

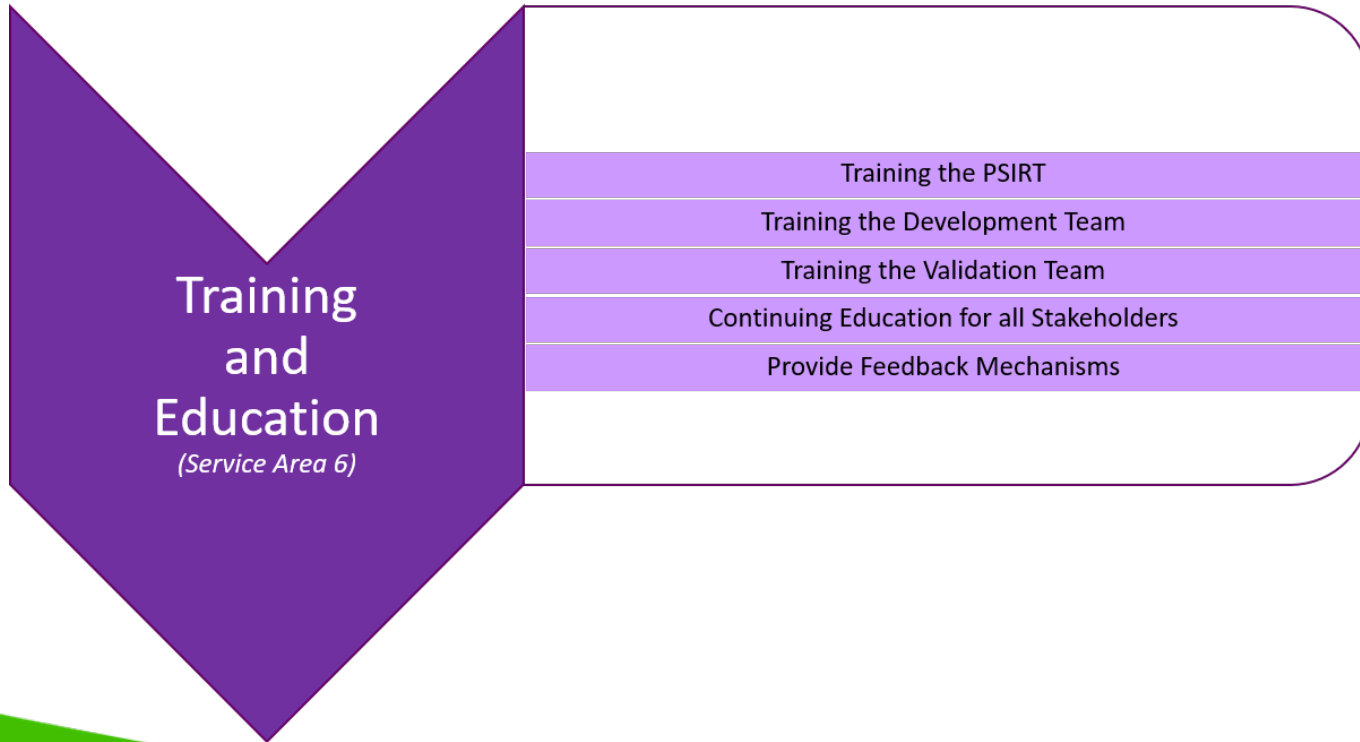
# PSIRT Framework

Service Area 6

Training and Education



# Key Concepts



# Training the PSIRT team

- PSIRT staff must be trained on:
  - Security concepts, types of vulnerabilities, common attacks, cryptography, industry specific regulations, etc.
  - Products that are handled by the PSIRT
  - Communication policies and how to communicate with external finders
  - PSIRT processes
  - Vulnerability tracking tools
  - Tools to track use of 3<sup>rd</sup> party software



# Training development teams

- Development teams should have:
  - Secure development guidelines
  - Documented points of contact
  - An inventory of 3<sup>rd</sup> party software used
- Development teams should know:
  - How to handle vulnerabilities
  - Timeframes for fixing vulnerabilities
  - The versions to fix, as per product support policies



# Training validation teams

- Validation teams should receive training to ensure:
  - New tests are added to test vulnerability fixes
  - There are no regressions as a result of the fixes
  - All required product versions have fixes
  - Fixes and workarounds, if any are fully tested



# Training stakeholders

- Following stakeholders must be made aware of their roles in the PSIRT program:
  - Executive management
  - Legal team
  - Government affairs and compliance team
  - Marketing
  - Public Relations
  - Sales
  - Support



# Training Metrics and Attendance

- Identify which staff should take training, based on their role
- Record who takes training and when
- Identify staff who need to take training, but have not
- Ensure staff periodically retake training
- Provide a feedback mechanism



# Conclusion

- Establish PSIRT processes, policies, and trainings
- Train all relevant stakeholders in respective roles & responsibilities
- Keep training current with security industry developments





# Citations

Slide 27 - clipart source -<https://openclipart.org/download/196308/Evaluation.svg>



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