

## **User Awareness Training**

Security awareness and training is crucial for all government employees. They are the first line of defense in protecting IT resources and information. User training is pivotal to the overall success of an information technology security program. This awareness program ensures that users understand their IT security responsibilities, organizational policies, and how to properly use and protect the IT resources provided to them. Before users are provided access to IT resources, they should understand and comply with security policies and procedure and be appropriately trained. Also, they should be made aware that the actions they take could have an adverse effect on ITS' security posture as a whole.

These actions include, but are not limited to, proper passwords, data backups, antivirus protections, knowing how to spot and accurately report suspected incidents and/or violations of security policies, and following rules established to avoid social engineering and phishing attacks.

Throughout the awareness campaign, we use several delivery methods to provide materials in addition to traditional classroom training. We will identify and customize these methods for each respective environment including, but not limited to, those listed under User Awareness Delivery Methods.

Awareness topics delivered during this program will ensure we provide a measurable understanding of industry best practices in information security.

## **User Awareness Topics**

- Password complexity, changes and safeguarding
- Internet usage
- Incidents and violation reporting
- Antivirus programs
- Social engineering
- Screen locking and account safeguarding
- Email (Phishing, social engineering, spam, attachments, virus, etc)
- Software patching
- Operational security (OPSEC)
- Mobile device vulnerabilities
- Security policy

## **CGI's User Awareness Delivery Methods**

- Annual user IA Awareness training via CBTs
- Security tips and messages: emails, post-it notes, pens
- Games
- Award Programs
- Screen Savers
- Posters