

SLCGP KnowBe4 Program

Ongoing Administrator Tasks



The information below provides a comparison of **Ongoing Administrator Tasks** required to support the various cybersecurity activities in this KnowBe4 Program. The tasks below are broken down between **nuHarbor-Managed** and **Self-Managed**, as well as activity type. Based on the managerial option your organization chooses, the required Administrator tasks may vary.

Ongoing Administrator Tasks		
	nuHarbor-Managed	Self-Managed
Misc.	Forward nuHarbor's Newsletter notification email, or provide Newsletter link, to users (staff) Maintain an up-to-date list of users within your KnowBe4 console	Forward nuHarbor's Newsletter notification email, or provide Newsletter link, to users (staff) Maintain an up-to-date list of users within your KnowBe4 console
Training (Required Activity)	Notify nuHarbor of any requested changes to the quarter's scheduled delivery Notify nuHarbor if users do not receive training by the expected delivery date Encourage users to complete assigned training	Ensure users regularly receive security awareness training - Plan training content and frequency - Stage Training Campaigns in KnowBe4 - Deliver training Encourage users to complete assigned training
Phishing (Optional Activity)	Notify nuHarbor of any requested changes to the quarter's scheduled delivery Notify nuHarbor if users do not receive phishing tests by the end of the testing period Encourage users to report suspicious emails using KnowBe4's Phish Alert Button (PAB)	Ensure users are regularly tested using simulated phishing emails - Plan phishing content and frequency - Stage Phishing Campaigns in KnowBe4 - Deliver phishing tests Ensure users can receive phishing emails, have a properly configured KnowBe4 Phish Alert Button (PAB), and are trained on how to use the PAB to report suspicious emails
Remedial (Optional Activity)	Notify nuHarbor of any requested changes to the quarter's scheduled delivery Encourage users to complete assigned remedial training Encourage users to report suspicious emails using KnowBe4's Phish Alert Button (PAB)	Ensure users who failed the initial phishing test are provided with remedial training & tests - Plan content for remedial training & tests - Stage remedial training & tests (an additional Training Campaign Phishing Campaign) - Configure the original Phishing Campaign to automatically enroll "clicked" users Ensure whitelisting and KnowBe4's Phish Alert Button (PAB) are working as intended Train users on using the KnowBe4 PAB to report suspicious emails