

Security Awareness Professional Services

Simplify how you implement, manage, and optimize your security awareness training program with Security Awareness Professional Services. Knowledgeable and supportive Terranova Security staff provide guidance on all aspects of your awareness initiatives, from planning and execution to comprehensive customization options.



Services That Help Achieve Your Cyber Security Goals

Choose from multiple professional services options that empower your team throughout the training process. Streamline every facet of your security awareness training program, including how you strategize and launch training initiatives, monitor performance, and adjust individual training components to better target user behaviors.



CISO Advisory Services

With more than 20 years of industry experience at your disposal, in-house CISO Advisory Services can help you plan and optimize every part of your security awareness training program. Get recommendations on how your organization can protect its data from the latest cyber threats with effective user behavior change.

*Please note that CISO Advisory Services are specific to security awareness and phishing training, and do not cover all aspects of cyber security.



Managed Services

Work with a dedicated, knowledgeable, and supportive team to deploy and manage all aspects of your security awareness training program. Terranova Security Managed Services options are flexible and can accommodate various training program needs to ensure you attain your security awareness goals.



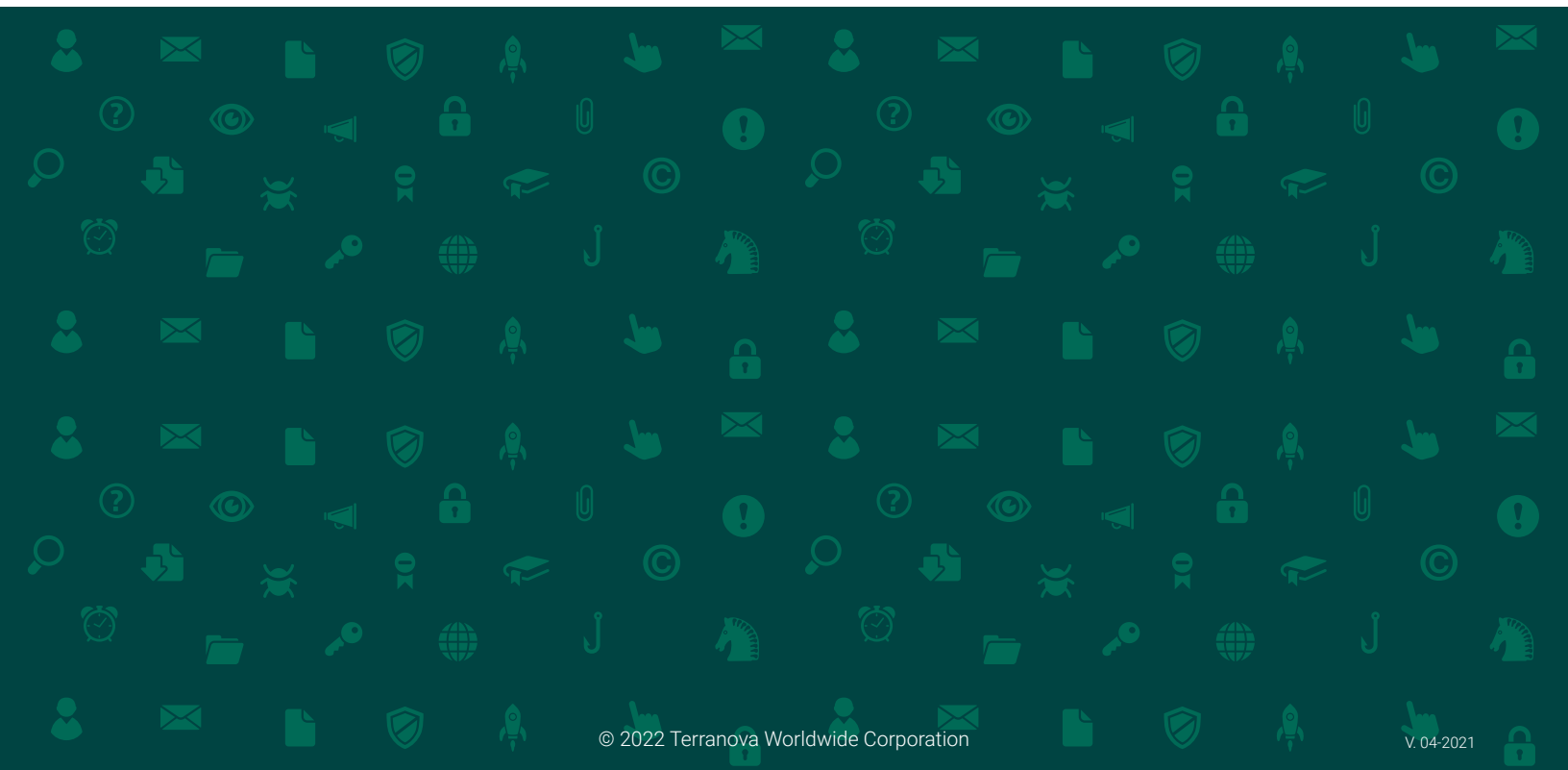
Customization Services

Quickly and easily customize a wide variety of branding parameters and content with assistance from the Terranova Security team. Your organization can also benefit from extended customization levels and tailor them to your organization's reality.



**TRAIN CYBER HEROES. DEVELOP CYBER SECURITY AWARE CULTURE.
REDUCE THE HUMAN RISK. PROTECT YOUR ORGANIZATION.**

WWW.TERRANOVASEcurity.COM



The Global Partner of Choice in Security Awareness Training

When you work with Terranova Security, you get more than just another security awareness training vendor. You get an active partner who will support your organization every step of the way to ensure that it attains all its cyber security objectives.



Security Awareness Professional Services Benefits

Enjoy a smooth, stress-free security awareness training implementation and management process. All Security Awareness Professional Services bundles include everything your organization needs to create, deploy, and optimize an effective training program that changes user behaviors and reduces risk levels.



CISO Advisory Services

- Backed by more than 20 years of industry-leading expertise
- Identify actionable, scalable security awareness training goals
- Build a training program strategy that targets the right user behaviors
- Extract data-driven insights to maximize your cyber security ROI



Managed Services

- Ensure a seamless training program implementation and rollout process
- Experienced project management and awareness campaign launch support
- End user performance measurement to help attain cyber security objectives



Customization Services

- Customize every aspect of your training content
- Personalize elements of your learning environment to match your brand and voice
- Ensure your training program is always tailored to your specific needs

A Proven Methodology for Enhanced Training Capabilities

Implement the proven Terranova Security 5-step security awareness training framework to ensure your program is aligned with all your cyber security and key business objectives. With a pre-defined structure, clear best practices, templates, and checklists for each stage of the deployment process, you can get quickly get ready and start changing user behaviors and reducing related risks.



STEP 1

Analyze your organization's needs and objectives and develop a cyber security awareness program that generates results.

STEP 2

Plan your program to stay on track and engage your workforce as well as your stakeholders.

STEP 3

Deploy an effective training initiative and witness behavior change as it happens.

STEP 4

Measure the performance of your program against your objectives and demonstrate progress to stakeholders.

STEP 5

Optimize campaigns accordingly and update your program to incorporate new insight.

Security Awareness Training That Facilitates Behavior Change

Maximize your organization's security awareness training investment with content and phishing simulations that target and help change user behavior. With content available in a variety of formats and languages, you can tailor every aspect of your training program to align with your organization's unique needs and goals.

Risk-based Training Example



Security Awareness Professional Services Bundles

With a variety of bundle options, your organization can benefit from a comprehensive Security Awareness Professional Services solution. Use a bank of 3, 5, 10, or 15 days to customize your bundle components based on your organization's unique goals, needs, and resources, and time allotted for each stage of the process. Your bundle can also be supplemented with additional hours at any time.

● CISO ADVISORY SERVICES
 ● MANAGED SERVICES
 ● CUSTOMIZATION SERVICES

DAY(S)



ANALYZE

Needs analysis

- Identify your security awareness objectives
- Select your training program content
- Determine existing program maturity level

3 to 4

1.5

Phishing baseline

- Simulation that targets user behavior (1 simulation with up to 2 scenarios)

+ Add 0.5 day if using Managed Services

1

Knowledge quiz

- Quiz of 12-15 questions to provide more detailed baseline

+ Add 0.5 day if using Managed Services

1

PLAN

Create Security Awareness Program plan

- Build your online training
- Prepare your communications strategy
- Determine your reinforcement material deployment schedule

4 to 6

1 to 2

Campaign Metrics

- Establish your security awareness KPIs
- Identify your training program's learning objectives

1 to 2

Executive PowerPoint presentation

- Provide leadership with a strategic program overview

0.5

Full security awareness training program documentation

- Deliver in-depth guidelines to stakeholders

2

DEPLOY

Configure Security Awareness Platform

- Upload users
- Add user filters

3 to 4

0.5

Deploy security awareness training course

! Time allotment is per activity

1

Deploy phishing simulation

- Time allotment represents minimum requirement for 1 simulation of up to 2 scenarios

1

Deploy quiz

- Up to 15 pre-defined questions per quiz

! Time allotment is per quiz

1

DAY(S)



1 to 2

MEASURE

Prepare raw awareness training report(s)

- Reports are delivered in compatible Excel file format
- 1 reported delivered per security awareness training activity

! Time allotment is per report

0.5

Prepare raw phishing simulation report(s)

- Reports are delivered in compatible Excel file format
- 1 reported delivered per security awareness training activity

! Time allotment is per report

0.5

Prepare raw quiz report(s) (1 report per quiz)

- Reports are delivered in compatible Excel file format
- 1 reported delivered per security awareness training activity

! Time allotment is per report

0.5

Data analysis and executive report for training activities

- Reports are delivered in compatible Excel file format
- 1 reported delivered per security awareness training activity

! Time allotment is per report

0.5

OPTIMIZE

1 to 2

Program performance evaluation

- Review your organization's key metrics, learning objectives
- Gauge your training program's overall performance

1

CISO recommendations and feedback

- Select topics for your program's next phase
- Get training program improvement recommendations

0.5

CUSTOMIZE

1 to 6

Customize your training course(s)

- Tailor learning module content to your requirements
- 1 to 3 extra day(s) are required for each additional language

! Time allotment is per course

1 to 4

Customize your communication material(s)

- Add branding elements to newsletters, posters, etc.

1

Customize your phishing simulation

- Tailor different phishing simulation elements to your needs

! Time allotment is per simulation

1

Discover how these Security Awareness Professional Services bundle options can help you get the most out of your training program!

BUILD YOUR BUNDLE

TERRANOVASECURITY.COM/QUOTE

Terranova Security and Microsoft:

Bringing the Best Security Awareness Content to Users

Terranova Security is Microsoft's security awareness training partner of choice, helping organizations worldwide leverage high-quality content to strengthen their data protection. Terranova Security training material also leverages Microsoft's real-time phishing intel to reflect the most current cyber threats and help users safeguard all types of information.

Industry Distinctions

Gartner®



Recognized by Gartner as a representative vendor in the 2020 Market Guide for:

**Security Awareness
Computer-Based Training**

Customer excellence is a driving force and core value across the entire Terranova Security team.

This distinction is validation by our customers that we are making a difference and supporting them in their security awareness training journey.

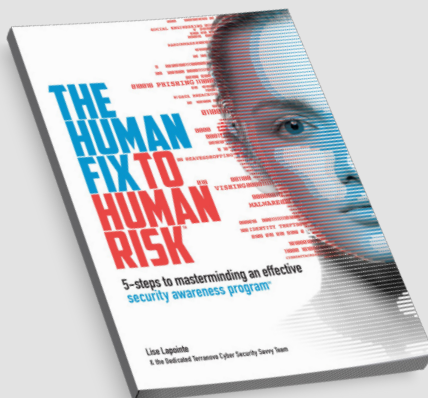


2020 Information Technology Educator of the Year

Gold Winner - IT World Awards

Leverage Terranova Security Professional Services!

Get step-by-step guidance on developing and managing an effective security awareness program that targets and improves user behaviors related to cyber security.



Learn how to leverage every aspect of the proven 5-step security awareness training by downloading The Human Fix to Human Risk eBook!

[DOWNLOAD eBOOK](#)

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