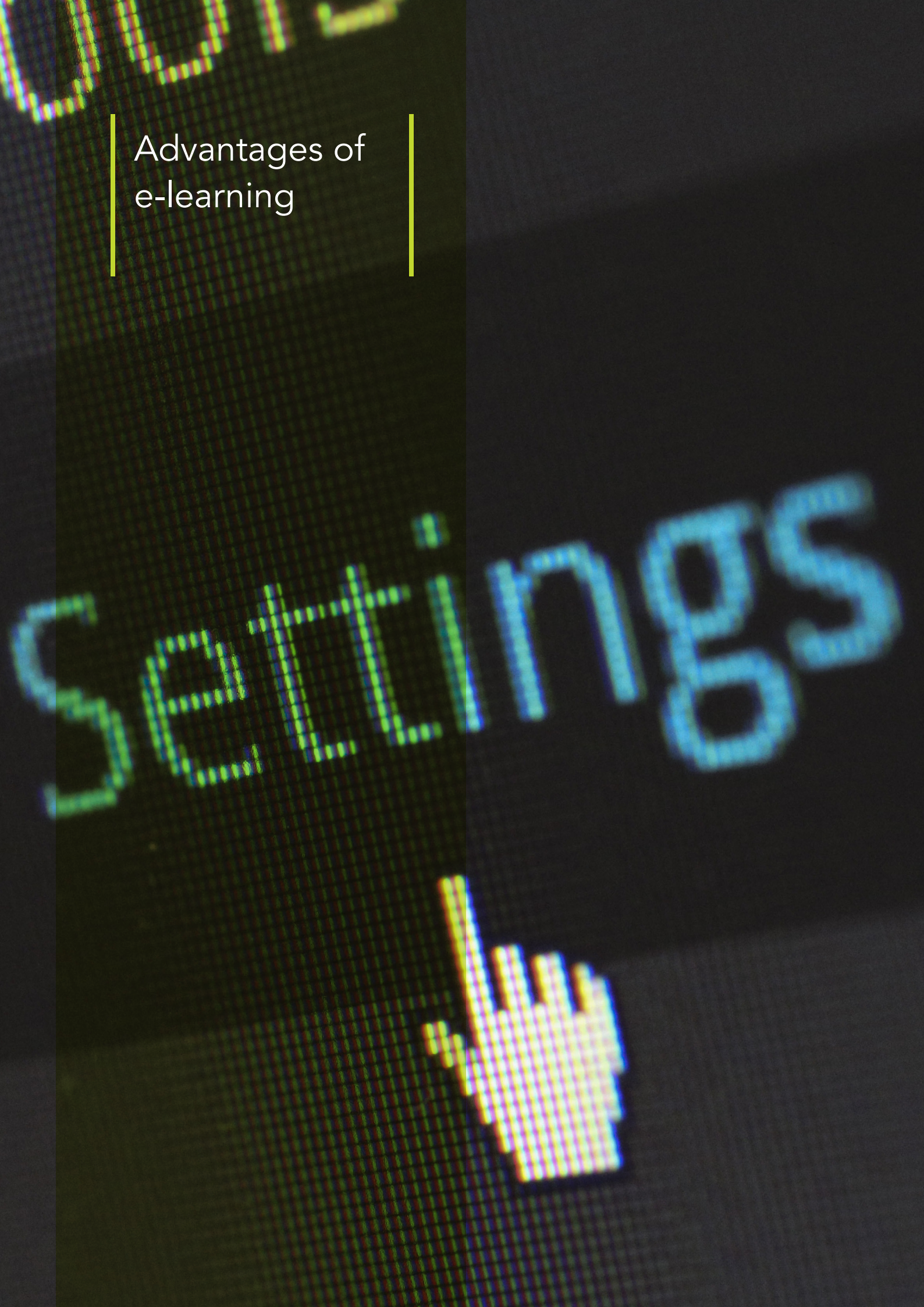
- **Live Online training** is live classroom-style teaching delivered across the Internet, and suits those who are unable to travel to the training venue or those who prefer this style of learning.

- **Distance learning** covers the same material as classroom and Live Online courses, but is pre-recorded so individuals can learn in their own time and in a location of their choice. This method provides undiluted core content without any of the interruptions associated with a classroom or Live Online course.

- **In-house training** is similar to classroom-based courses, but is delivered by a consultant or trainer in the workplace. In-house training addresses the need to train large numbers of staff in a particular discipline on a one-off basis, and is more adaptable to the needs of a particular organisation than classroom-based courses.

- **E-learning** is the flexible distance-learning alternative to classroom and in-house training, and allows individuals to learn in their own time, in a location of their choice, but still within the carefully structured confines of a formal learning course. Individuals' performance is automatically assessed online, reducing administration and providing automatic records suitable for audit.

Advantages of e-learning



While other approaches to learning are valid, e-learning is a cost-effective, flexible, efficient and increasingly popular mean of delivering staff awareness training in large numbers.

Cost effective

E-learning courses are often less expensive than classroom-based courses. If you have a large number of staff to train, this can have a significant impact on your training budget.

The price is significantly lower because there are fewer overheads:

- no classroom or trainer hiring costs;
- course materials can be downloaded and accessed via tablets and laptops;
- no accommodation, travel or subsistence costs.

Bulk discounts are usually available for e-learning courses because the number of attendees isn't limited in the same way as in-house or classroom courses. With e-learning, regular staff training can often be delivered for less than £10 per person per annum.

Consistent

The presentation of information on an e-learning course is specifically designed for easy comprehension. Complex concepts are explained using practical and non-technical terminology, making it easier for non-technical staff to understand.

Everyone who takes an e-learning course will receive exactly the same information, free from instructors' or other delegates' comments and opinions. The aim is to establish a consistent understanding of procedures and processes throughout the organisation, regardless of staff location.

Higher retention rate

According to the Research Institute of America, retention rates for e-learning are between 25% and 60%, while those for classroom training are considerably lower, at 8% to 10%. This is because e-learning gives employees greater control of the learning process: they can go at their own pace, they can reread information they haven't quite grasped, or they can skim over areas they're already familiar with.

Minimal environmental impact

The environmental impact of an e-learning course is minimal when compared with a classroom-based course. The carbon footprint is significantly reduced because of the lack of travel, and there is less paperwork because everything is online. If you or your company are concerned about your green responsibilities, then choosing e-learning will help minimise your impact on the environment.

Tailored branding and content

E-learning courses can be quickly updated and tailored to suit your particular needs, so you can get a more personal training programme for your staff.

For example, an e-learning course could be tailored to match your brand and messaging, and to reflect your policies for regulatory compliance.

Monitor staff progress

E-learning courses usually include a dashboard that allows an administrator to quickly and easily monitor staff progress, assess course attendance, set alerts, follow up with staff, and generate records of which staff members have completed courses.

This information could be used for internal purposes or, if necessary, as evidence in a court of law.

Minimal disruption to everyday working

According to a Brandon-Hall study, e-learning requires 40% to 60% less employee time than classroom training because of its flexibility. Courses are asynchronous and employees can stop and start as their workload demands, which causes less disruption to business.

Flexible

E-learning courses are accessible anywhere in the world at any time. A member of staff can be trained wherever they are (at their desks, at home or in a venue of their choice) by accessing a training website (effectively an online training centre). Alternatively, training courses can be hosted on the organisation's own servers to give staff internal access.

Unlimited capacity

There is no limit on class sizes, so more staff can be trained at any one time (essentially, anyone with a computer terminal can access a course). Consequently, training the whole staff with e-learning courses takes considerably less time than with public or in-house training: there is no need to gather the whole staff in a single location at the same time.

IT Governance's e-learning courses

Staff awareness e-learning courses

Our portfolio of staff awareness e-learning courses spans a range of topics, from information security, ISO 27001 and cyber security, to data protection and the PCI DSS.

Information Security

The course aims to reduce the likelihood of human error by familiarising non-technical staff with security awareness policies and procedures. It ensures that information assets are better protected and increases customer and employee confidence in the organisation.

Information Security & ISO 27001

This e-learning course enables employees to gain a better understanding of information security risks and compliance requirements in line with ISO 27001:2013, thereby reducing the organisation's exposure to security threats.

PCI DSS

This course is designed to increase employees' awareness of PCI DSS requirements, and to provide clear and simple explanations of what companies and individual employees must do to meet the requirements of the current version of the Standard.

GDPR

This course aims to provide a complete foundation on the principles, roles, responsibilities and processes under the GDPR to all non-technical staff, reducing your organisation's risk of non-compliance.

N3 and Information Security

This course aims to help commercial third parties' employees understand information security at work, as well as their obligations under the Data Protection Act (DPA) in the context of the N3 Connecting for Health environment.

Phishing

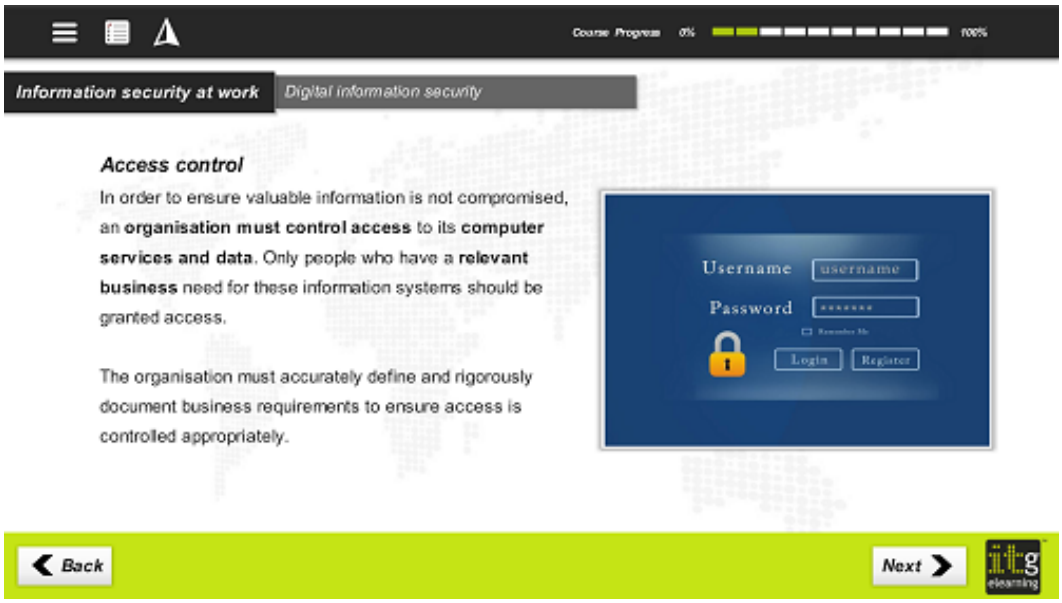
The course will help you and your team understand how phishing attacks work, the tactics that cyber criminals employ, and how to spot and avoid phishing campaigns.

Phishing and Ransomware Human-patch

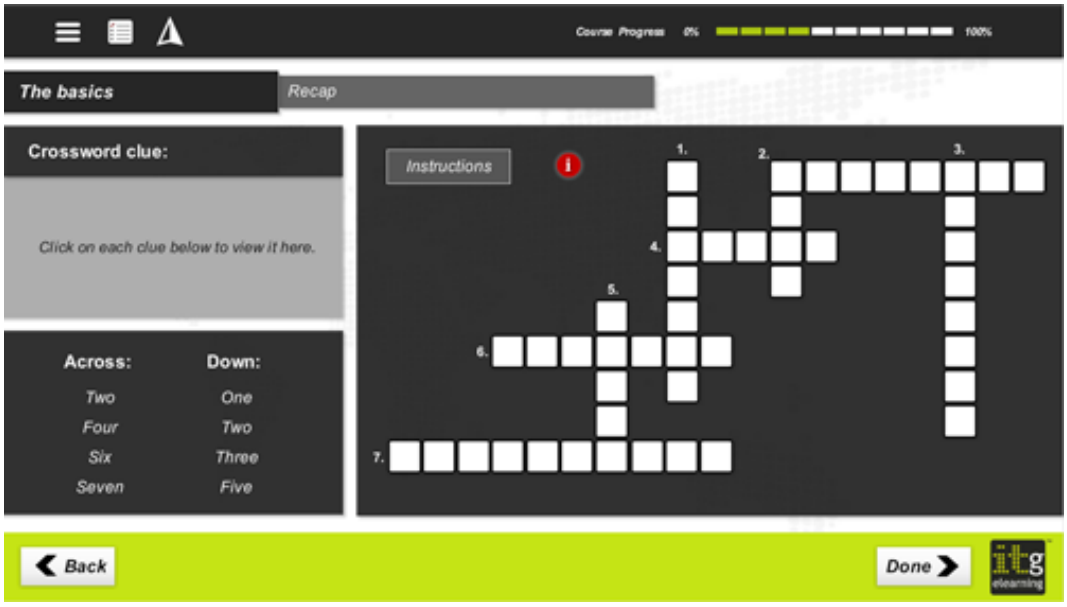
The course teaches staff the basics of how to avoid falling victim to phishing attacks and ransomware. It describes the link between phishing attacks and ransomware, and what staff need to be aware of to prevent attacks.

All of our e-learning courses are packed with unique features

From 40 to 60 minutes long



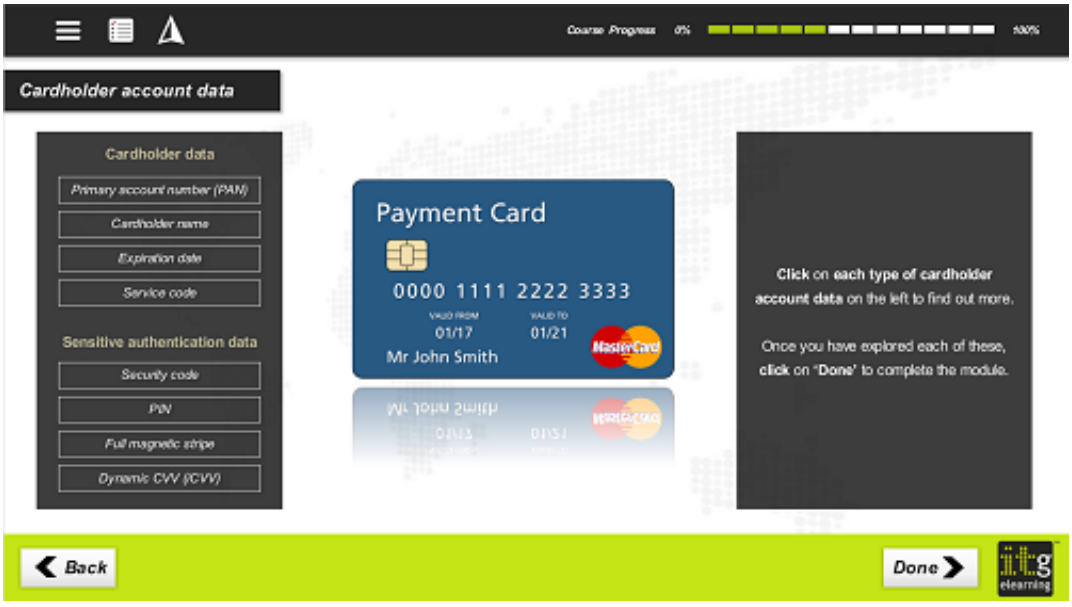
Complex concepts explained in non-technical language



Thought provoking real life examples and case studies

Engaging activities like quizzes and puzzles to recap each chapter/ module

Final assessment made up of around 20 questions



Practical security tips and tricks to reduce the risk of mistakes

Technical information

Customisation options

IT Governance courses can be rebranded to match your corporate identity so that your employees enjoy an e-learning course experience that feels authentic, reinforces important brand messages, and enables you to make a bigger impact on your organisation's goals and objectives.

We offer two different customisation options for any course:

- **Core customisation** includes incorporating company policies and procedures, company contact information, and corporate logos and colour schemes, according to a standard set of available customisation options.
- **Bespoke customisation** includes editing any additional element of the course and/or e-learning experience, at an additional hourly charge, and is subject to a scoping call with your organisation.

Download our customisation brochure to view the options available for each course.

Learning management system (LMS) hosting options

We offer two different LMS hosting options for any course:

- Hosted in and delivered from IT Governance's online e-learning environment. Staff can simply log onto the selected training courses and the nominated administrator can access online reports.
- Deployed and delivered from your own LMS. All courses are SCORM 1.2- and AICC-compliant.

You could also start with an external hosting environment (IT Governance's LMS) and progress to your own LMS when you are ready.

Licensing

All IT Governance staff awareness courses are sold on an annual licence basis, which means that your staff automatically benefit from any updates that become available during the licence period.

We offer attractively priced multi-year licences for all of our staff awareness courses. For 150 or more users, please contact our service centre for a custom quote.

Our company

IT Governance is the world's leading global provider of IT governance, risk management and compliance solutions. Our comprehensive range of products and services, combined with flexible and cost-effective delivery options, provide a unique, integrated alternative to the traditional consultancy firm, publishing house, penetration tester or training provider.

Our credentials

Try before you buy

Contact us on +44 (0)333 800 7000 or email servicecentre@itgovernance.co.uk if you are interested in a free demonstration.

Optimise your staff awareness campaign

IT Governance's multi-faceted Security Awareness Programme utilises different media, channels and formats to build a security culture and tackle employee behaviour, generating tangible and lasting organisation-wide security awareness.

Find out how we can help

IT Governance Ltd
Unit 3, Clive Court, Bartholomew's Walk
Cambridgeshire Business Park
Ely, Cambs CB7 4EA, United Kingdom

t: +44 (0)333 800 7000
e: servicecentre@itgovernance.co.uk
w: www.itgovernance.co.uk

@ITGovernance /it-governance /ITGovernanceLtd