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DELIVER SECURITY AWARENESS TRAINING

STATEMENT OF WORK

September 10, 2018

Prepared for:

Adam Nirenberg, CIO
Wheaton Part District

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Private and Confidential

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SUMMARY

The Wheaton Park District CIO asked SCS to deliver organization-wide Security Awareness Training to Park District personnel and allow for other computer-based training in the future. Because the Park District continuously hires employees, the CIO needs a solution that can be repeated at any time. SCS has determined that a computer-based delivery model will best satisfy the requirement.

SCS will provide a hosted solution, which can scale with the Park District's needs, controls cost and allows for extended use of the solution.

PROJECT SCOPE

This Statement of Work is for SCS to deliver Security Awareness Training to Wheaton Park District Staff using the security awareness training packet SCS previously provided under a separate Statement of Work. Training will be offered via SCS hosted computer-based training.

As part of this project, SCS will:
- Convert the existing PowerPoint-based training materials to video format for online delivery,
- Develop a multiple choice, true or false and matching quiz consisting of 20 or more questions.
- Develop end user navigation and training participation instructions,
- Load the initial list of personnel and assign them to the mandatory Security Awareness Training course,
- Develop administrative instructions for Wheaton Park District's subsequent loading of users and assignment of classes,
- Provide a walk-through of the system for the Wheaton Park District CIO and additional stakeholders.

The project will take approximately 3 weeks from start to training readiness. It would be our hope to complete the project prior to the (summer) seasonal hiring of employees, so the Park District can train new personnel at the time of initial employment.

Post-Training "Go-Live"
- Training will be available for 12 months from the training "go live" date.
- SCS will provide reports to the Park District CIO and additional stakeholders (as instructed) to allow managers to track participation and completion of the course.
- Technical support assistance will be available as needed.

PROJECT BENEFITS

Security Awareness Training is considered a security best practice. Most organizational security events begin with personnel activity, which may include:

- Accidental disclosure of data due to lax computer security practices,
- Users giving up system login credentials to external attackers as a result of a social engineering attack, or
- Intentional, malicious and disruptive computer use of disgruntled personnel.

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The objectives of Security Awareness Training are:

- To present users with information regarding cyber threats that may impact users and the organization,
- To remind users of organizational security policies regarding acceptable use of technology,
- To raise awareness of security and privacy laws that impact the organization, as well as consequences for noncompliance,
- To provide actionable steps for users to avoid the impact of those threats, and
- To provide instruction on how users can report potential Incidents to IT and Information Security personnel for response.

According to a 2015 study, an investment in user awareness and training effectively changes behavior and quantifiably reduces security-related risks by 45% to 70%.[i]

PROJECT TASKS AND DELIVERABLES

SCS will provide the following deliverables as part of this engagement.

Service	Activities & Deliverables
Course content review	Review updated content and quiz. Discuss required score to pass, number of re-takes allowed Define how users are added, made inactive, etc.
Kick-Off Meeting	Demonstrate the system. Discuss the collection of personnel information SCS will collect for loading to the training system. Discuss a campaign to execute the training for "all" initially loaded personnel.
System use instruction	Develop and provide general instructions for personnel to navigate to the training system, register and take the course. Develop Administrative instruction for client administrators who will load personnel and assign to courses.
Reporting	Prepare reports to support management efforts to ensure ALL Park District personnel complete the required training.

PROJECT SCHEDULE

SCS will schedule the content planning within 2 weeks of the SOW signing and plan to have the website ready for users to start the course within 3 weeks of the project start date.

PERFORMANCE OF SERVICES

Initial and additional consulting or other optional custom Services and related deliverables must be documented and signed by authorized representatives of both parties.

Any additional Statements of Work will include at a minimum: (i) a description of the Services and Deliverables; (ii) the parties' responsibilities.

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Changes: Any changes to the obligations of either party, or to any other material aspect of this Statement of Work will require a written change order signed by authorized representatives of both parties that describes the changes and any related cost or schedule adjustments.

SITE AND RESOURCE ACCESS
Work will be performed at SCS offices.

STATEMENT OF WORK ASSUMPTIONS
- This Statement of Work is subject to the terms and conditions defined in the Secure Compliance Solutions, LLC Master Service Agreement.
- All time frames and milestones are estimates. Factors outside of the SCS control can/ will impact estimates and include but are not limited to:
  - Wheaton Park District's team response times to requests, operational limitations, omitted information and business decisions.
- All documentation provided in this engagement will be provided in English only.

INVESTMENT
Option 1: SCS will deliver computer-based Security Awareness Training for one year from the "go live" date to Wheaton Park District for a fixed fee of $3,000 (Three thousand dollars).

~~Option 2: SCS will deliver a computer-based training solution for one year after "go live" date with the Security Awareness training and the opportunity to load an unlimited number of other provided computer-based training materials for Wheaton Park District employees to complete for the total price of $4,500 (Four thousand five hundred dollars)~~

By mutual agreement, and in the unlikely event, travel beyond the Chicagoland area is necessary, Wheaton Park District shall pay all applicable approved travel charges which includes reasonable and customary travel and living expenses incurred in the performance of Services. Unless otherwise specified in this Statement of Work, any applicable travel charges will be billed at actual costs as incurred by Secure Compliance Solutions.

ADDITIONAL SERVICES AVAILABLE
- This Statement of Work does not include subsequent phases with actions such as:
  - Training of staff in subsequent periods upon expiration of this SOW
  - Updating and / or adding courses to the SCS computer-based training system

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PAYMENTS

SCS will invoice Wheaton Park District as follows for the work performed in support of this Statement of Work.

- A single invoice will be sent upon completion of the course set-up, users confirmed access to the course, and one successful test user completing the course.

Payment shall be in U.S. dollars and will be due thirty (30) days from the date of each invoice. Payments made later than the due date are subject to and may incur accrued interest from the date due to the date paid up to the maximum percentage allowed by applicable law. If a payment is late, SCS shall be entitled to suspend performance of the Services and, at its option, terminate the Statement of Work on written notice.

Agreed to:

Secure Compliance Solutions LLC

By: _____

     Andy Soodek

Name: __Andrew Soodek__

Title: __President__

Date: __9/24/18__

Agreed to:

Wheaton Park District, Executive Director

By: _____

     Mike Benard

Name: _____

Title: __Exec Dir__

Date: __9/19/18__

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[i] https://www.wombatsecurity.com/press/press-releases/research-confirms-security-awareness-and-training-reduces-cyber-security-risk - This article cites Aberdeen Group and Wombat Security Technologies' 2015 study, "The Last Mile in IT Security: Changing User Behaviors"