

Dos and Don'ts of Communicating Digitally - Cyber Security

Objectives:

- Understand security in a digital environment
- Protect my clients information
- Protect my own information
- What IT products I should be using

Outline:

- What is digital/cyber security
 - Common terms including:
 - SSL certification
 - Encryption
 - End-to-end encryption
 - Malware
 - Ransomware
 - Antivirus/Spam
- How can I protect myself?
 - Cloud backup
 - Email phishing
 - Spear phishing
 - Verified senders
 - Password protection
 - Sharing of personal information
- How can I protect my clients?
 - Secure portals
 - Document encryption
 - Call don't email
 - Document storage policies
- Apps every insurance business should use
 - Gmail/Outlook cloud backup
 - Anti-virus software
 - Computer backups (cloud or local external drive)
 - CRM