JSAS Cyber Security

- IT Security Awareness training consistent with NIST SP 800-50
- A proven, reliable solution that verifies retention of material and concepts
- A well established training program that uses industry standard web-based delivery mechanisms and secure back-end database technology
What’s New

• Increased user base and LMS implementations

• New look & feel: Completely re-written for fresh approach

• New technologies such as mobile computing and social networking addressed in greater detail

• Review questions based in real-world situations that ask the learner to apply their knowledge

• Additional test questions (over 150 in pool)
# Total JSAS CSA Users By Agency

<table>
<thead>
<tr>
<th>Agency</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>USHMM</td>
<td>719</td>
</tr>
<tr>
<td>CSOSA</td>
<td>≈ 1,500</td>
</tr>
<tr>
<td>NLRB</td>
<td>1,690</td>
</tr>
<tr>
<td>AO US Courts</td>
<td>1,723</td>
</tr>
<tr>
<td>FTC</td>
<td>1,729</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Agency</th>
<th>Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peace Corps</td>
<td>2,677</td>
</tr>
<tr>
<td>NARA</td>
<td>4,353</td>
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<tr>
<td>USCIS</td>
<td>4,944</td>
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<tr>
<td>EPA</td>
<td>23,558</td>
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<tr>
<td>State</td>
<td>82,540</td>
</tr>
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</table>

**TOTAL** ≈ 125,433
The Course

Cybersecurity Awareness is a 45-minute web-based course requiring only an IE browser.
Interaction

A variety of interactive features improve learning. This is an audio example of social engineering.
Modern Considerations

New technologies and media, such as mobile devices and social networking are addressed.
User Action and Response

The end of each section includes review questions that ask learners to apply their knowledge to a scenario.

Leis receives the following e-mail from Mark Griffin, an employee she doesn't recall meeting or knowing:

From: griffis@state.gov

Dear Lois,

My name is Mark Griffin, and I'm a State Department employee. I'm setting up a new SharePoint site for employees interested in social events. Please send me your username and password immediately so I give you access to this great new site!
Cyber Security FY2011 Preview

- Increased user base and LMS implementations
- Revised content to give fresh look & feel
- Section on Mobile devices (Blackberry, iPad, Smartphones, etc.) and increase attention to social networking
- Review questions at the end of each section are set within the context of a scenario that asks the user what action to take, rather than simply asking them to remember information
- Revised/Updated test and review questions
Security Awareness Training

Department of State
Security Incidents Highlighted Need for Awareness

- USAID saw the need to develop new, more effective, security interactions

- Tips of the Day was created to provide a daily security interaction for improving security habits and reinforce security training
State Department-wide Deployment

- Currently in use by IRM and DS bureaus
- Progressive deployment to rest of Department by June 2011
- Ultimately will be total of 70,000 TOD users
Others Using Tips of the Day

• Several departments and agencies have piloted or are evaluating TOD:
  – Department of Transportation
  – Department of Health and Human Services
  – Department of Defense
  – Department of Interior
  – US Courts
  – US Postal Service
TOD Operation and Features

- User logs into system and receives a tip.
- User reads the question and clicks one button to answer.
- No user navigation is required.
- Concise & actionable.
- Highly scalable.
- 508 compliant.
- Capable of providing role-targeted tips.

What should I do if someone asks me to share my password?

It is a security incident to ask someone for their password or to give your password to someone else.

Report any password sharing security incident to the ISSO.

If someone asks to share my password, I am responsible to report it as a security incident.

Tip 1 of 5
Teaming with Contactor

• TOD developer, Pragmatics Inc, provides the following services:
  – Installation support
  – Hosting
  – Content development
  – Tier 1, 2, and/or 3 Support
  – Piloting
  – Routine O&M
Contact for TOD

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