



Secure Mentem Services

Changing Employee Behaviors, Not Just Checking the Box

- ASSESSMENTS
- BASELINING
- PROGRAM DESIGN
- METRICS
- INTERNATIONALIZATION
- HUMAN INCIDENT RESPONSE
- SOCIAL ENGINEERING
- ESPIONAGE SIMULATIONS
- EVENT SUPPORT
- AD HOC SUPPORT
- PHISHING SUPPORT

Why Secure Mentem Services are Different

Secure Mentem's services support the lifecycle of a Security Awareness program. While our Security Awareness as a Service program provides a comprehensive solution, we still support established programs on an as-needed basis. Secure Mentem can supplement the Security Awareness staff to support, measure, and enhance the program as desired. All services incorporate our methodologies that have been refined through both decades of experience and extensive, groundbreaking, empirical research to provide a Security Awareness program that truly creates measurable behavioral change.

Program Design

For organizations that do not want our full Security Awareness as a Service solution, Secure Mentem provides a Security Awareness Program Design Service. This service provides a custom designed Security Awareness program that is tailored to the needs of the organization and their culture. The program includes an examination of the unique cultures that require individualized awareness programs, integration of metrics, recommendations of topics to be addressed by the program, components that will best suit the different cultures, and a delivery schedule. Secure Mentem also provides guidance on the ongoing evaluation of the Security Awareness program.

Program Baseline

Organizations have few resources to guide them on the appropriate resources to apply to their Security Awareness program. The resulting programs may or may not be acceptable within industry and sector norms. With that in mind, Secure Mentem embarked on a groundbreaking research endeavor to isolate and benchmark security awareness efforts throughout industry, and by sector, for the Fortune 500. We further validated our research by surveying hundreds of security professionals throughout the world. The result is an extensive, proprietary Security Awareness reservoir of research that allows Secure Mentem to compare an organization to like organizations and industry as a whole. The service examines resources available, topics highlighted, program internationalization, delivered languages, components distributed, and a variety of other factors.

This provides Security Awareness managers and stakeholders the data that they need to request additional resources or to provide auditors and customers with documented proof of the efficacy of their efforts. This service is usually completed as part of a general program assessment, but is also available independently for organizations that want to understand how they specifically compare, or to validate their current program.

Assessments

Secure Mentem assesses an organization's security culture and their existing Security Awareness program to determine how well the program serves its purpose and what enhancements may be required. Our experts identify the program goals and evaluate its effectiveness. We examine the organization's current state of security awareness and the current state of any existing program by conducting extensive interviews and observations to determine the true requirements for the program. We also examine the level of resources and support available to the program. As required, we examine compliance and regulatory standards and baseline the current program to our proprietary database of industry and sector Security Awareness programs to ensure that the program meets due diligence requirements. Based on our findings, we make recommendations to enhance the program to achieve the ultimate goal of changing the

Metrics

Secure Mentem embeds metrics into every Security Awareness program and service that we develop and implement. We also offer metrics as a stand-alone service for organizations to measure the efficacy of their current security awareness efforts. Our experts have studied security awareness topics in-depth and determined ways to measure the root behaviors that demonstrate the effectiveness of security awareness efforts. Additionally, we identified methods to measure the efficacy of the individual awareness components commonly utilized. Our metrics service analyzes the Security Awareness topics addressed and the components implemented by an organization. We then determine the technical resources available to collect metrics. Our report then recommends the metrics to collect, how to collect them, required resources to collect the metrics to ensure that behavioral changes are being accomplished and that Security Awareness components are properly received. and money are well spent.



Internationalization

Perhaps the most difficult part of any multinational Security Awareness program is creating the program to impact the entire targeted audience. For a large enterprise, this involves addressing many diverse demographics, cultures, languages, etc. scattered throughout the world. Our Security Awareness program internationalization service sends in our experts to examine your organization and determine the appropriate concerns for creating the same level of success for the Security Awareness program throughout all geographic regions. We work to determine the appropriate languages, regionally based awareness programs, the required level of involvement from local resources and executives, and metrics to ensure a successful international rollout of a Security Awareness Program.

Human Incident Response

For organizations that experience a breach or other security incident resulting from a user action, such as Social Engineering, Phishing attacks or accidents, we offer our Human Incident Response service. Our experts are on call to provide emergency support to assess damage, design a mitigation strategy from the human perspective, take advantage of the “teachable moment”, and design an emergency awareness campaign to demonstrate that the organization is taking actions to prevent future incidents.

Social Engineering

Secure Mentem’s staff includes experts trained in human intelligence and collection. While many vendors claim to perform Social Engineering, few have people who have formal training in the science of human elicitation as does our staff. We approach Human Elicitation, aka Social Engineering, in a manner to enable metrics collection. We do not randomly attempt to compromise an organization, but do it in a way that samples the organization, as desired, to calculate the full scope of the problem. This allows us to repeat our tests in the future to determine the effectiveness of the awareness program in place, and be able to recommend specific improvements in the tactics employed in awareness efforts.

When required, we also create Teachable Moments that combine a Social Engineering simulation with Security Awareness materials. In this way, your employees see the immediate effects of poor security behaviors and receive education at the time they are most likely to be receptive to the training. We consider ourselves security professionals. Our goal is to improve security, not just break security, so even when we perform Social Engineering, it is not to just prove that Security Awareness flaws exist, but to determine how to improve the organization’s security culture.

Espionage Simulations

Using former Intelligence and Special Forces operatives, our experts perform Espionage Simulations, by simulating an attack by an extremely skilled adversary. Using a holistic methodology, we exploit an organization using a highly systematic approach. This allows for the collection of metrics, and more importantly, we target information that has clear and distinct value to the organization and in turn assign a value to poor security awareness behaviors. The outcome is an empirical result that allows organizations to make a valid business decision concerning their

Event Support

Secure Mentem has extensive experience conceiving and executing a wide variety of Security Awareness related events. We provide instructions and support on how to create and hold events, displays, games, exercises, etc. We provide world-class speakers for in-house events, details on creating Cyber Security Awareness Month displays and campaigns, among many other outreach efforts. We provide any level of support required to enhance hold an event.

Ad Hoc Support

Many Security Awareness programs do not have the staff and/or expertise to be executed properly. Secure Mentem has experts with a wide variety of Security Awareness skills to provide supplemental support for an internal staff. Please contact us with your needs and we will see how we can help.

Phishing Support

Phishing simulation is possibly the most widely used Security Awareness practice. Many organizations require support on how to implement Phishing exercises properly. We provide a variety of Phishing support services that range from managing the entire Phishing program to assessing the resulting metrics. The most commonly requested services include designing Phishing pretexts, creating Phishing message landing pages, creating videos, and assessing Phishing services to determine the best match to the business needs of the client. Secure Mentem’s Phishing Support service is vendor neutral—we are happy to work with the Phishing service of choice.