



Secure Schools

Service Definition Document

Online Cybersecurity Policy, Training and Phishing Simulation Platform





Online Cybersecurity Policy, Training and Phishing
Simulation Platform

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Online Cybersecurity Policy, Training and Phishing Simulation Platform

Introduction

Founded in 2018 by experts in cybersecurity and education

Secure Schools is a team of cybersecurity experts and educationalists with a passion for empowering schools with technology and keeping children and young adults safe in education, without introducing barriers to learning. Working solely with the education sector, we have a deep understanding of schools and academy trusts.

Accelerated by the NCSC Cyber Accelerator Programme

In 2019, Secure Schools was selected for the fourth cohort of the UK's National Cyber Security Centre (NCSC) Cyber Accelerator Programme. The Accelerator supports the growth of start-up cyber companies who aim to bring new 'better, faster and cheaper' security products to market.

What is the Secure Schools Cybersecurity Policy, Training and Phishing Simulation Platform?

The Secure Schools Cybersecurity Policy, Training and Phishing Simulation Platform is an all-in-one solution for schools and trusts to improve their cybersecurity readiness. The platform consists of:

Phishing Simulator

Reduce the risk of cybercriminals taking advantage of your school with our phishing simulation platform. The simulations closely mimic real education-sector phishing emails and can be tailored by trust, school and even department. Choose a suitable campaign within a suitable timeframe and use the platform to produce clear reports and supportive coaching to help develop staff skills and awareness in identifying malicious emails.

Cybersecurity Policy Builder

Build strategy, policy and a cybersecurity plan for your school or academy trust. Access a library of cybersecurity document templates to support your school or multi-academy trust to meet DfE, ESFA, RPA and Cyber Essentials requirements and expectations. Researched, crafted and kept up-to-date by the Secure Schools Compliance and Certification team.

Cybersecurity Awareness Training

Our platform makes it easy to evidence compliance and ensure that all staff, governors, and trustees are up to date with their cybersecurity awareness training, no matter when they join. Online training enables staff, governors and trustees to complete their courses at times convenient to them and in line with your expectations. Making our training more convenient and affordable for schools of all sizes.

Cybersecurity School Board Awareness Training

Our platform makes it easy to evidence compliance and ensure governors and trustees are up to date with their cybersecurity awareness training, regardless of when they join. Online training enables governors and trustees to complete their courses at times convenient to them and in line with your expectations. Making our training more convenient and affordable for schools of all sizes.



Online Cybersecurity Policy, Training and Phishing Simulation Platform

The Secure Schools Online Cybersecurity Policy, Training and Phishing Platform is available to single schools as well as school groups such as multi-academy trusts and federations.

Data backup, restore and disaster recovery

Data backup and retention

Secure Schools maintains backups of all data processed on the Online Cybersecurity Policy, Training and Phishing Simulation Platform.

Data is retained for the duration that the school is within contract and actively using the Secure Schools platform. Early deletion of data can be requested directly on the Secure Schools platform. Deleted data is held within backup to allow restoration to its original state if deleted in error. Following this period of backup, data is permanently deleted from our database.

Disaster recovery

Secure Schools' incident management and disaster recovery processes are documented within our Information Security Management System and are independently audited and certified according to the IASME Cyber Essentials Plus, ISO 27001 and Cyber Assurance Level Two standards.

1. Immediate Action: Damage assessment and determination of appropriate subsequent procedure regarding plan invocation and employee notification

Within 1 to 2 business hours of the disaster

2. Recovery Point Objective:

Within 4 business hours of the disaster

3. Recovery Time Objective:

Within 1 day of the disaster and beyond if needed

Onboarding and offboarding support

Secure Schools provides full support throughout onboarding and offboarding, with all costs included in the contract price.

Onboarding

Secure Schools provides comprehensive documentation educating users on how to get started with the service. Documentation can be accessed through the Secure Schools Knowledgebase (<https://help.secureschools.com>).

If further support is required, telephone, email, and chat support is available from the Secure Schools support team.



Online Cybersecurity Policy, Training and Phishing Simulation Platform

Offboarding

Data can be exported from the Secure Schools Online Cybersecurity Policy, Training, and Phishing Simulation Platform modules at any time before offboarding. Users are advised to export their data before a contract ends.

Service constraints and customisation

The Secure Schools Online Cybersecurity Policy, Training, and Phishing Simulation Platform is accessed via web browsers on internet-connected devices.

Buyers may need to explicitly allow devices in their networks access to Secure Schools services through web content filters to provide the best user experience. More details are available in the Secure Schools Knowledgebase (<https://help.secureschools.com>).

No customisation is possible within the platform, but reports can be customised with the customer's logo via settings.

Service levels, performance, and availability

Secure Schools provides a 99.95% service availability. The Secure Schools SaaS platform is a cloud-based service utilising high-spec, high-capacity, fully-flexible cloud hosting services from Amazon Web Services. Any demand peaks automatically trigger a temporary expansion of our data processing capacity, ensuring no disruption to service users.

Service levels shall be agreed upon by us, and service credits may be available under certain conditions.

User support

Support is available throughout the customer journey via numerous channels. Telephone and email support complement Secure Schools' comprehensive self-service library, which is regularly updated and available 24/7. Telephone and video conferencing are also utilised where there is a technical requirement.

Assisted support is provided at every step of the process, available Monday to Friday, 9 to 5 (UK time), with customers able to access support by telephone and email.

Technical Requirements

Device access

The Secure Schools Online Cybersecurity Policy, Training, and Phishing Simulation Platform can be accessed via a web browser on most internet-connected devices. Web browsers that are officially supported are:

- Google Chrome
- Microsoft Edge
- Firefox
- Safari



Online Cybersecurity Policy, Training and Phishing Simulation Platform

Web browsers should be updated regularly to provide the best user experience

Security

Secure Schools is Cyber Essentials Plus certified. Secure Schools' information security management system (information security risk management policies, procedures, processes and records) is also independently audited and certified according to ISO 27001 and Cyber Assurance Level Two standards.