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Here's what you get

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Here's what you get

## 1. Pre-Assessment

Pre-Assessment lets you identify the areas for improvement before you start your prep. It determines what students know about a topic before it is taught and identifies areas for improvement with question assessment before beginning the course.

## 2. Expert Instructor-Led Training

uCertify uses the content from the finest publishers and only the IT industry's finest instructors. They have a minimum of 15 years real-world experience and are subject matter experts in their fields. Unlike a live class, you can study at your own pace. This creates a personal learning experience and gives you all the benefit of hands-on training with the flexibility of doing it around your schedule 24/7.

## 3. ADA Compliant & JAWS Compatible Platform

uCertify course and labs are ADA (Americans with Disability Act) compliant. It is now more accessible to students with features such as:

- Change the font, size, and color of the content of the course
- Text-to-speech, reads the text into spoken words
- Interactive videos, how-tos videos come with transcripts and voice-over
- Interactive transcripts, each word is clickable. Students can clip a specific part of the video by clicking on a word or a portion of the text.

JAWS (Job Access with Speech) is a computer screen reader program for Microsoft Windows that reads the screen either with a text-to-speech output or by a Refreshable Braille display. Student can easily navigate uCertify course using JAWS shortcut keys.

## 4. State of the Art Educator Tools

uCertify knows the importance of instructors and provide tools to help them do their job effectively. Instructors are able to clone and customize course. Do ability grouping. Create sections. Design grade scale and grade formula. Create and schedule assessments. Educators can also move a student from self-paced to mentor-guided to instructor-led mode in three clicks.

## 5. Award Winning Learning Platform (LMS)

uCertify has developed an award winning, highly interactive yet simple to use platform. The SIIA CODiE Awards is the only peer-reviewed program to showcase business and education technology's finest products and services. Since 1986, thousands of products, services and solutions have been recognized for achieving excellence. uCertify has won CODiE awards consecutively for last 7 years:

- **2014**

1. Best Postsecondary Learning Solution

- **2015**

1. Best Education Solution
2. Best Virtual Learning Solution
3. Best Student Assessment Solution
4. Best Postsecondary Learning Solution
5. Best Career and Workforce Readiness Solution
6. Best Instructional Solution in Other Curriculum Areas
7. Best Corporate Learning/Workforce Development Solution

- **2016**

1. Best Virtual Learning Solution
2. Best Education Cloud-based Solution
3. Best College and Career Readiness Solution
4. Best Corporate / Workforce Learning Solution
5. Best Postsecondary Learning Content Solution

6. Best Postsecondary LMS or Learning Platform
7. Best Learning Relationship Management Solution

- **2017**

1. Best Overall Education Solution
2. Best Student Assessment Solution
3. Best Corporate/Workforce Learning Solution
4. Best Higher Education LMS or Learning Platform

- **2018**

1. Best Higher Education LMS or Learning Platform
2. Best Instructional Solution in Other Curriculum Areas
3. Best Learning Relationship Management Solution

- **2019**

1. Best Virtual Learning Solution
2. Best Content Authoring Development or Curation Solution
3. Best Higher Education Learning Management Solution (LMS)

- **2020**

1. Best College and Career Readiness Solution
2. Best Cross-Curricular Solution
3. Best Virtual Learning Solution

## 6. Chapter & Lessons

uCertify brings these textbooks to life. It is full of interactive activities that keeps the learner engaged. uCertify brings all available learning resources for a topic in one place so that the learner can efficiently learn without going to multiple places. Challenge questions are also embedded in the chapters so learners can attempt those while they are learning about that particular topic. This helps them grasp the concepts better because they can go over it again right away which improves learning.

Learners can do Flashcards, Exercises, Quizzes and Labs related to each chapter. At the end of every lesson, uCertify courses guide the learners on the path they should follow.

# Syllabus

## Chapter 1: Introduction

- About This Course
- False Assumptions
- Icons Used in This Course

## Chapter 2: Knowing How Security Awareness Programs Work

- Understanding the Benefits of Security Awareness
- Knowing How Security Awareness Programs Work
- Recognizing the Role of Awareness within a Security Program
- Disputing the Myth of the Human Firewall

## Chapter 3: Starting On the Right Foot: Avoiding What Doesn't Work

- Making a Case Beyond Compliance Standards
- Treating Compliance as a Must
- Limiting the Popular Awareness Theories
- Distinguishing Social Engineering from Security Awareness
- Addressing Mental Models That Don't Work

- Making Perfection the Stated Goal
- Measuring from the Start
- Prioritizing Program Over Product
- Choosing Substance Over Style
- Understanding the Role of Security Awareness

#### Chapter 4: Applying the Science Behind Human Behavior and Risk Management

- Achieving Common Sense through Common Knowledge
- Borrowing Ideas from Safety Science
- Applying Accounting Practices to Security Awareness
- Applying the ABCs of Awareness
- Benefiting from Group Psychology
- Remembering That It's All About Risk

#### Chapter 5: Creating a Security Awareness Strategy

- Identifying the Components of an Awareness Program
- Figuring Out How to Pay for It All

#### Chapter 6: Determining Culture and Business Drivers

- Understanding Your Organization's Culture
- Identifying Subcultures
- Interviewing Stakeholders
- Partnering with Other Departments

## Chapter 7: Choosing What to Tell The Users

- Basing Topics on Business Drivers
- Incorporating Personal Awareness Topics
- Motivating Users to Do Things "Right"
- Common Topics Covered in Security Awareness Programs

## Chapter 8: Choosing the Best Tools for the Job

- Identifying Security Ambassadors
- Knowing the Two Types of Communications Tools
- Exploring Your Communications Arsenal

## Chapter 9: Measuring Performance

- Knowing the Hidden Cost of Awareness Efforts
- Meeting Compliance Requirements



- Collecting Engagement Metrics
- Measuring Improved Behavior
- Demonstrating a Tangible Return on Investment
- Recognizing Intangible Benefits of Security Awareness
- Knowing Where You Started: Day 0 Metrics

## Chapter 10: Assembling Your Security Awareness Program

- Knowing Your Budget
- Choosing to Implement One Program or Multiple Programs
- Gaining Support from Management
- Devising a Quarterly Delivery Strategy
- Deciding Whether to Include Phishing Simulations
- Planning Which Metrics to Collect and When
- Branding Your Security Awareness Program

## Chapter 11: Running Your Security Awareness Program

- Nailing the Logistics
- Getting All Required Approvals

- Getting the Most from Day 0 Metrics
- Creating Meaningful Reports
- Reevaluating Your Program
- Redesigning Your Program
- Considering Breaking News and Incidents

## Chapter 12: Implementing Gamification

- Understanding Gamification
- Identifying the Four Attributes of Gamification
- Figuring Out Where to Gamify Awareness
- Examining Some Tactical Gamification Examples
- Putting Together a Gamification Program
- Promoting the Program

## Chapter 13: Running Phishing Simulation Campaigns

- Knowing Why Phishing Simulations Matter
- Setting Goals for Your Phishing Program
- Planning a Phishing Program
- Choosing a Phishing Tool

- Implementing a Phishing Simulation Program
- Running a Phishing Simulation
- Tracking Metrics and Identifying Trends
- Dealing with Repeat Offenders
- Management Reporting

## Chapter 14: Ten Ways to Win Support for Your Awareness Program

- Finding Yourself a Champion
- Setting the Right Expectations
- Addressing Business Concerns
- Creating an Executive Program
- Starting Small and Simple
- Finding a Problem to Solve
- Establishing Credibility
- Highlighting Actual Incidents
- Being Responsive
- Looking for Similar Programs

## Chapter 15: Ten Ways to Make Friends and Influence People

- Garnering Active Executive Support
- Courting the Organization's Influencers
- Supporting Another Project That Has Support
- Choosing Topics Important to Individuals
- Having Some Fun Events
- Don't Promise Perfection
- Don't Overdo the FUD Factor
- Scoring an Early Win
- Using Real Gamification
- Integrating the Organization's Mission Statement

## Chapter 16: Ten Fundamental Awareness Topics

- Phishing
- Business Email Compromise
- Mobile Device Security
- Home Network and Computer Security
- Password Security
- Social Media Security

- Physical Security
- Malware and Ransomware
- Social Engineering
- It Can Happen to You

## Chapter 17: Ten Helpful Security Awareness Resources

- Security Awareness Special Interest Group
- CybSafe Research Library
- Cybersecurity Culture Guidelines
- RSA Conference Library
- You Can Stop Stupid
- The Work of Sydney Dekker
- Human Factors Knowledge Area
- People-Centric Security
- Human Security Engineering Consortium
- How to Run a Security Awareness Program Course

## 7. Practice Test

## Here's what you get

### Features

Each question comes with detailed remediation explaining not only why an answer option is correct but also why it is incorrect.

#### Unlimited Practice

Each test can be taken unlimited number of times until the learner feels they are prepared. Learner can review the test and read detailed remediation. Detailed test history is also available.

Each test set comes with learn, test and review modes. In learn mode, learners will attempt a question and will get immediate feedback and complete remediation as they move on to the next question. In test mode, learners can take a timed test simulating the actual exam conditions. In review mode, learners can read through one item at a time without attempting it.

## 8. Performance Based Labs

uCertify's performance-based labs are simulators that provides virtual environment. Labs deliver hands on experience with minimal risk and thus replace expensive physical labs. uCertify Labs are cloud-based, device-enabled and can be easily integrated with an LMS. Features of uCertify labs:


- Provide hands-on experience in a safe, online environment
- Labs simulate real world, hardware, software & CLI environment
- Flexible and inexpensive alternative to physical Labs
- Comes with well-organized component library for every task
- Highly interactive - learn by doing
- Explanations and remediation available
- Videos on how to perform

## Lab Tasks


Here's what you get

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