

Focus on... Information Security and Cyber Crime

Combat attacks by raising awareness



The Need

Local Authorities hold and communicate very large volumes of information much, although not all, is processed by computers and networks. A great deal of this information is sensitive or confidential so it is vital that it is properly protected. In the wrong hands it is increasingly of great value to those of ill intent and the consequences of an information security breach can be devastating for the Authority, stakeholders or individuals.

Our Response

Meritec has been in the Information Security business for several years. We are also well renowned for our range of Focus on... awareness raising e-learning packages which are Licenced for use by tens of thousands of Local Authority and NHS users. We have combined these two strengths to produce **Focus on... Information Security and Cyber Crime** which quickly and cost effectively raises awareness with Local Authority staff, management and other stakeholders about the threats from unauthorised access to information, the consequences of not treating it with due care and what can be done to minimise the risks.

Our Approach

Using our extensive experience of providing effective e-awareness products and our specialist knowledge of information security and IT protection, we have developed this e-learning product that specifically focuses on the needs of Local Government staff who handle information on a day to day basis. Core design considerations include:

- Easy, informal and interesting approach for non-technical users
- Built-in exercises and a test at the end to measure understanding
- Simple user facilities to adapt content and appearance to local needs
- Quality management reporting including evidence of who has been trained

- Hosted solution requiring no IT set-up and available 24/7 via internet

The Outcome

At the end of the course, which takes approximately 45 minutes, learners will have:

- An improved appreciation of the threats and potential consequences if they are not alert to the risks arising from an information or IT security breach
- An improved understanding of the different types of cyber crime and other information security risks
- Greater appreciation of the need for good practice and adhering to corporate standards when dealing with information or using IT systems
- Awareness of how to recognise possible attacks or unauthorised attempts to access restricted information and what to do about it

Key Benefits

- **Improved Awareness by Authority staff and stakeholders** about the issues, threats and risks associated with cyber crime and information security breaches
- **Minimal costs** – no new equipment or IT requirements and very cost effective Licence fee
- **Minimal implementation & support** - Centrally hosted by Meritec; only requires access to the internet
- **Convenient and flexible** – learners go at their own pace at a time and location to suit them or the Authority
- **Reduced risks** – Staff and stakeholders more appreciative of the need for good practice and procedures
- **Compliance** – provides evidence of sound governance and contributes to KLOE, Government Connect and other measures
- **Jargon Buster** – includes simple explanation of commonly used terms and phrases related to IT and Information threats

High impact,
low cost

Anywhere,
anytime use

Unlimited
numbers of users

Helps protect
service delivery,
budgets &
reputation

Combat threats by raising awareness

Overview

Information is the lifeblood of the modern organisation and this particularly includes Local Government: failure to properly address the issue of information security and cyber crime can lead to painful consequences for the Council and/or individuals. The security of information has never been more under threat than it is today. Why? – and what should be done to protect it?

Focus on... Information Security and Cyber Crime is targeted at Local Authority users and stakeholders. It demystifies the issues of Information Security and cyber crime by explaining what they are, why they matter and what the individual user within the organisation can do to contribute to the processes involved in protecting what is one of the most vital assets of the Council.

Each user logs on to take the awareness course, each module within the course has questions at the end which are scored and a summary of scores and modules completed is provided for each participant on request, thus providing auditable evidence of compliance to controls within ISO27001, Government Connect, PCI, KLOE etc. It is an extremely cost effective way of ensuring user and stakeholder awareness of Information Security and cyber crime – now a mandatory requirement of any standards or processes involving the handling of information.

A further key feature of the course is that certain aspects can be tailored to suit your Authority and in particular reference and links can be provided to your own security policies and procedures. It should take no more than 45 minutes and does not need to be completed in a single session.

Training Module

- Core learning content with target time for completion of typically 45 minutes
- Section per topic covering the wide spectrum of threats, issues, potential consequences and recommended preventative measures
- Exercises and summaries at appropriate points to highlight key messages
- A marked assessment at the end of each course to test understanding
- Automatic recording of learners and an assessment of how they have done
- Personalisation of content to accommodate local requirements and intercept emerging issues and priorities

Hosting

- Fully hosted on Meritec secure web servers with unrestricted and ready access for authorised users 24/7/365
- Full compliance with Internet Standards and support for all common browsers
- Unlimited users – you can train from 1 user to many thousands of users within the terms of the single annual Licence payment

Help Desk Support

- Help desk provides support and assistance Monday to Friday 08:00 to 17:00.
- Help with functionality and other issues should any arise.

Key Features

- **Easy to use** – uses everyday language and avoids technical speak
- **Flexible and adaptable** – tailorable to local needs and preferences
- **Future proof** – substitution of spotlight chapters enables new topics to be added
- **Personalise** – include for example your Authority logo and links to local procedures
- **Roadmap** – enhancements and new developments as they become available

Early results and rapid ROI

- Avoiding or minimising security breaches and their potential impact on Council budgets or reputation
- Minimal costs of training – train as many or as few as you choose
- Improved use of resources and measurable results
- Little, if any implementation time or cost required

Our Proof

- Meritec is an established provider of e-awareness training to Local Government
- We hold ISO 27001 and other Information Security accreditations
- Our successful track record with Local Authorities – in excess of 300 clients
- Our Focus on... range is already Licenced for use by tens of thousands of users
- We are a long established business with a high reputation in Local Government



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