Northern Virginia Community College

Security Awareness Training Plan

Revised February 2008
NOVA Security Awareness Training

Overview
All individuals involved in the management, operation, programming, maintenance, or use of information technology must be aware of their security responsibilities and know how to fulfill them. The objective of this plan is to ensure that users within Northern Virginia Community College (NOVA) understand the sensitivity of NOVA’s information resources and their responsibility in protecting those resources.

According to the Commonwealth of Virginia (COV) Information Technology Resource Management (ITRM) Standards, security awareness refers to “those practices, technologies and/or services used to promote User awareness, User training and User responsibility with regards to security risks, vulnerabilities, methods, and procedures related to information technology resources. A “User” is an individual or group who has access to an information system and/or its data.”

To this end, NOVA has set up the NOVA IT Security Awareness Training program. This program was initiated in 2004, revised in 2006, and revised again in 2008. This program is part of the NOVA IT Security Policy (see http://www.nvcc.edu/resources/webpolicies.htm). The designated NOVA Information Security Officer, under the direction of the Information Technology Support Services (ITSS) Director and the Vice President of Instructional and Information Technology, is responsible for the oversight of the NOVA Security Awareness Training program.

The College continually evaluates and investigates the best methodology, type of information, and materials for delivery of training.

Goals and Objectives
The overall goal of the IT Security Awareness Training Program is to ensure that users within Northern Virginia Community College understand the sensitivity of NOVA’s information resources and their responsibility to protect those resources.

The specific objectives of the program include

- To assist faculty and staff in using save, secure computer practice to safeguard College computing systems and data they store or access.
- To answer any questions about information security requirements and procedures
- To promote Computer Security Awareness

Scope
All individuals involved with information technology at NOVA shall receive two types of security awareness training:

- Initial IT Security Awareness training for new employees
- Yearly Security Awareness online training
New employees must complete their initial training within 30 days of their start date at NOVA. New employees must have a signed IT Security Awareness Agreement form in their HR personnel folder, stating they have received and understand the initial training materials. (COV ITRM Guideline SEC2001-01.1). All new employees are required to complete the online MOAT training within 60 days of their start date. The MOAT system will notify new employees about the online training and how to access the training.

All employees taking the yearly online refresher training course must complete successfully the MOAT online training. MOAT notifies them by email when they need to complete the online training.

Individuals assigned responsibilities for information technology security are provided with in-depth training regarding security techniques, methodologies for evaluating threats and vulnerabilities that affect specific information technology systems and applications and selection and implementation of controls and safeguards.

A. Initial IT Security Awareness Training for New Employees

Since spring of 2006, the Initial Security Awareness Training has been coordinated by the Human Resources Department for new staff employees. The training includes the following:

- An IT Security Awareness handout and a print IT Security Awareness Agreement form provided in the new staff employee packets. These materials are developed by the NOVA Information Security Officer with the support of the Technology Applications Center.
- New staff employees must have a signed IT Security Awareness Agreement form in their personnel files that states that they have read and understood the IT Security Awareness handout and will complete successfully the online MOAT IT Security Awareness Training when they receive an email notice to complete the online training from MOAT.

The NOVA Human Resources Office is responsible for distributing the print IT Security Awareness handout and maintaining the initial print IT Security Awareness Agreement in the employee personnel folders.

The HR Office and the NOVA Information Security Officer work together to identify anyone who does not complete the required initial training and agreement and the NOVA Information Security Officer takes the necessary actions.

New faculty receive the materials through the new faculty orientation process while HR maintains the agreement form.

The campus and center Information Technology Managers are responsible for initial training of adjunct faculty. They may complete the initial training using the materials in the handout and PowerPoint through one-on-one briefings, group sessions, email distributions, posters, newsletters, or adjunct orientation days. The agreement is maintained on the campuses.
B. Yearly Security Awareness Training for Faculty/Staff/Administrators

Beginning in the Spring 2008 semester, yearly Security Awareness Training is completed through the VITA recommended Managed Ongoing Awareness Tools (MOAT) developed by Awareity (www.awareity.com). MOAT is network-based with no software installation and accessible from the workplace, home and remote locations. Through MOAT, employees are provided with the following:

1. URL for retrieving the four online training modules, each with its own online quiz
2. Username and password to access the materials
3. Automated certification and reminders
4. 24/7 user support

The NOVA MOAT administrator and the NOVA Security Officer are provided with
1. User acknowledgement tracking
2. Document/record retention
3. User certification status and history
4. Individual accountability and preparedness metrics

Currently staff from the Office of Information Technology Support Services and the Technology Applications Center oversee MOAT at NOVA.

The following procedure is followed:

a. For the initial roll-out of MOAT in Spring 2008, the Vice President of Instructional and Information Technology or his designee sends a college-wide email announcement about the required yearly Security Awareness Refresher Training. MOAT then emails each user in the system two emails with the information needed to access the online training.

b. This initial roll-out of MOAT is in two phases: on a staggered basis over a two-week period for all full-time faculty, staff, and administrators during February and March of 2008 and a month later on a staggered basis for all adjunct faculty. The list of employees with their emails is pulled from the HR Denosys database and sent to Awareity on a monthly basis. The four training modules, each with its own quiz, contain information on all aspects of IT security, including physical security, personnel security, data security, systems control, and communication security. Upon successful completion of the quizzes in each module, employees receive a Certificate of Completion.

c. Once the user has successfully completed the online training, then MOAT maintains the information in its database and will then notify each person by email when it is time for the next year’s training. As long as NOVA maintains the contract with Awareity, MOAT will maintain the records, send out reminders for new training and provide a printable notice of completion to each user who successfully completes the training each year.
d. Through the MOAT email, faculty, staff, and administrators are provided the URL, username (their NOVA email address), and temporary password. After the user signs on, they will be instructed to change their password. Future password changes are made through the web interface at any time.

e. Users will have 20 – 30 days to complete successfully the online MOAT training. They will receive reminders until their training has been completed or the deadline has passed.

f. If after 30 days, the user has not completed the training, his or her campus Information Technology Manager will be informed to work with those who have not successfully completed the training. Then after approximately one month, their account may be disabled until the training and agreement form are completed.

g. The NOVA Information Security Officer in ITSS will use the MOAT database to document and maintain security training records for the online training course.

The NOVA Information Security Officer with the support of the Technology Applications Center collects participant feedback through an online evaluation form once a year and forwards a summary of the results to Awareity to consider in their revisions and additions to the materials in MOAT. Awareity updates the training materials in MOAT on a regular basis.

These two types of IT Security Awareness training detail the steps necessary to ensure information security is everyone’s responsibility at NOVA. It is the responsibility of the NOVA Information Security Officer to identify those who did not complete the required print and online training and takes the necessary action with the approval of the Director of Information Technology Support Services and the Vice President of Instructional and Information Technology.