

## **Awareness, Education and Training**

(OAR 580-055-0050-8)

The purpose of this section is to identify the activities EOU is engaged in to promote information security awareness among members of the University community. One of the major goals of this is to make users aware of their roles and responsibilities within the organization by education and training.

- A) Awareness and training programs may be carried out using different approaches, including document and software distribution, web-based format and trainer based. The mode may be either group based or self-paced. They will be conducted for all new employees' orientation and periodically for ongoing employees with an evaluation as to efficiency and effectiveness.
- B) User awareness of roles and responsibilities will include:
- The importance of security
  - EOU Information Security Policies that apply to them
  - Contact information for IT personnel concerning security issues
  - Contact information for the appropriate Data Steward concerning security issues
  - Policies, Standards and Guidelines are located on the IT Department home page at [www.eou.edu/it](http://www.eou.edu/it)
- C) Educational and training materials are available from the IT Department to educate users on standard security practices. Standard computer security practices include:
- Overview of EOU Information Security Policies
  - Password policies and procedures
  - Procedures for handling social engineering (inappropriate requests for information)
  - Internet risks and best practices, including browser and email security
  - Proper handling of Personally Identifiable Information (SSN, financial account number, passport number or driver's license number in conjunction with full name)
  - Understanding virus prevention, detection and removal. Also, anti-virus software, operating system updates and firewalls.
  - Accountability of protection of information assets, including the Data Stewards model
  - Reproduction, use and laws concerning copyright
  - The EOU Acceptable Use Policy

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