Security Awareness Training FAQs

What is Modern Networks Security Awareness Training?

Modern Networks Security Awareness Training (SAT) is an engaging, interactive online training program, which educates employees about cyber security, IT best practice and regulatory compliance. The training offers a range of modules covering a variety of topics.

Why is Security Awareness Training Important?

Security Awareness Training is important as it educates end users on how to detect, avoid and report information security risks. Training helps reduce the risk of employees being tricked by sophisticated phishing attacks and unknowingly giving cyber criminals access to company data and systems. It also helps to ensure compliance with data protection regulations such as GDPR.

It has been proven that regular, bite-sized training is more effective at changing users' habits and behaviours than traditional classroom techniques. Our modular, online training allows users to progress at their own pace, review the content as many times as they need, and encourages active participation.

How do I get Modern Networks Security Awareness Training?

To request this service, customers should contact their Account Manager, a member of the Modern Networks Sales Team or the Modern Networks Service Desk on 01462 426 500.

How is the training rolled out to end users?

An email will be sent out to the users each month with a link to the training module. The training modules are easily accessible and launched in one click from any browser on a computer or mobile device. Once the user has completed the training, they will receive a certificate of completion.

Can I tell who has participated in the training?

Upon request, Modern Networks can produce a report on end user participation. We can also send reminder emails to users who have not completed the training module. It is however the customers responsibility to ensure end user participation.

Security Awareness Training FAQs

What is covered within the training modules?
The training offers a variety of modules covering topics such as:

- How to spot potential malware and ransomware
- How to avoid phishing and other types of social engineering attacks
- How to report security threats
- How to comply with the latest data protection regulations such as GDPR.

The service also includes quarterly simulated phishing attacks, which replicate actual attacks to help users learn to identify real phishing emails.

Is the training easy for end users to follow?
The training modules are short, engaging and easy for end users to follow. Traditional classroom methods of training tend to be quickly forgotten or missed entirely if staff members are absent. In contrast, our training modules are delivered in memorable, bite-sized segments across the year.

How long does each module take?
Training Modules are in the form of a short video and should take no longer than 10-15 minutes to complete.

What if we have new starters/leavers?
It is the customer's responsibility to notify Modern Networks of new starters joining the company and staff leaving so we can add or remove them from the training program. New starters will then receive the next training module to complete at the same time as other members of staff.

What happens if we experience problems with the training?
In the unlikely event that any users experience problems with the training modules, please report this to the Modern Networks Service Desk.