State of New Jersey
DEPARTMENT OF MILITARY AND VETERANS AFFAIRS
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Commander-in-Chief

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The Adjutant General

DEPARTMENTAL BULLETIN NO. 7 **10 October 2012**

SYSTEMS ADMIN, NETWORK & SECURITY INSTITUTE (SANS) SECURING THE HUMAN - COMPUTER TRAINING VIA THE LEARNING MANAGEMENT SYSTEM

1. **APPLICABILITY:** This Bulletin applies to all DMAVA employees and contracted staff within the New Jersey Department of Military and Veterans Affairs (DMAVA) that utilize the DMAVA /Garden State Network (GSN) as computer users.

2. **PURPOSE:** To familiarize and train all DMAVA state network computer users in fundamental information security best practices. The goal is to introduce and educate employees about information and cyber security threats in today's world and apply that knowledge to electronic devices, passwords, and communications for everyday experiences in the workplace and at home.

3. **PROCESS:** The "SANS Securing the Human" computer security training will be conducted via the on-line Learning Management System (LMS).

a. LMS is a web-based application that meets three primary functions:

- Provides access to learning content, such as online training and policy documents.
- Provides the ability to administer and track training.
- Provides the ability to create reports on training activity.

b. This online course is designed for students to gain skills that will help them to understand, recognize, prevent, computer and information security breaches related to the theft or release of personal or sensitive information.

c. The training modules consist of information security awareness videos and a short quiz to test employees' knowledge at the end of each section. The training takes approximately 90 minutes to complete. The subject content includes but is not limited to: password protection, encryption, data protection, health protection, credit card protection, social engineering and networking, and other security areas.

d. The courses offered can be taken without additional charges to the Department or student. (See enclosed attachment for instructions on accessing the course).

e. The on-line training course will be mass assigned in the Learning Management System (LMS) by members of the Information and Administrative Services Division. All DMAVA staff with existing network computer user accounts will receive email notification of their course enrollment.

4. **KEY DATES:** The training shall be completed no later than 15 December 2012 for current employees or within three months of hire for new employees. Employees that require an authorization key for an LMS account on the My NJ Portal should contact Mrs. Loreta Sepulveda (HRD) at (609) 530-6885 or loreta.sepulveda@njdmava.state.nj.us.

5. **COMPUTER REQUIREMENTS:** The training is authorized to be taken on all State computer systems and is also accessible from any home PC with Internet connection and appropriate browser version and required software applications and settings as identified below.

a. **System Requirements**

SumTotal's ***Maestro*** learning management system is an Internet-based tool that only requires a connection to the Internet and access to a web browser to gain access to the application. Users access *Maestro* on a variety of client computing platforms, devices, web browsers and varying levels of Internet bandwidth. The following provides minimum and recommended guidelines for client devices accessing the *Maestro* system. The following are the minimum system configuration recommendations for running SumTotal's ***Maestro*** learning management system. These recommendations are intended to assist you in determining optimal system configurations for your computer.

The *Maestro* Learning Management System supports the following browsers:

Browser	Comments
Internet Explorer 6 and higher	SumTotal supports SP2 and SP3 for IE 6.
Firefox 2.0.10 and higher	
Google Chrome	SumTotal supports non-beta versions only. Chrome will update itself with stable, non-beta versions.
Apple Safari version 3.2 and higher	

b. **Recommendations**

- **A high-speed Internet connection** will ensure the best user experience especially if you are working with online courseware, video streaming or large files.
- For authentication purposes and bookmarking online courses, the **browser's cookies and scripting** must be enabled.
- **Pop-up blockers** should be deactivated when launching online courses.
- **Firewall programs** may need to be temporarily disabled if learners are experiencing issues launching or tracking online courses.
- **Third-party toolbars** may need to be temporarily disabled if learners are experiencing issues launching or tracking online courses.

- To help with the overall performance of the LMS and courses, https://gm1.geolearning.com/ should be added as a trusted site.
- *Maestro* is designed to function with SVGA monitor with **display settings** at a minimum of 800 x 600 pixels. Recommended resolution settings are 1024 x 768 pixels.

c. **Browser Support and Configuration**

- **Internet Explorer (IE) 6** is known to work with Java 1.4 through Java 5 update 11 or Java 6 update 7
    - Vendor based courseware such as Skillsoft have been tested with the Java versions listed above and they do work properly.
    - IE6 with Java 5 update 12 to Java 6 update 7 may not work properly with custom courses created through authoring tools such as Articulate and Lectora in certain instances. This is due to an issue between Microsoft and Java Sun.
    - URL for 5 update 11: https://cds.sun.com/is-bin/INTERSHOP.enfinity/WFS/CDS-CDS_Developer-Site/en_US/-/USD/ViewProductDetail-Start?ProductRef=jre-1.5.0_11-oth-JPR@CDS-CDS_Developer
    - IE 7 can use any Java but 5 update 11 or newer is recommended.
- **FireFox** can use any version of Java, however Java Version 5 Update 11 or newer is recommended.

- **Warning!** The LMS supports FireFox but courseware might not function as it does in IE. You will want to test your courses in FireFox prior to releasing the courses to your end users.

- **AOL Web Browser Connection**: make sure the Learner is using Internet Explorer to launch the courseware independent of AOL. Cookies and Scripting: should be enabled on the learner's workstation in order to allow bookmarking of courseware.

d. **Java**

Report Analytics operates using Java, and will work in any Java 1.5 or 1.6 environment. Some courses require Java. The specific version of Java will depend on the course, how it was designed or what authoring tool was used. Refer to the courseware vendor or software manufacturer for details.

- The Microsoft JVM reached its end-of-life on December 31, 2007 and is not supported.
- We recommend you use the latest supported version of Java.
- For courses authored in SCORM or AICC API, Java 1.4 or higher is required.
    - Depending on the course and how it was created, a higher version of Java may be required.

- Some vendors or authoring tools may require a specific version of Java to pass the course information back to the LMS.

If third-party software and modules are post-End-of-Life by their vendor/developer, SumTotal will not support the configuration.

e. **Flash** -There are certain components of the system that utilize Flash for presentation. These include some of the dashboards and upload progress bars. For full functionality using the application's organizational charts and instructional videos, the Macromedia Flash plug-in is needed but it is not required to operate the system.

f**. Adobe Acrobat** -Adobe Acrobat Reader should be installed if trying to access course completion certificates or approval forms.

6. **LMS ACCESS:** To access the LMS training you must have a MyNewJersey portal account and establish an HRDI e-Learning Solution link on your portal account. If you need assistance with configuration on a state owned computer issued or maintained by the department please contact your local facility IT help desk support staff for assistance before making any changes to your workstation.

If you require additional information for computer set-up on a non-state owned computer the following web link contains the on-line instructions from the MyNewJersey portal and HRDI e-learning Solution internet site http://services.geolearning.com/Help/en-US/Global/Content/Learning_Center_Basics/System Requirements.htm The above settings and software configurations are only suggestions for best practice in the LMS.

a. If you encounter computer problems with your Flash Player, Internet Explorer browser or Adobe Acrobat version which interferes with completing this training on a department owned computer, please contact your local Information Technology Help Desk at one of the following number below.

All field offices located outside of the Lawrenceville headquarters and/or the Veterans Memorial Homes should contact the Central Operations IASD Help Desk for IT support request.

- Menlo Park Help Desk –732-452-4204
- Paramus Help Desk – 201-634-8537
- Vineland Help Desk – 856-405-4311
- Central Operations – (609) 530-7177

OFFICIAL:

DAVID S. SNEDEKER
Chief Information Officer
Director, Information and
Administrative Services Division

MICHAEL L. CUNNIFF
Brigadier General, NJANG
The Adjutant General

DISTRIBUTION: A, D, E, F

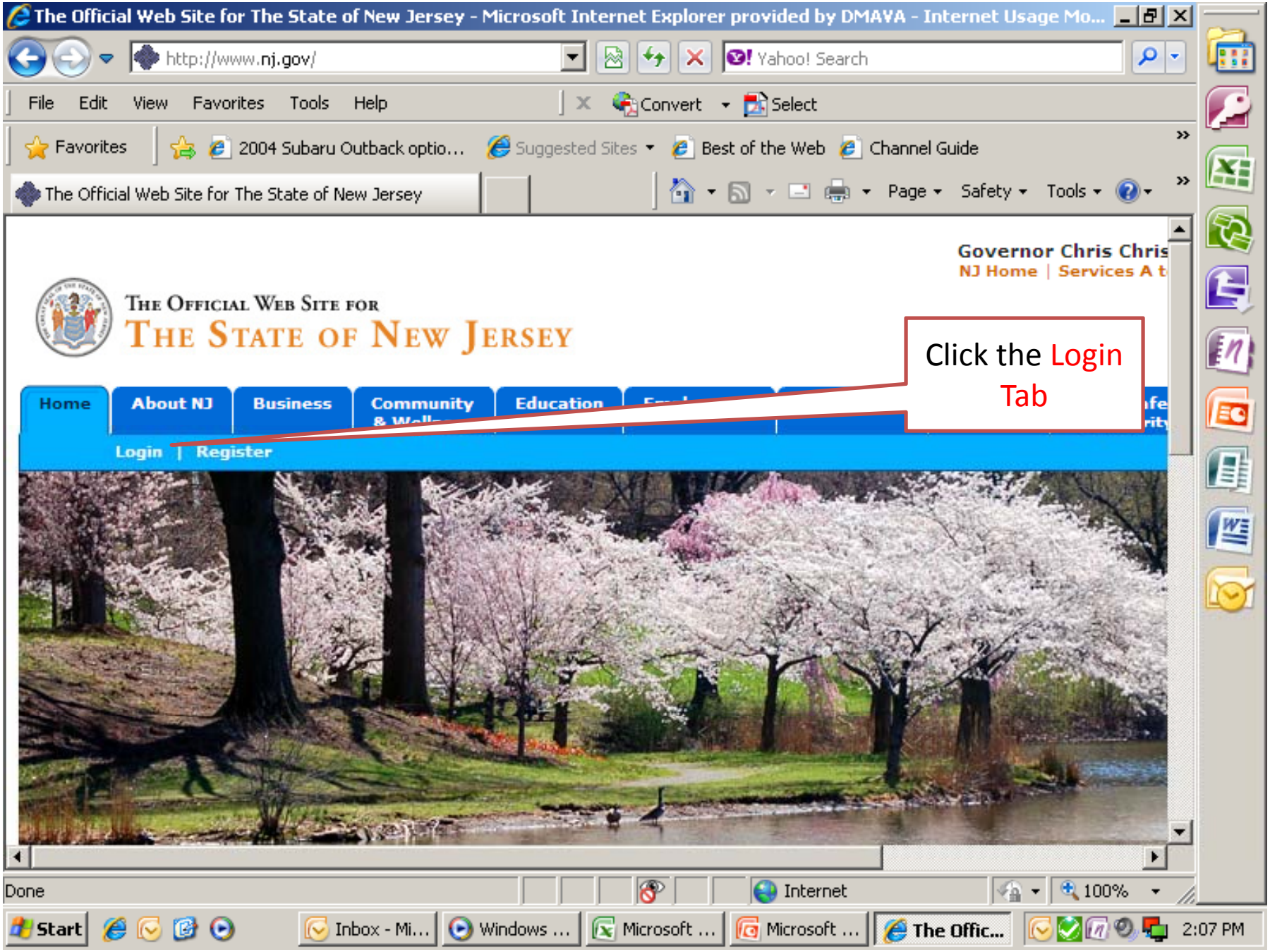
Encl:
1. Accessing SANS Securing the Human Course via LMS Presentation

State Mandatory Course via LMS

Follow this power point presentation on how to select and take the LMS On Line Training (OLT) course

SANS Securing the Human - Computer Security Training

Encl 1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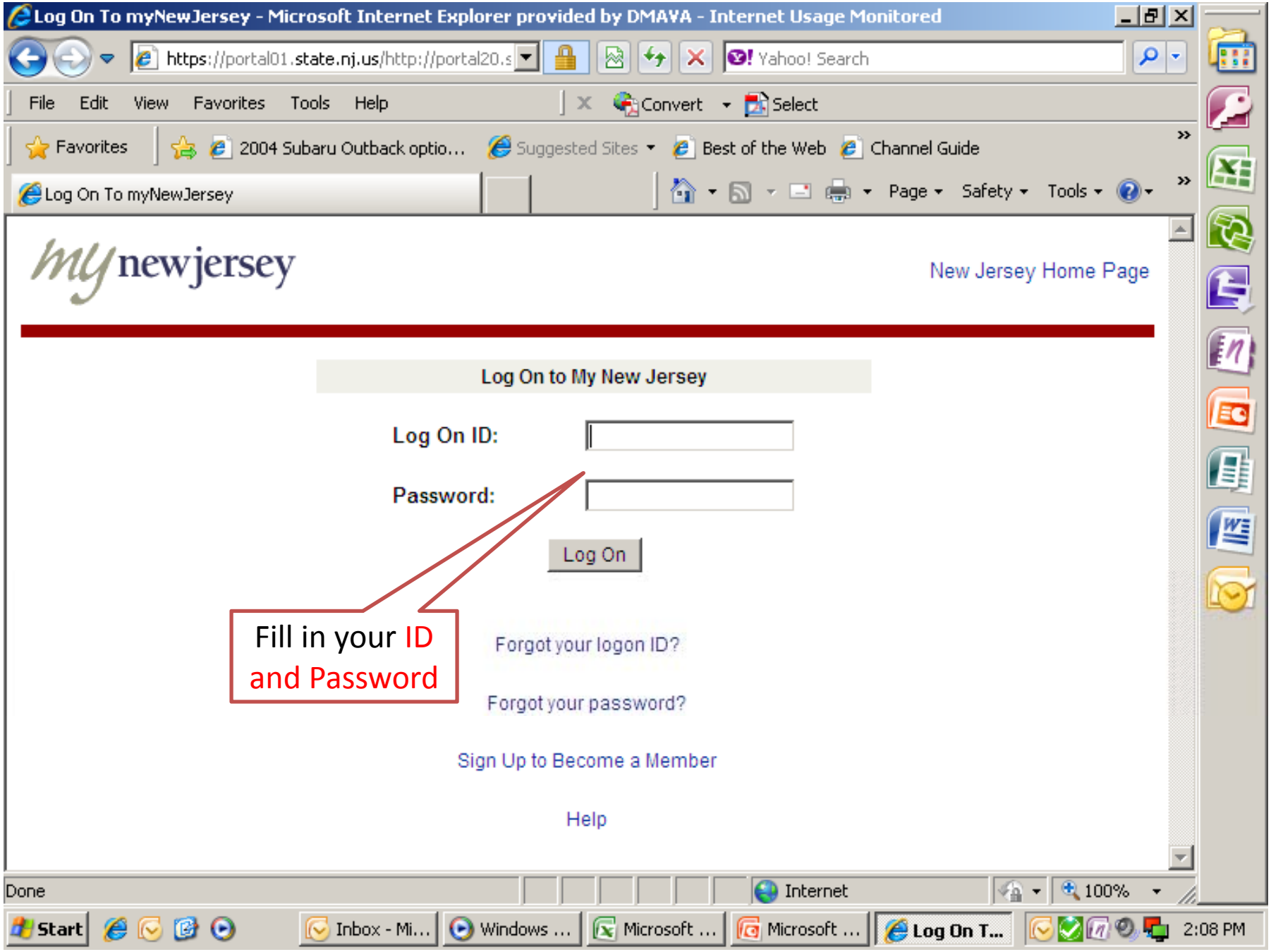
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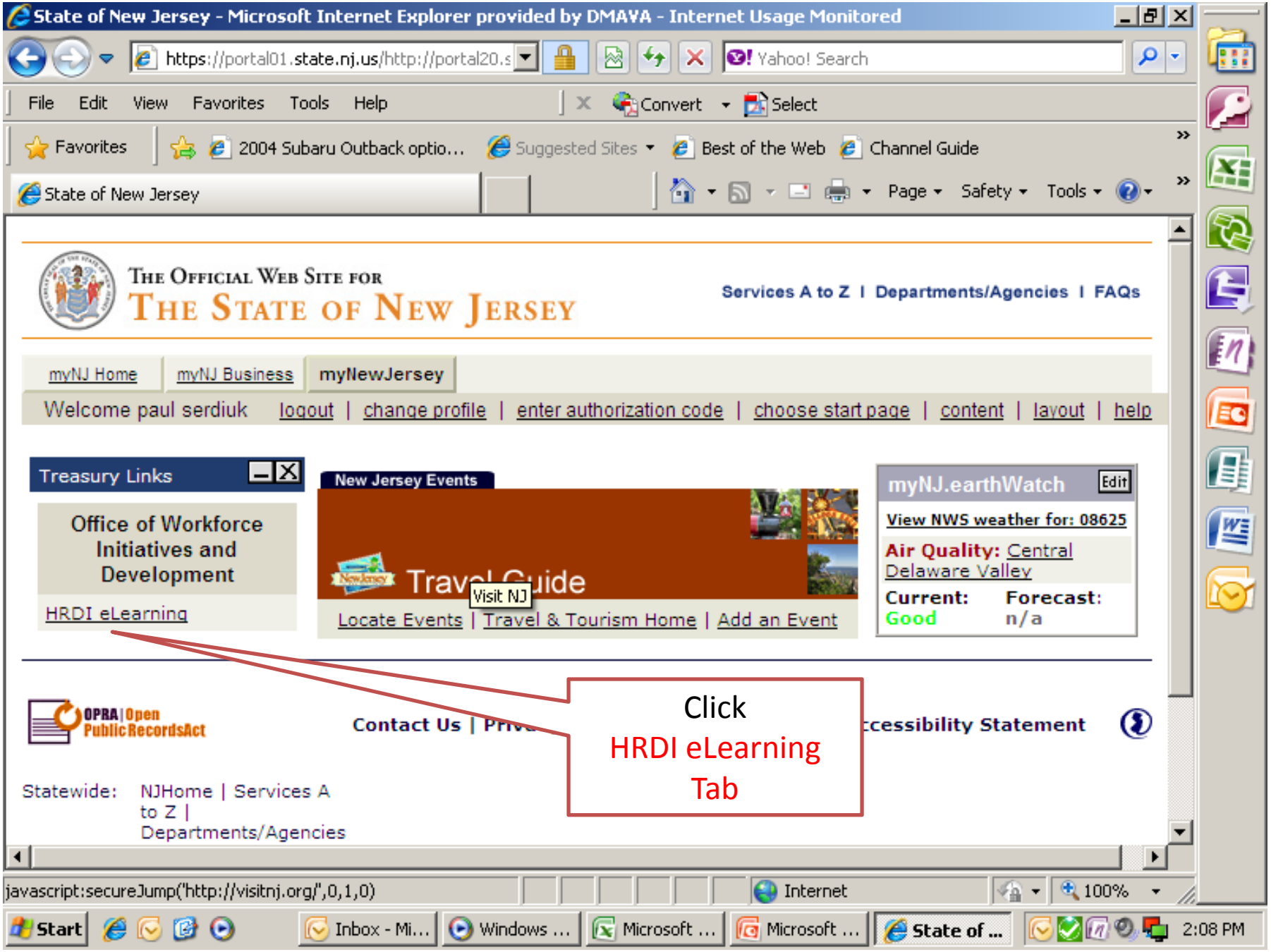
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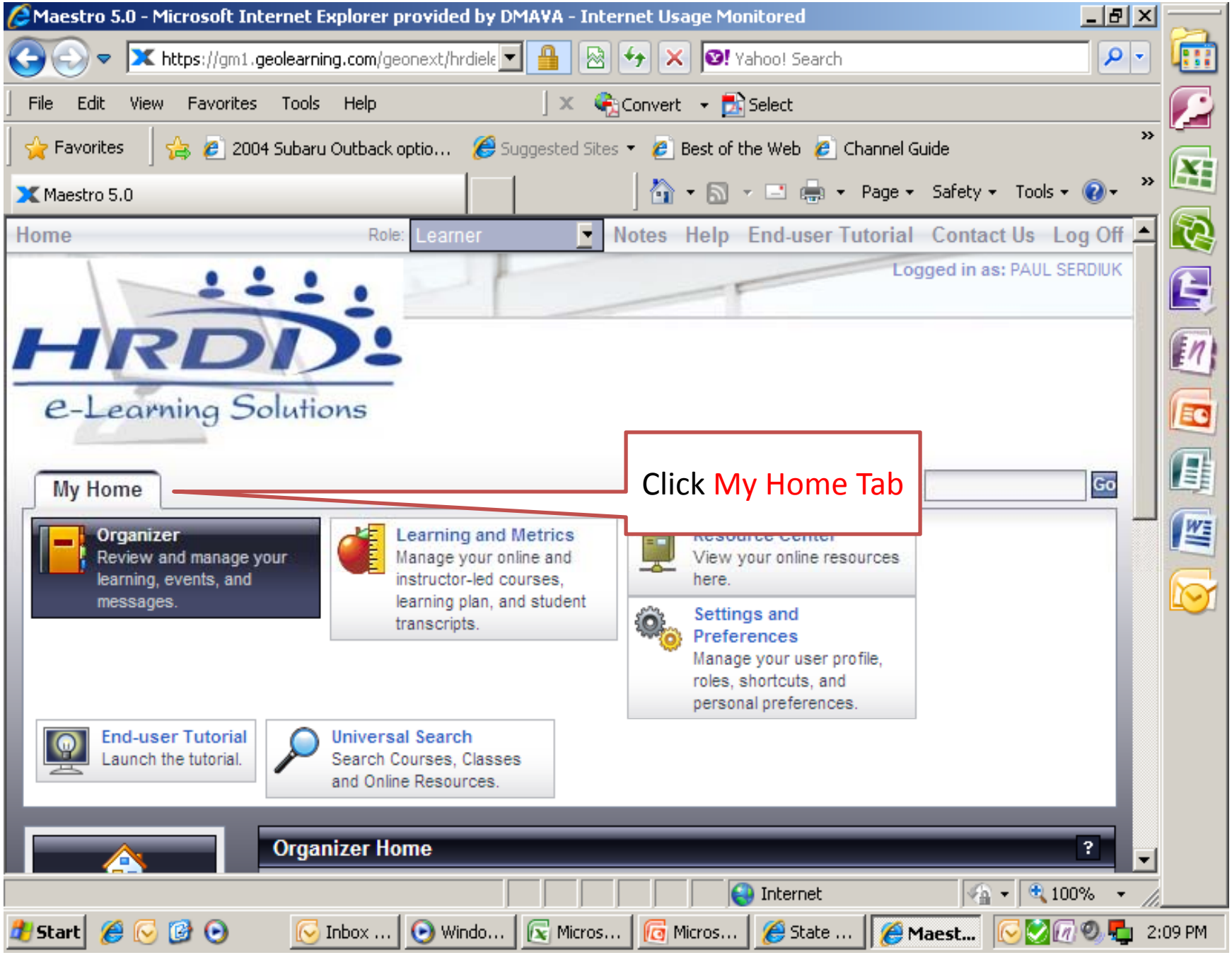
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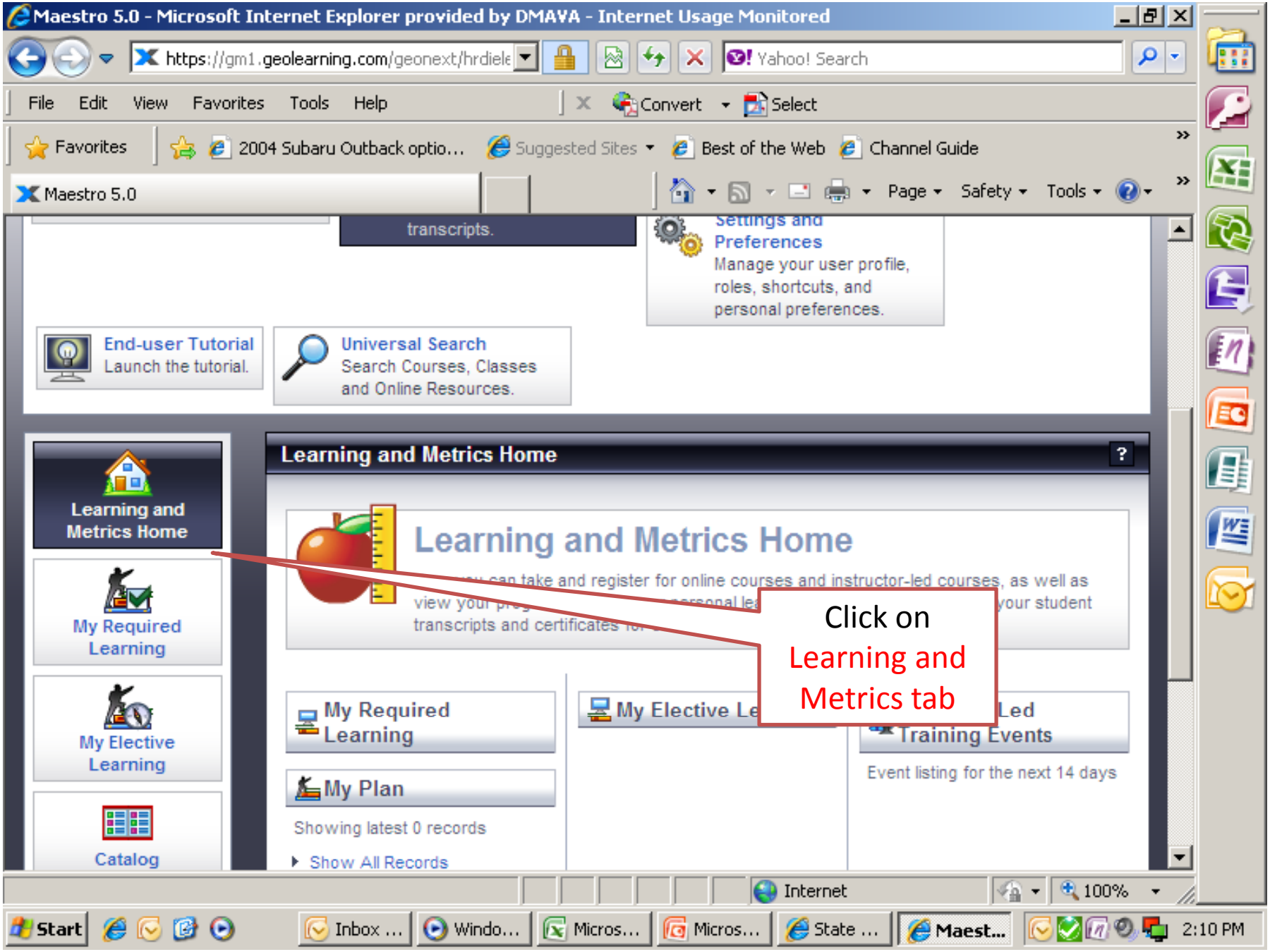
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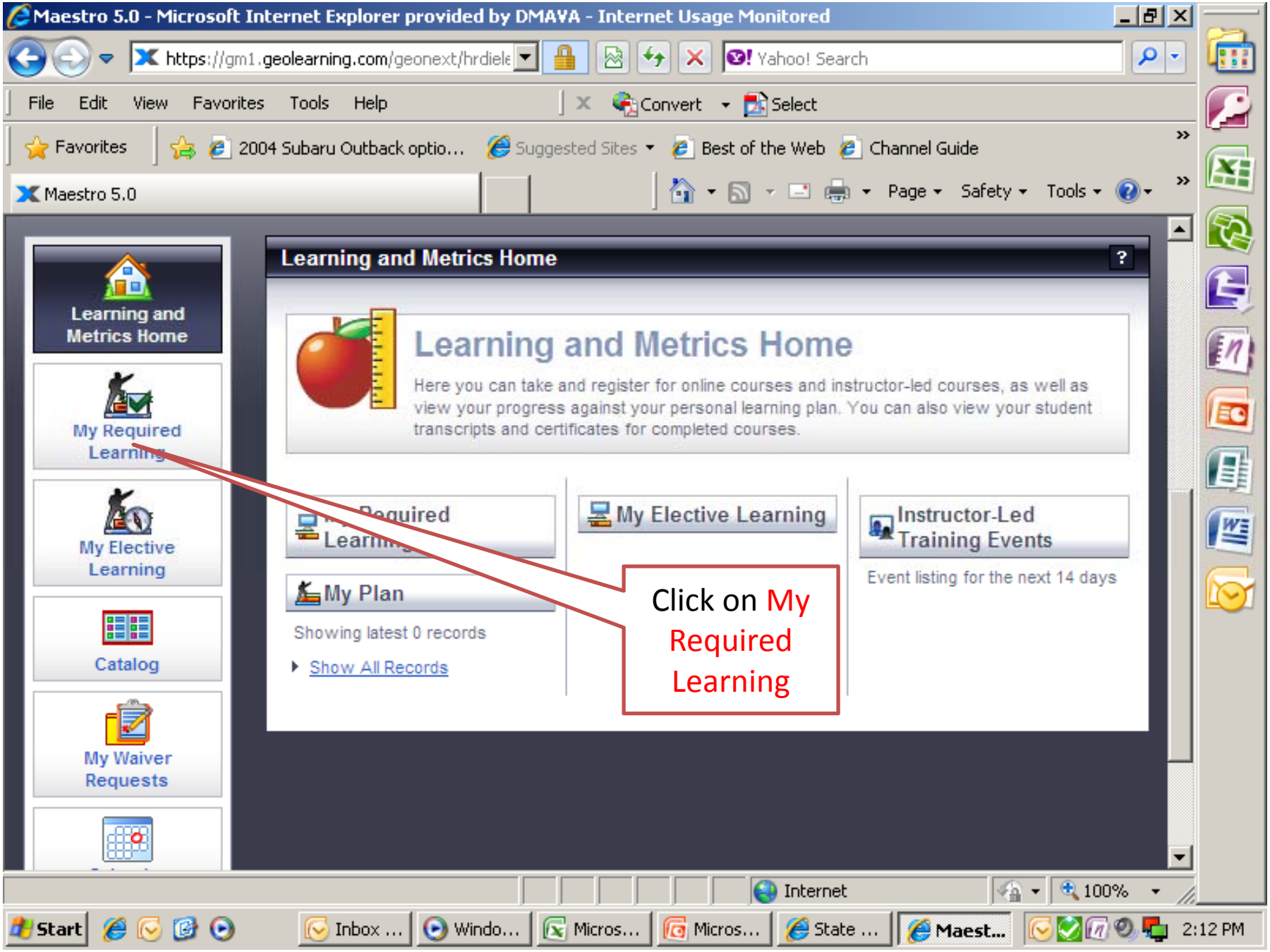
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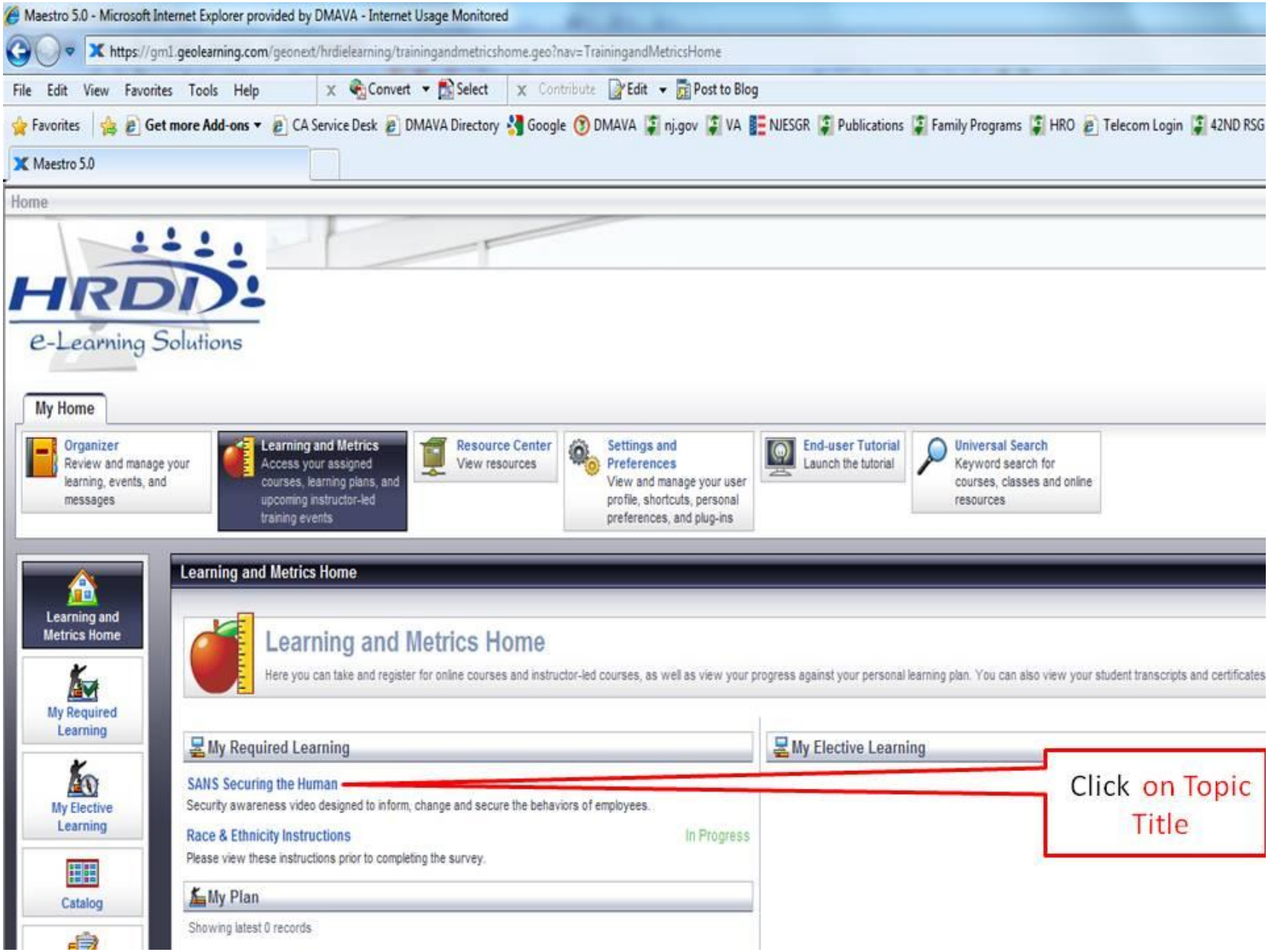
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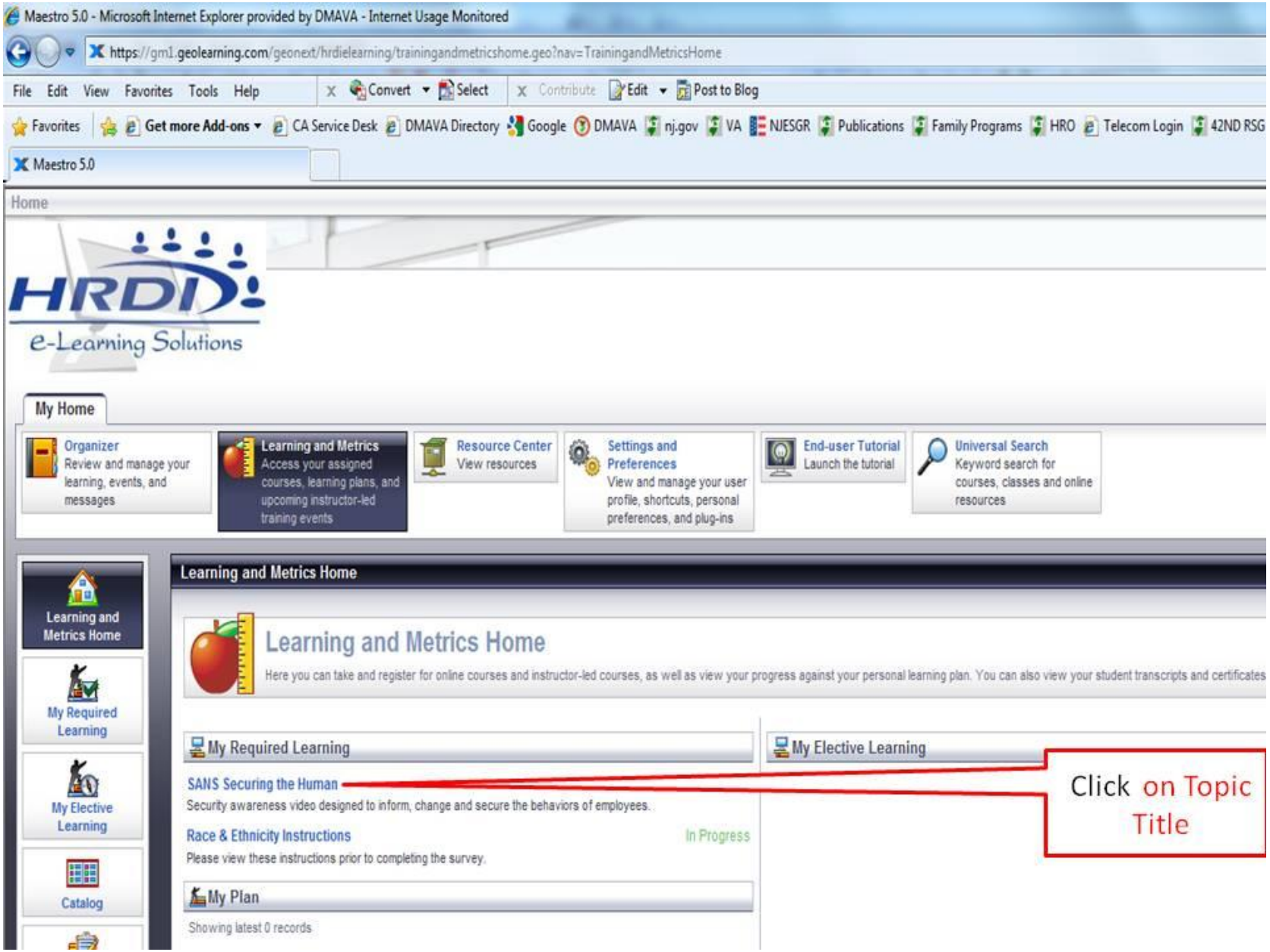
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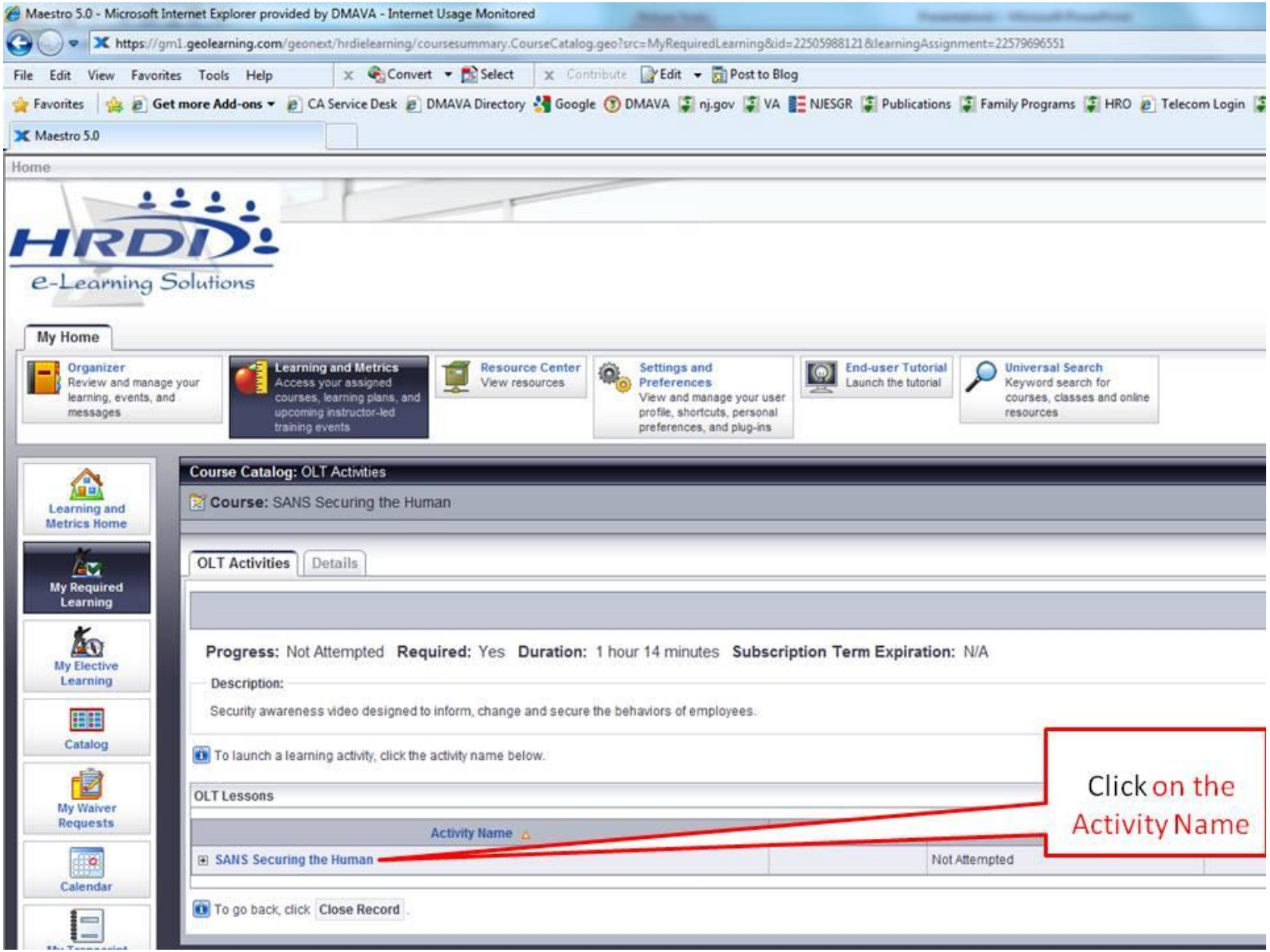
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Description:
Security awareness video designed to inform, change and secure the behaviors of employees.
To launch a learning activity, click the activity name below.
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