

**Securing the Human Frequently Asked Questions**  
**2012 MS-ISAC Partner Agreement**

- 1. How many modules are there and can we select the ones we want to use?**  
Answer: There are currently 30 modules. You administer the modules that you want to use. You can assign different modules to different departments or by individual. SANS updates the content at least twice a year and keeps it current to address the latest threats and critical controls so more modules may be added. Eleven modules were added in 2011.
- 2. Is there testing included?**  
Answer: You administer which modules you want testing for. A question can be asked at the end of each module and if answered incorrectly the user will be presented with a different question. There is a reporting module for your administrator to monitor progress and compliance. You can use it online through SANS Virtual Learning environment (VLE) or load the SCORM-compliant modules into your own learning management system (same price).
- 3. What are the delivery choices?**  
Answer: You can use it online through SANS Virtual Learning environment or load the SCORM-compliant modules into your own learning management system (same price).
- 4. Can we customize the content?**  
Answer: You can add links to your organization's own content to the end of each module at no additional cost. Customization of the videos is available for an extra charge.
- 5. Can we test a module to make sure it works properly in our LMS?**  
Answer: Yes, send a request to [Christina.carr@cisecurity.org](mailto:Christina.carr@cisecurity.org).
- 6. Do we get updates at no cost?**  
Answer: Yes, SANS updates content and administration functions twice a year.
- 7. Can we have more than one administrator?**  
Answer: Yes and you can also assign sub-administrators to manage subsets of the licenses (e.g. by department).
- 8. How are users loaded?**  
Answer: When using the SANS VLE, users be batch loaded and/or entered individually, whenever needed.
- 9. How do you re-use seats between years?**  
Answer: You will contact SANS at [support@securingthehuman.org](mailto:support@securingthehuman.org) for SANS to process.

**10. What format are the modules in?**

Answer: The modules use Adobe Flash.

**11. Is the training ADA (508 compliant)?**

Answer: Yes, there is audio and sub-titles that can be turned on.

**12. When will the license period start?**

Answer: Within 10 business days of receipt of payment unless you request a delayed license start date within up to 90 days of payment.

**13. Can I get a quote as needed for my purchasing approval process?**

Answer: Yes, contact [Christina.carr@cisecurity.org](mailto:Christina.carr@cisecurity.org) and indicate your organization, the number of seats and for one or two years. If you also want the support materials (newsletters, posters, screensavers), indicate that.

**14. Is there a terms and conditions agreement that has to be signed upon purchase?**

Answer: Yes, this document is available on the client portal:

<https://www.securingthehuman.org/programs/ms-isac> after you login (called MS-ISAC T-Cs 2012\_01 under Documents).

**15. If there are multiple state entities/departments that want to purchase, can they do so individually or do they have to combined and come from one entity?**

Answer: Each entity can purchase individually. Please note that the minimum purchase applies.

Multiple entities can also combine their purchases under one entity who would make the total purchase and be the main administrator. The other entities would then work out payment to the purchasing entity. The main administrator will be able to assign a sub-admin and the appropriate number of licenses to each of the other entities so that each entity can manage their own seats and users separately. This may be useful and cost-effective for a group of small entities.