

littlefish GROUP

User Education and Awareness

Document Control

Attribute	Value
File name	User Education and Awareness service
Author	Rowan Troy
Status	Published
Classification	Unclassified
Date	26/01/2026

Table of Contents

Service Overview **4**
Key Features and Activities 4
Service Management 5
Service Review 5
Customer Benefits 6
About Littlefish 7

Service Overview

Littlefish is able to deliver such services through Microsoft Defender For O365's Attack Simulation feature and has partnered with Cofense to provide a SaaS based, award winning Phishing Simulation and Learning Management System (LMS), so that Littlefish are able to cater to a customers requirements and potentially leverage existing technology.

Cofense has developed an intelligence-driven approach to Phishing, ensuring that your people receive contextualised and relevant training when they fail to spot the suspicious content. The intelligence is then fed into the LMS to provide the most appropriate modules for further education during the yearly learning cycle. This approach gives your people fresh content consistently throughout their learning and development, not the same content repeatedly.

Key Features and Activities

- **Real World Phishing Experience:** Cofense PhishMe immerses users in a real-world phishing experience and is available in 38 languages. The solution's customisable scenarios simulate the most relevant threats and provide instant, relevant education to users who are the most susceptible to these attacks. Cofense PhishMe Playbooks provide a series of prepared phishing scenarios, landing pages, attachments and educational content to run throughout the year. Cofense can recommend the best scenarios based on history and the organisation's context with machine learning.

- **Real Time Response Tracking:** Cofense Response Delivery helps ensure that you maximise your user engagement with the Phishing simulations by only sending and delivering the latest test when a user is active within their inbox. This approach helps eliminate technical and absent user issues. If the solution were to be deployed worldwide, it would help schedule the simulations to be deployed at the appropriate time for that location.

- **Intelligence Driven Scenarios:** Cofense has a wide range of intelligence-gathering services that provide your people with the latest active threat scenarios. Included within the platform is the ability to search for active threat scenarios in real-time and select scenarios that have been missed by a range of secure email gateway solutions. This allows Littlefish to select the most sophisticated attack scenarios to test your email hygiene solutions.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

A monthly report will be provided detailing feedback on the service's performance and effectiveness during the period. The report will summarise Security Incident information against relevant monitoring controls. Additionally, service performance management information is included, summarising the following:

- Date(s) and time(s) at which awareness and phishing test emails were sent and how long before they began to be opened
- Details of delivery groups, where these were used to avoid sending thresholds and other bulk sending controls, with the sending time of each group and user groups included (typically broken into alphabetic groups)

Metrics associated with the phishing test email programme, including:

  - Details of the current month's phishing test email and the elements within it that could represent a malicious attempt by a threat actor
  - The number of phishing test emails sent, broken down by department, role, business function and location (where this information has been made available to Littlefish)
  - The number of users that opened the email
  - The number of users who interacted with the email in a potentially harmful manner
  - Data on users who responded directly to the phishing test email address
  - On a monthly basis, a review of the trends shown by the phishing campaign over the previous three months, with recommendations for improving the monthly awareness programme.

- Graphical representations of figures for the year to date, compared to the last month, to show trends and highlight improvements in user awareness and behaviour.
- Detailed report on the current education status of each individual and whether they have completed the required modules.

The report will be provided by the 10th working day of the month for the previous monthly reporting period per the current schedule. The UEA service will be reviewed as part of a quarterly Service Review chaired by the Cyber Security Service Delivery Manager and delivered via video conference.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- User Education Insights: Provide insight into the user education levels within an organisation and establish areas that require improvement and further understanding.

- Challenge Behaviours: Ensure that users are actively challenged to detect suspicious emails and activity and report it to the appropriate resource.

- Contextualise Your Training: Provide targeted and contextual training to the users throughout the year to continuously educate them on the latest cyber threats.

- Demonstrable Investment: Demonstrate that the organisation invests and requires users to be aware and knowledgeable of the cyber threats they may encounter.

- Valuable Audit Data: Be able to demonstrate to a customer, regulator, legal or accreditation body that security awareness training is managed and maintained.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

littlefish.co.uk



MICROSOFT SPECIALISATIONS AND DESIGNATIONS

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

Specialist
Modernize Endpoints
Copilot
Adoption and Change Management

Microsoft Solutions Partner
Security

Specialist
Cloud Security
Threat Protection
Copilot

Microsoft Solutions Partner
Business Applications

Specialist
Copilot
Intelligent Automation
Low Code Application Development
Small and Midsize Business Management

Microsoft Solutions Partner
Data & AI
Azure

Specialist
AI Platform on Microsoft Azure

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Infrastructure
Azure

Get in touch:
0344 848 4440
sales@littlefish.co.uk

CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

MSP CHANNEL AWARDS
MSSP OF THE YEAR 2025

CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED

ISO 9001 ISOQAR REGISTERED

ISO 14001 ISOQAR REGISTERED