

SilverSky Proprietary

Email Data Loss Prevention - Training & Consulting

SKU S-200-2502

Service Overview

The Email Protection Suite Training described below provides an overview of the tools available to email administrators to fully utilize the capabilities of the email protection solution. In addition, for customers with the Advanced Compliance solution, this training also covers the email DLP security policy administrative training which covers building, configuring, and managing DLP policies. The objective is to help customers comply with regulatory and security requirements for email protection by leveraging automated policies to detect and prevent email data loss and/or leakage. This service is conducted during one live and interactive web-based training session which also includes a high-level review of applicable policies. Additional in-depth assistance with any of the items covered during the training and review can be addressed using additional Professional Services consulting hours.

SILVERSKY DELIVERABLES

Initial Assessment

Discuss customer's security and compliance profile to highlight features relevant to the customer. The training will be customized to address the specific customer requirements.

Training

We will provide one live web-based training session covering the use of the Security Management Console (SMC). Training will include:

- Managing items in the quarantine/quarantine options
- Whitelists/Blacklists
- Key reports and information
- Logging & reporting
- Managing policies based upon "tests" and "actions"
- Managing lists
- Managing templates
- Managing disclaimers
- 'Monitor/log only' Mode best practices

Customer Obligations:

1. Creating and managing your organization's specific business rules/policies within the Security Management Console
2. Managing the administrative quarantine (if applicable)

Out of Scope

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1. End-User training
2. End-User support from our Deployment team
3. Detailed assessment of customer's security and compliance requirements
4. Consulting Support to set up policies to meet customer's security and compliance needs

OPTIONAL SUPPORT

Additional Professional Services consulting support can be arranged after the training on an ad-hoc or regular ongoing basis at the rate of \$225 per hour (1 hour minimum). You must contact SilverSky customer support to arrange for additional Professional Services consulting.

The SilverSky Professional Services team is available to perform described work above during the following business hours:
Monday through Friday, 8am MT – 5pm MT - This excludes all SilverSky recognized holidays