Trustwave®

Security Awareness Education for Banking

Discover the latest security best practices to ensure the proper protection of sensitive data and help fulfill compliance requirements with Trustwave Security Awareness Education.

For organizations that need on-demand security awareness training for staff and customers to improve security and meet compliance requirements.

About Trustwave ®

Trustwave is a leading provider of on-demand and subscription-based information security and payment card industry compliance management solutions to businesses and government entities throughout the world. For organizations faced with today's challenging data security and compliance environment, Trustwave provides a unique approach with comprehensive solutions that include its flagship TrustKeeper® compliance management software and other proprietary security solutions including SIEM, WAF, EV SSL certificates and secure digital certificates. Trustwave has helped hundreds of thousands of organizations-ranging from Fortune 500 businesses and large financial institutions to small and medium-sized retailers-manage compliance and secure their network infrastructures, data communications and critical information assets. Trustwave is headquartered in Chicago with offices throughout North America, South America, Europe, Africa, Asia and Australia.

For more information:
https://www.trustwave.com.

Defense at the Front Lines

Your staff handles sensitive data as a part of their everyday routine, and ensuring they understand the security risks relevant to their duties is imperative. In addition, your customers depend on you to help protect their sensitive banking information - and to educate them on best practices to use when they bank online. By educating your employees, suppliers, partners and customers, you reduce the chances that your organization and your customers will become victims of today's data security threats, as well as ensure they can properly handle an incident should one occur. In addition, a number of industry and regulatory compliance initiatives require organizations to institute a formal security awareness program for employees and customers.

Trustwave's role-based Security Awareness Education (SAE) program helps meet the requirements of all common compliance regimes by delivering up-to-date training that targets the right audience with the right content.

Education For Employees

On-Demand Security Awareness Education Portal

The Trustwave SAE portal provides a comprehensive suite of on-demand, Web-based training to help organizations meet industry and regulatory requirements specific to security awareness training. The hosted solution allows organizations to access content through our virtual learning portal without incurring the cost of creating their own program.

You can build a security awareness program using the Trustwave SAE portal that fits your organization's specific security goals. Our library of security awareness lessons ensures that your program is tailored to each target audience, that completion of each lesson is tracked and that participants have the knowledge to implement security best practices whenever they handle banking information.

Benefits of the Trustwave SAE portal include:
- Makes training easy and efficient with on-demand, Web-based content
- Demonstrates fulfillment of compliance requirements by tracking course completion and evaluation results
- Educates participants on integrating regulatory and industry compliance and security into their everyday routine
- Increases retention by engaging learners with hands-on activities

Web-based Delivery and Reporting

The Trustwave SAE portal automatically tracks each participant's progress and test results on a lesson-by-lesson and group-by-group basis. The collected tracking data provides simple reports on how the participants are progressing with their security awareness training.

Why Do You Need Trustwave's Security Awareness Training?

Created, Hosted by a Compliance Leader
With Trustwave, a leading provider of compliance and data security solutions, you will meet your compliance requirements and strengthen your security posture.

FFIEC Requirements
FFIEC requires banking institutions to make their staff and customers aware of security measures banks and their customers must take to protect sensitive account information. Trustwave SAE helps you implement, manage and track a formal, measurable security awareness program that satisfies an auditor's scrutiny.

On-Demand Resources
Allow your security and compliance teams to focus on their duties and let the Trustwave SAE portal do the work for you. With Trustwave's on-demand solution, you don't need additional resources and infrastructure to develop, maintain and deliver security awareness training content.

Testing
To help you meet your compliance obligations, Trustwave's SAE program delivers relevant security awareness tests and records the results in simple reports.

SCORM 1.2 Compliant Content
Publish the Trustwave SAE content to your existing SCORM-compliant learning management system (LMS). You can deliver security awareness training using your own infrastructure and leverage all of the reports and notifications you usually use to educate your employees.

Custom Content Development
Engage a Trustwave education expert to create custom content for your organization. Or choose to license Trustwave's proprietary XML-based content authoring tool to customize the SAE lessons. The authoring tools generate SCORM 1.2 compliant packages that you can publish to the SAE portal or to your own website or SCORM-compliant LMS.

Education For Customers

Online banking has soared in popularity, not only for businesses but for consumers who depend on banks for their everyday financial needs. While you are taking steps to protect their customers from identity theft and financial crimes, customers themselves must also implement security best practices when accessing online banking on their personal or business computers. Providing resources to customers to educate them about best practices for securing their information online demonstrates your commitment to securing your customers' information, improves security for you and your customers, and helps satisfy FFIEC requirements for customer education.

Web-based SAE for Bank Customers

Tracking your employees' progress in your internal Security Awareness Education program is essential to your security goals, but customers may not want to create new accounts on the Trustwave SAE portal in order to complete their training and enable you to track individual progress. With an SAE program for bank customers, use your website to easily deliver co-branded courses tailored to the needs of your commercial and individual customers in the same interactive course style available in our portal-based solution. Just provide your logo for branding and add a link to the courses from your online banking website.

Web-based SAE for your customers is:
- Tailored to the specific needs of commercial and individual customers of banks
- Co-branded to show your partnership with a trusted name in security
- Easy to launch - link directly to courses from your website
- Easy for customers to use - no accounts required
- Tracked with periodic reports on course traffic and usage

Available Courses
Make one or both of the following courses available to your customers with SAE. Each course educates customers on their role and their bank's role in securing their information online:

- Secure Banking Practices for Consumers (10 minutes) teaches customers to secure their personal online banking information.
- Secure Banking Practices for Businesses (20 minutes) provides all the content of the Consumers course, plus additional information regarding the unique security threats and challenges businesses face.

A Comprehensive Program

To effectively educate your employees and customers about secure banking practices, you need to reach them from multiple angles, and a single Web-based course may not be enough to meet your goals. Trustwave offers additional resources to supplement your online training program for staff or customers:

- SAE pamphlets featuring bank-specific security awareness tips
- Screensavers to display security best practices when employees' computers are idle
- Posters to reinforce key security awareness messages in the office environment

Trustwave®
Security begins with Trust℠