

End - Users Security Awareness Training FAQ

Revised: 01/26/2016

DIR has purchased licenses of end-user security awareness training for allocation to state agencies and institutions of higher education. This training consists of video vignettes focused on single topics most of which are less than 5 minutes in length, and can be used as a tool in your organization's security awareness program. SANS runs the training on their own Virtual Learning Environment (VLE); however, agencies can pay a small fee to integrate the training into their own LMS. The training administrator at your agency can customize a curriculum based on your agency needs. For more information contact dirsecurity@texas.gov

General Questions

Q When will end-user security awareness training be available?

A The training was made available to state agencies and institutions of higher education on November 1, 2013.

Q How long will end-user security awareness training be available?

A End-user security awareness training will be available through October 31, 2016.

Q What is my username?

A If you are logging in thru the interface (<https://vle.securingthehuman.org/auth/login.php>), your username is your email address. If you are logging in thru your agency's virtual learning environment, check with your agency end-user security awareness training administrator.

Q How long is the average lesson?

A Lessons are usually no longer than a few minutes each. The longest video lasts five minutes and 30 seconds.

Q Can you give me a synopsis of each lesson?

A A brochure with lesson descriptions and other useful information is available [here](#).

Administrator Questions

Q What is the process to start using end-user security awareness training?

- A
1. Contact DIRSecurity@dir.texas.gov to provide notification of who at your agency will be the administrator for end-user security awareness training.
 2. DIR will register the agency administrator and the administrator will receive an email from DIR notifying them that their account has been created. Additionally, the administrator will receive a separate email with login credentials.
 3. The administrator should view a previously recorded training session or register for a live demo of the Virtual Learning Environment (VLE) and walkthrough of all features. This includes training recommendations and best practices for deploying training to agency employees. To view or register for a training session, click [here](#).

4. The administrator will add users and users will receive a welcome email with login information.
5. The administrator will release lessons to agency users at a frequency that best suits the agency's training plans.
6. Users will receive notifications as new lessons are assigned to them. The administrator may release as many lessons at any given time as appropriate.

Q How many lessons are available through end-user training?

A End-user training is composed of 43 lessons as well as introduction and wrap-up videos. A brochure with lesson descriptions and other useful information is available [here](#).

Q Can the videos be downloaded and reviewed before releasing them to our agency?

A You may not download the videos, however, you may view a sample lesson here: www.securingthehuman.org/enduser. You may also sign up for a free program demo at www.securingthehuman.org, this demo is valid for two weeks.

Q What type of employee should be enrolled end-user training?

A This training is designed to provide awareness that will help the average user learn about safe online computer use.

Q Can the administrator add users at any time, or do they need to add them all at once?

A The administrator can add new users at any time. Keep in mind that the end-user security awareness training program will close at the end of October 2016. If an employee is registered and they leave the agency before they start training, then that seat can be reused. However, if an employee starts the training and then leaves, that seat will not be available for reuse. Please contact dirsecurity@dir.texas.gov to confirm your agency's total number of users.

Q Can the administrator decide which videos to release?

A Yes. The administrator can create a training curriculum based on agency needs which will determine which lessons are available for users to watch.

Q Is there a time limit in which to complete the lessons?

A The training is available through the end of October 2016. When a lesson is assigned, users can complete it at their own pace. It is not a problem if the user does not complete the lesson by the time the administrator assigns the next one. The administrator can monitor user progress and send reminders if necessary.

Q Can an agency administrator also have a student account?

A Yes, a user may be enrolled as both an administrator and a student. In this scenario, the user has the option to see administrator and student views using the same set of credentials.

Q Can we get extra licenses for our agency?

A For the term of the contract, DIR has a limited number of licenses available to state agencies and institutions of higher education. Depending on the number available at the time of your request, DIR may be able to allocate more licenses to your agency. If no licenses are available, you can purchase them through DIR's contract. Use this procedure:

1. Navigate to dir.texas.gov
2. Enter *DIR-SDD-1951* (not case sensitive) in the search field and press the *Enter* key.
3. Click the [Dell Marketing LP \[DIR-SDD-1951\]](#) link and follow the instructions listed in the *How to Order* section.

4. When placing the order, reference contract number *DIR-SDD-1951* and mention SANS *Securing the Human training*. Include the number of seats that you would like to purchase.

Contact dirsecurity@dir.texas.gov for more information.

Q Will the administrator get a report of who has participated in end-user security awareness training?

A No reports will be sent to the agency administrator, however, the agency administrator can generate the following reports:

1. **Account Details** - provides an overview of training statistics across all account levels and allows for interaction to drill down to specific Users
2. **Breakout Report** - provides a breakout by sub-account for all Users and a status with start and completion dates
3. **Historical Report** - allows for a specific timeframe to be selected to view training status of users.

Q I heard about a developer version of end-user security awareness training. Does that count against our allotment of seats for end user training, and how do we specify which version of training we want?

A We are not offering developer training at this time. If you wish to purchase developer training for your staff, contact dirsecurity@dir.texas.gov for more information.

Q How can we host on our own Learning Management System (LMS)?

A Agencies may host an end-user security awareness training on their own LMS account for an additional fee. Contact dirsecurity@dir.texas.gov for more information

Q What IP addresses should be whitelisted?

A SANS maintains a list here:

<https://securingthehuman.sans.org/media/resources/Whitelisting-Guide.pdf>