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Revised By:	Joshua Graves	Review Cycle/Date:	Annual
Reviewed By:	Fonda Logston	Reviewing Unit:	PMO
Title:	Security Awareness Training Administration SOP		
Description:	This document outlines the administration procedures of the Security Awareness Training module.		

Security Awareness Training Administration

Standard Operating Procedure

1. General Statement of Purpose

1.1. This standard outlines the general procedures of administering the Security Awareness Training.

2. Scope

2.1. This document applies to the staff that administers the Security Awareness Training module.

3. Discipline

3.1. Security & Compliance Standards

4. Terms and Definitions

4.1. Security Awareness Training module - A series of online videos and quizzes that educate employees how to securely function virtually and physically in the workplace.

5. Discussion

5.1. User Mass Load

5.1.1. At the beginning of each agency rollout, the Security Team mass loads a list of all employees into the Security Awareness Training module. This generates an email to all users with instructions and a link to the online training. The users have until December 31st each year to complete their training.

5.2. Adding New Users

5.2.1. After an Onboarding Form for a new employee has been completed, the Service Desk Technician will create a Security Awareness Training account for the new employee.

5.2.2. The following information is needed to create a new user:

5.2.2.1. First Name

5.2.2.2. Last Name

5.2.2.3. Email

5.2.2.4. Employee ID (In the "Your Own Reference" Field)

5.2.2.5. Department

5.2.2.5.1. If the user's department is unknown, they can be placed in the department titled "ISD-DEFAULT".

5.2.3. Each time the OMES Service Desk adds a new user, they need to check the number of Seats Remaining on the Client Administration page. When the number of Seats Remaining drops below 20, the OMES Service Desk must create a CRM Case to have more seats added and assign the case to the IS-OMES Security team.

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5.3. Password Resets

- 5.3.1. The OMES Service Desk will work on CRM Cases for password reset issues. However, users can reset their own passwords from the training's website.

5.4. Removing Accounts for Separated Employees

- 5.4.1. When the OMES Service Desk is notified that an employee no longer works for the state, they will change the separated employee's department to "ISD-NONE" and allocate them to a sub-account called "Users to Purge".
- 5.4.2. The Security team will remove the "Users to Purge" users on an annual basis.

5.5. Quarterly Reporting to Directors and Managers

- 5.5.1. The PMO will pull quarterly reports on Security Awareness Training progress to send to directors and managers.
- 5.5.1.1. These reports will be pulled at the beginning of each quarter.
- 5.5.1.2. The reports will display the progress of each employee that has not completed their training during the calendar year.

5.6. Reminder Emails for Users

- 5.6.1. The PMO will send monthly emails to remind employees that they must complete this training by December 31.
- 5.6.2. These reminders will be sent to those who have not started the training and the employees who have started but not completed the training.

6. Roles and Responsibilities

6.1. Security team

- 6.1.1. Loads a list of all employees into the Security Awareness Training module.
- 6.1.2. Removes users in the "Users to Purge" sub-account annually.

6.2. Service Desk Technician.

- 6.2.1. Adds new users to the Security Awareness Training.
- 6.2.2. Monitors the number of Security Awareness Training licenses.
- 6.2.3. Designates separated employees as no longer working for a department and allocates them to the "Users to Purge" subaccount.

6.3. Project Management Office.

- 6.3.1. Sends quarterly reports.
- 6.3.2. Sends monthly reminders to users who have not completed their training.

7. Reference

- 7.1. 03.1.2a Security Awareness Training Module User Guide
- 7.2. <http://vle.securingthehuman.org/>