pax8 Academy

UNDERSTANDING EMAIL SECURITY

Syllabus

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Course Overview

This engaging four-session course offers a thorough exploration of email security. Participants will gain insights into the origins of email security, strategies to enhance organizational efficiency, methods for selecting the right tools to foster business growth, and techniques for mitigating overall risk. Given that email systems are often vulnerable to threats and challenging for end-users to secure, mastering email security is essential for Managed Service Providers (MSPs) to effectively safeguard their clients and ensure robust protection.

We will explore common email threats, such as phishing attacks and malware risks, and how to prevent them. We will discover best practices for secure email communication, such as password security, multi-factor authentication, and email encryption. We will discuss secure email handling procedures, such as identifying sensitive information and using secure file transfer methods.

Additional topics will include employee awareness training, simulated phishing exercises, and clear reporting channels for security incidents. You will also understand how to comply with data protection regulations (such as GDPR, CCPA, and HIPAA) and adhere to industry-specific security standards (such as PCI DSS and ISO 27001).

By the end of this course, you will understand what it means to be email secure within your own business and externally with your clients, including how to talk about and sell email security solutions to them. Join us for an engaging and interactive four-session course!

What You'll Get

- 4 hours of virtual, interactive, instructor-led content taught by an experienced Pax8 Solutions Engineer.
- Downloadable videos* of the content you can rewatch at your convenience.
- Downloadable slide decks, handouts, and additional resources.

Learning Objectives

By attending this course, you will learn:
- The fundamentals of email security, defining what it means to maintain a secure email environment.
- Strategies to save time while ensuring that organizational and security policies are effectively enforced and regularly audited.
- Measures crucial for safeguarding sensitive information and ensuring robust protection against unauthorized access such as enhancing password security, adopting multi-factor authentication, and implementing email encryption.
- Gain valuable insights into data protection regulations and industry-specific security standards to ensure your organization remains compliant.
- How to choose the most suitable email security solution for your business by gaining a thorough understanding of mail flow dynamics.

*Videos will either be recordings from your session, or they may be previously recorded material in which partner faces and voices have been removed. It is recommended to attend courses live to reap the full benefits of Q&A with the instructor and class.
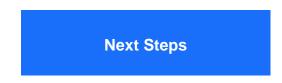
Schedule of Topics

- Session 1: What is Email Security?
  - o Introduction to email security – why does it exist and how has it evolved? Why is it so important?
  - o What does it mean to be "email secure"?

- Session 2: Organizational Efficiencies
  - o Crafting Policies with Training
    - ▪ SAT (end user focus). AUPs. Organizational and Security Policies and Best Practices

- Session 3: Growing the Business
  - o Picking the Right Solution
    - ▪ Secure Email Gateway, Inline vs Graph API, Anti-Phishing Solutions, DLP and Archiving, Encryption Solutions
  - o Regulatory considerations
    - ▪ HIPPA/GDPR/CMMC/CJIS

- Session 4: Reducing Organizational Risk
  - o Domain Name System and Authentication with Access Control
  - o Methods of encryption – TLS, PGP and S/MIME, E2EE, Policy-based

Instructor

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Next Steps

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  - o [Security 101 - Malware, Email and Endpoint Security & Security Awareness](#)
- Instructor Led Courses
  - o [Applying CIS Controls](#)
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