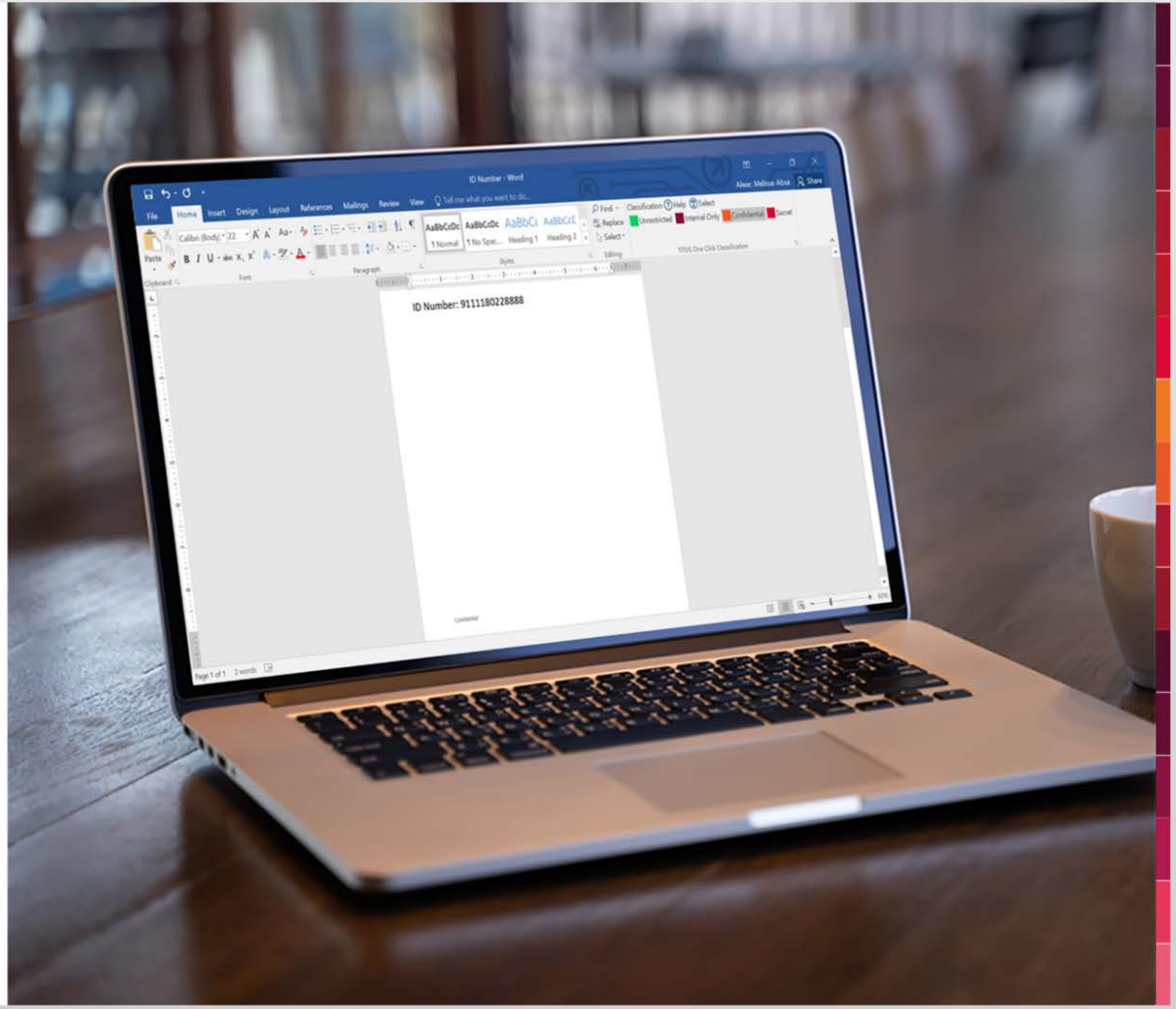
Information Classification and Labelling Tool

Click to Start



Navigation

Click on the next button > in the bottom right hand corner to navigate through the training module.

Click on the icons in the menu on the left to navigate to that section of the e-learning.

Further instructions will be provided throughout the training.

Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

Introduction

Click the ⓘ icon for more information

Introduction

Managing information is important. This is especially true in a bank environment where many of our documents contain sensitive information. An important aspect of managing information is making sure that it is correctly classified.

Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

Introduction

Information Classification is the process of sorting and labelling information into various categories. Information is one of our most valuable assets. We must protect it by classifying the information. Once classified we are better equipped to know how to appropriately handle and treat the information.

Click the > icon at the bottom right corner of the screen to find out more about information classification and why it is your personal responsibility to classify

Choosing the Right Classification

At Absa, we have 4 primary information categories which are:

Unrestricted

Internal Only

Confidential

Secret

Click the icon > to go to the next slide.

Choosing the Right Classification

Type: Unrestricted

Description: Unauthorised disclosure of these documents would have no adverse impact for Absa. These documents are either intended for general public distribution or are not Absa related. Consequently, there is no need to label documents in this category.

Examples: Job adverts, personal correspondence, marketing materials, public announcements and publications.

Choosing the Right Classification

Type: Internal Only

Description: These documents are only authorised to be distributed internally within the bank. Unauthorised disclosure of these documents could have significant impact on Absa, its customers or its business partners. For example, it could provide knowledge of Absa's internal operations that might not be appropriate for non-employees. Important to note that Internal Only information could be sent outside the organisation where appropriate. For example, if work has been outsourced to third parties and authorisation has been received from the asset owner or line manager.

In these instances, the Internal Only information should be reclassified appropriately before it is shared externally.

Examples: Absa's policies and standards, unpublished articles, Internal news, general updates and announcements labelled internal only, day-to-day email communication to other Absa employees.

Choosing the Right Classification

Type: Confidential

Description: Confidential applies to information that is exclusive to Absa or related to a sensitive or key business process. These documents are distributed on a need-to-know basis and are not appropriate for unauthorised employees. In addition to this, personal or financial customer information must be classified as confidential at a minimum. This also applies to any sensitive personal information. Unauthorised disclosure of these documents could have a negative impact on Absa or the individual whose information is in the document.

Examples: Customer contracts, audit findings, performance appraisals reports and legal contracts. Confidential information also includes any PI (Personally Identifiable) Information such as name, ID number or contact details. It includes PCI (Payment Card Industry) information such as credit card or account numbers.

Choosing the Right Classification

Type: Secret

Description: Documents classified as secret are only meant to be viewed by a particular group or individual that has been approved to view the information. These documents should be protected as they have the most severe consequences if disclosed to unauthorised personnel. Potential consequences may be serious financial or reputational damage, significant loss of competitive advantage, regulatory sanction or legal action.

Examples: Profit forecasts or annual results (prior to public release), market or price sensitive information, sensitive medical personal information, information on potential mergers or acquisitions, strategic planning information, certain information system security configuration, executive committee minutes, PI (Personally Identifiable) Special information, such as religion, health status, political views of an individual.

Test your Knowledge

Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

Choosing the Right Classification

Based on the considerations above, classify the following information by clicking on one of the classification icons on the left:

Unrestricted

Internal Only

Confidential

Secret

Send

To... sam.mahaal@absa.co.za

Cc...

Subject Information Classification Rollout Workshop

Hello Sam,

Please schedule a workshop to plan the rollout of the new information classification tool.

Best Regards,

Bob Stein | Project Manager | Converge Security Office
Cell: +27 82 787 5555 | Email: Bob.stein@absa.co.za
ABSA Group Limited, 1th Floor ABSA Towers East, 170 Main Street, Johannesburg, 2001

(Brave. Passionate. Ready.)

Test your Knowledge

Choosing the Right Classification

Based on the considerations above, classify the following information by clicking on one of the classification icons on the left:

Unrestricted

Internal Only

Confidential

Secret

Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

Choosing the Right Classification

Based on the considerations above, classify the following information by clicking on one of the classification icons on the left:

Unrestricted

Internal Only

Confidential

Secret

Client Information

Full Name: Natalie Gotlieb

Credit card number: 5221261093971158

ID number: 6804275117009

Religion: Jewish

Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

Choosing the Right Classification

Based on the considerations above, classify the following information by clicking on one of the classification icons on the left:

Unrestricted

Internal Only

Confidential

Secret

Client Information

Full Name: Taylor Reed

Credit card number: 5221261093971158

ID number: 860427 5117 00 9

E-mail address: junk@junkmail.com

Home Address: 1 Tree Street, The Suburb, Gauteng

Cell phone number: 083 307 9114

Sharing of Classified Information

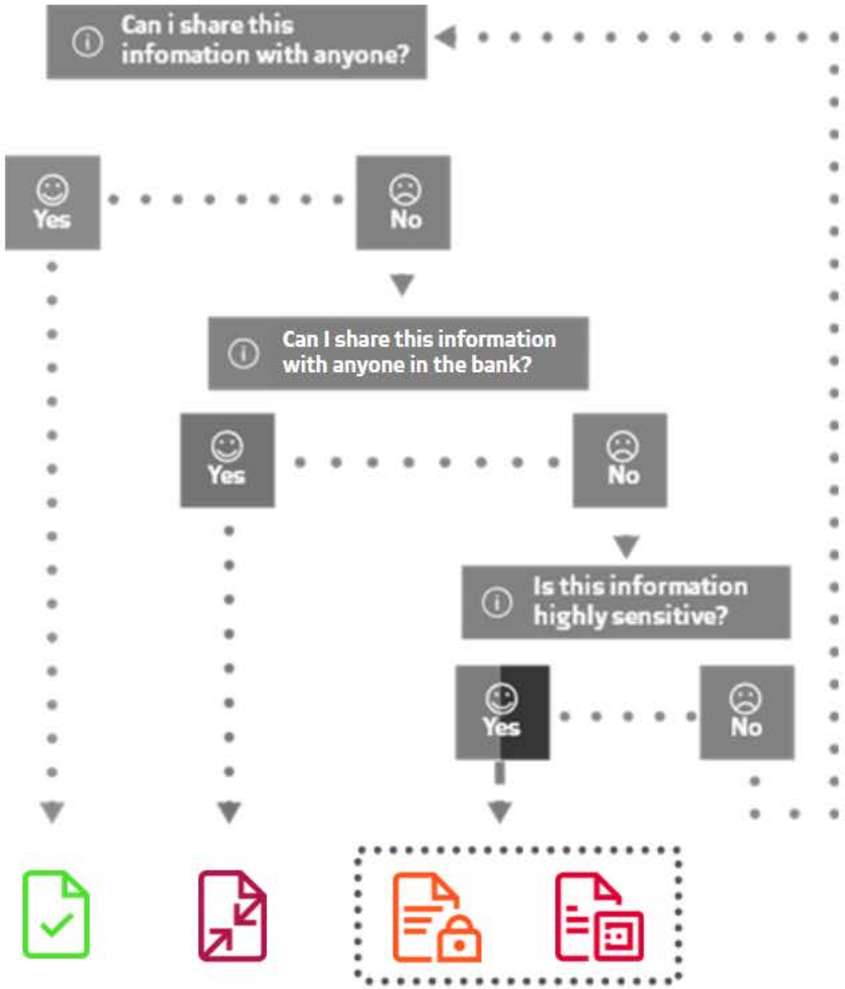
All information produced or received by Absa's employees must be correctly classified, clearly marked and handled according to the respective classification. Below you can find out more information on the sharing of classified information.

Unrestricted
This information can be shared without any restrictions and will not have a negative impact on the organisation if shared with anyone.

Internal only
This information can only be shared within the bank and must not be disclosed to the general public.

Confidential
This information must only be shared with employees who need access for work purposes.

Secret
This information must only be disclosed to employees who are authorised by management to access secret information.



Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

How we Classify Information at Absa

Classifying information has become a whole lot easier

TITUS

Absa has implemented a simple and intuitive software tool that scans the content of your documents and emails and recommends a classification for you.

The information classification tool is called TITUS.

Click on the next button in the bottom right hand corner to find out more regarding how the TITUS tool helps you classify your documents and emails.

The Information Classification Tool

What you need to know...

Click on the questions below to find out what you need to know about TITUS.

Where will I find the TITUS tool once it has been installed on my machine?

01

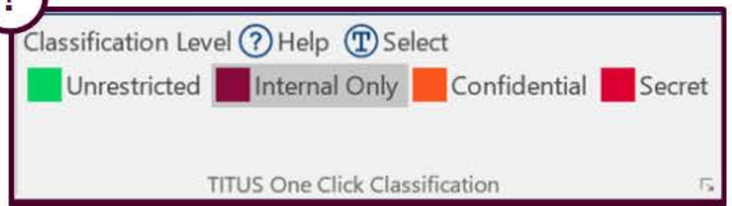
02

03

The Information Classification Tool

Where to find TITUS

Once the TITUS tool is installed on your machine, the TITUS add in toolbar will appear in the "Home" or "Message" ribbons of your Word, PowerPoint, Excel and Outlook Microsoft Office applications:



The TITUS add in toolbar will look like this in your Microsoft Office applications.

Hover overs are built into the tool to provide you with more information about the various Classification Levels.

In Word, PowerPoint and Excel you can find the TITUS add in toolbar in the top right hand corner of the "Home" ribbon.

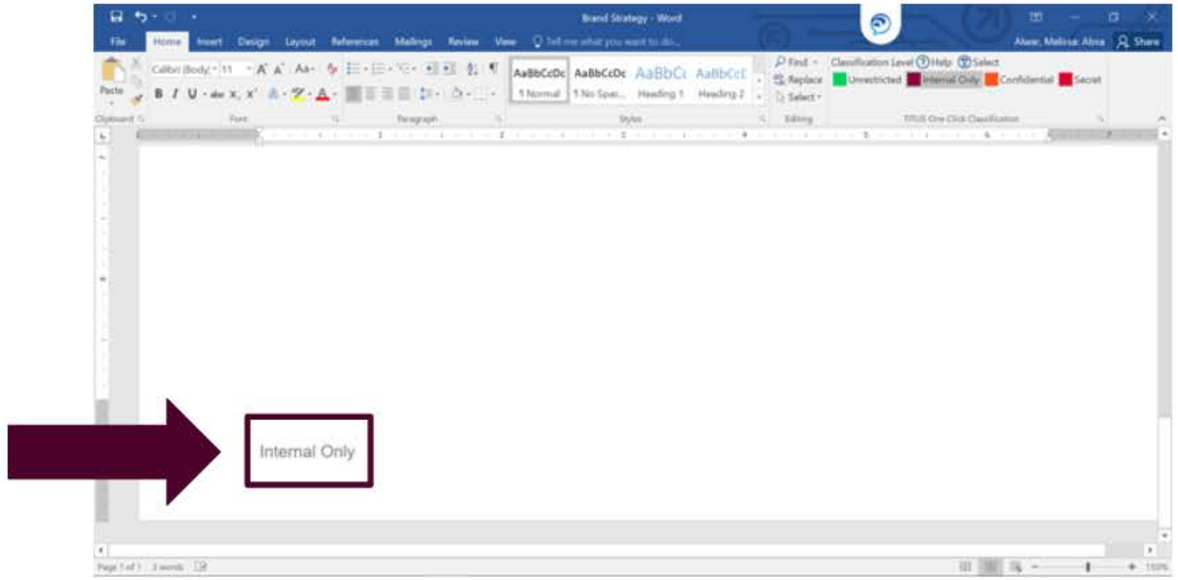
In Outlook you can find the TITUS add in toolbar in the top right hand corner of the "Message" ribbon.

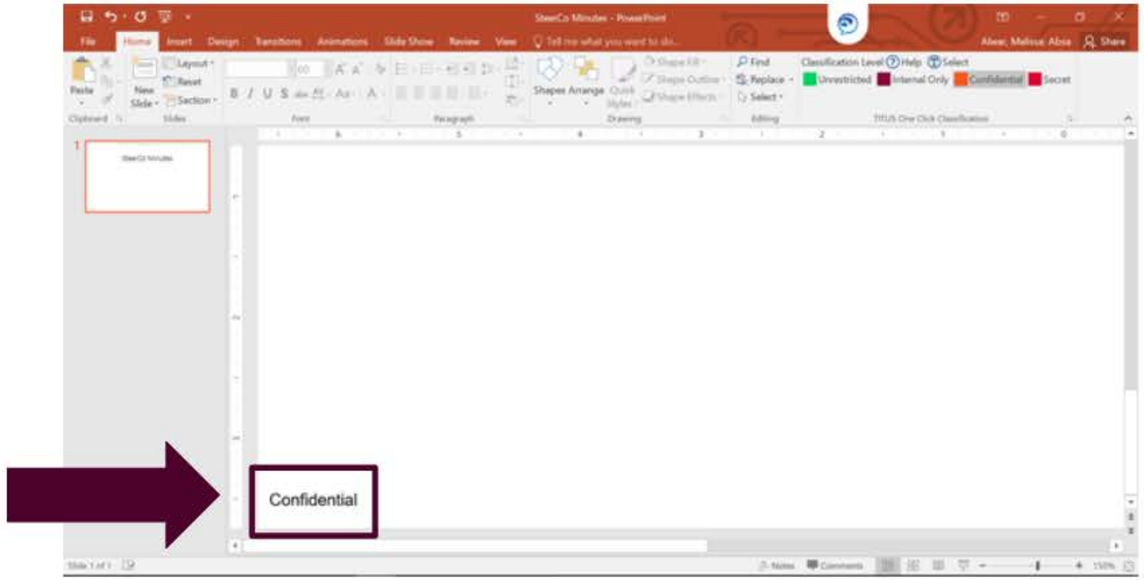
Click the icon > to go to the next slide.

The Information Classification Tool

In Word and PowerPoint, TITUS will apply the relevant classification label to documents with blank footers (i.e. newly created documents). The label will be applied to the left hand side of the document footer.

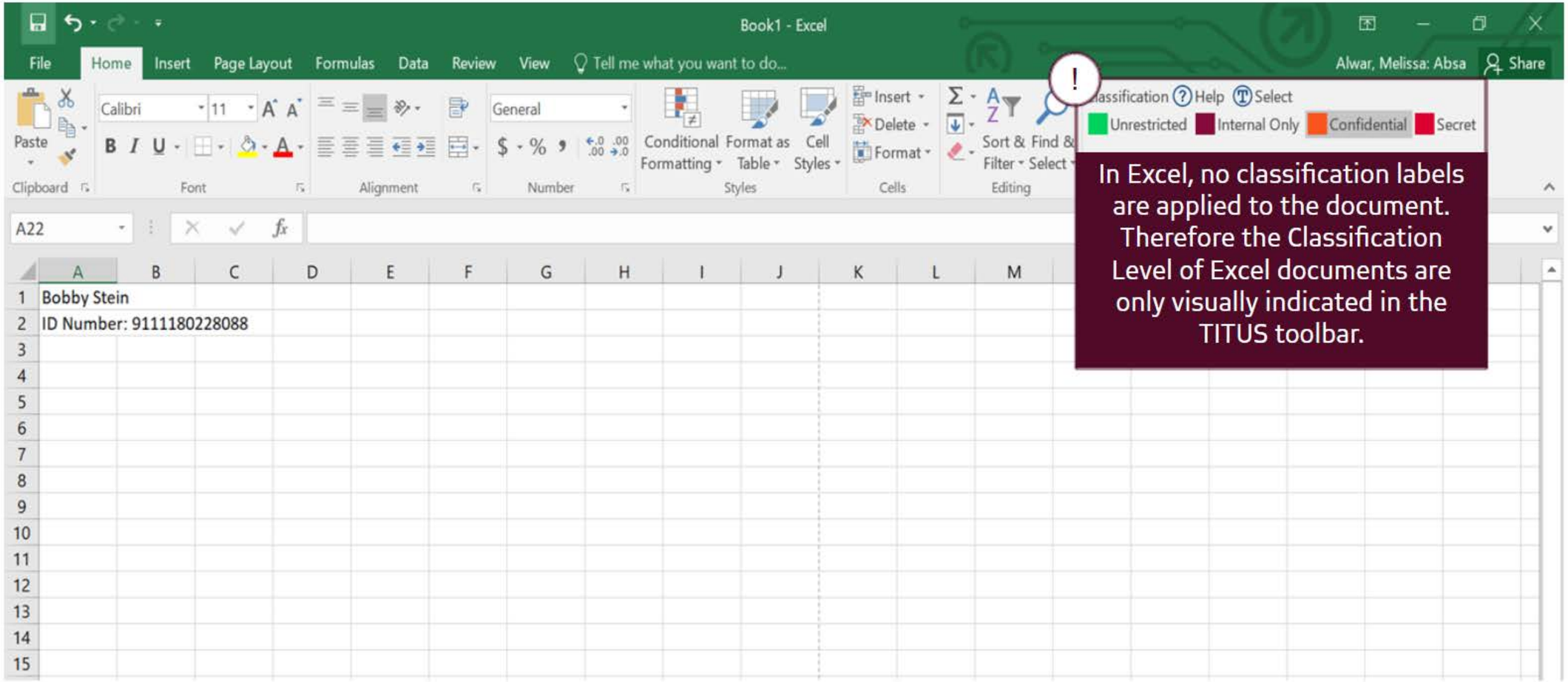
TITUS will not replace information that is already in the footer of a document. Therefore, documents with populated footers will need to be manually updated. Where necessary, TITUS will remind you to manually update the classification in the footer to align with the Classification Level recommended by TITUS.





Click the icon > to go to the next slide.

The Information Classification Tool

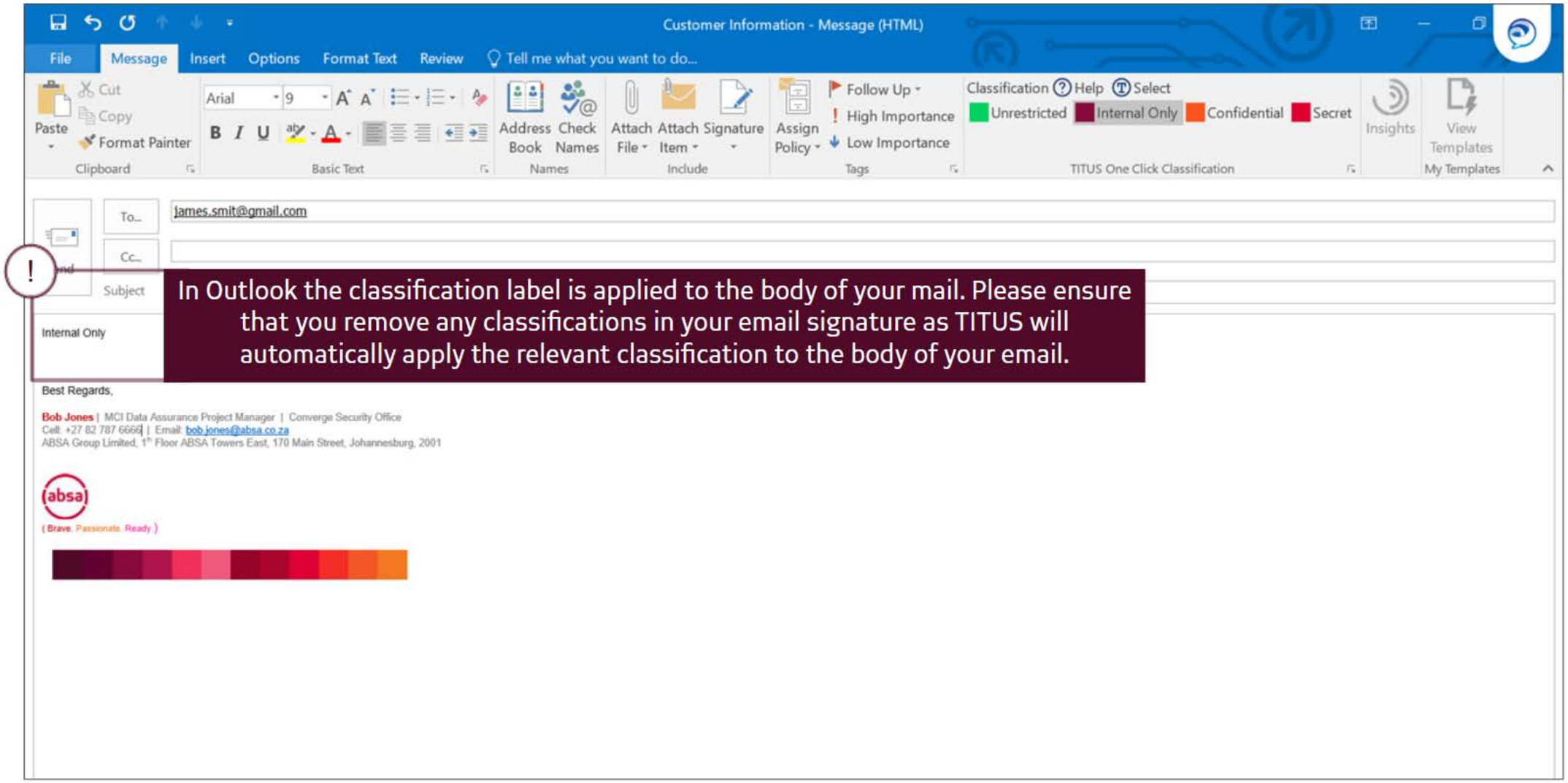


In Excel, no classification labels are applied to the document. Therefore the Classification Level of Excel documents are only visually indicated in the TITUS toolbar.

Click the icon > to go to the next slide.

Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

The Information Classification Tool



In Outlook the classification label is applied to the body of your mail. Please ensure that you remove any classifications in your email signature as TITUS will automatically apply the relevant classification to the body of your email.

Click the icon > to go to the next slide.

The Information Classification Tool

What you need to know...

Click on the questions below to find out what you need to know about TITUS.

01 Where will I find the TITUS tool once it has been installed on my machine?

02 What visual markings does TITUS apply to my documents and emails?

03 How does TITUS classify my information?

The Information Classification Tool

How does TITUS classify information

TITUS has two classification modes that can be used to classify information: Automatic and Manual

Click on the classification mode below for more information on each process of classifying information

Automatic Mode

Manual Mode

The Information Classification Tool

How does TITUS classify information

TITUS has two classification modes that can be used to classify information: Automatic and Manual

Automatic Mode

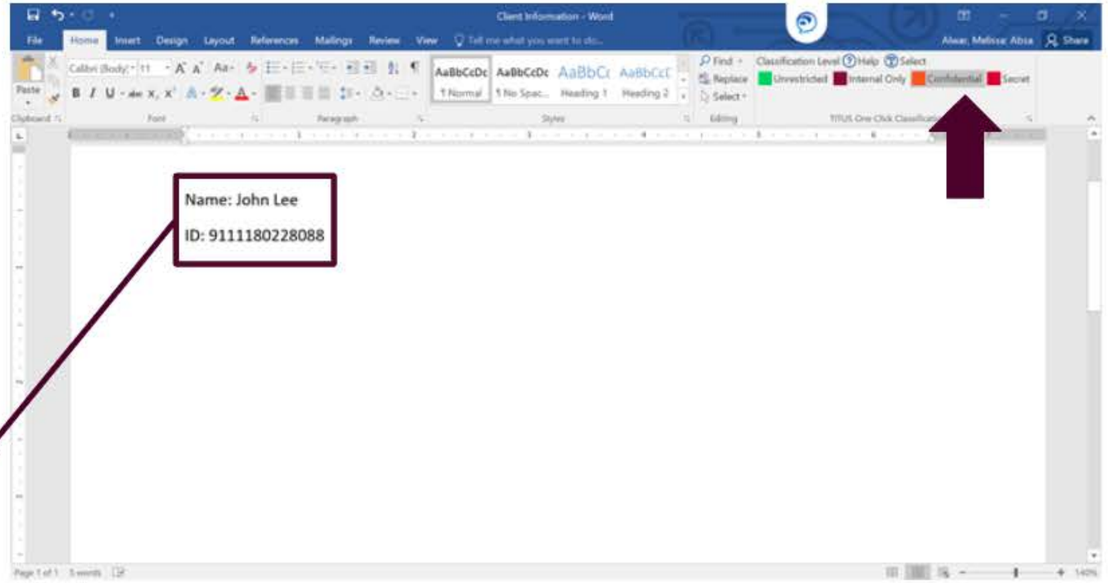
- Automatic mode is the default Classification Mode of all your documents and emails.
- The default Classification Level of your documents and emails is Internal Only, as TITUS is a business tool and will primarily be scanning and classifying information pertaining to the internal operations of the bank.
- In automatic mode, TITUS will automatically classify your documents and emails based on content scans that TITUS will perform whilst you are editing your documents and emails.

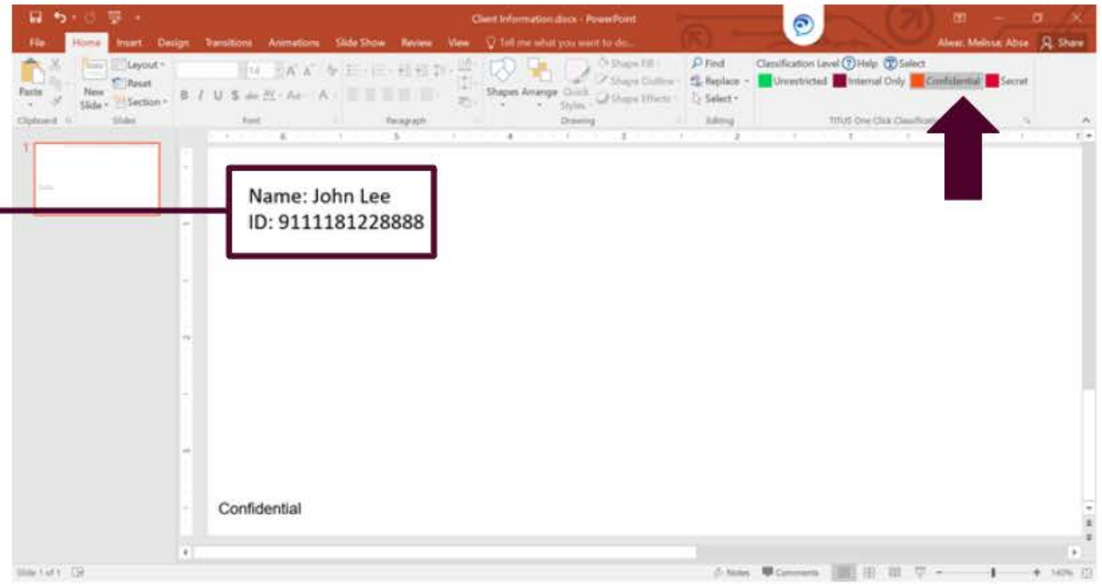
Click the icon > to go to the next slide.

The Information Classification Tool

When working on Word and PowerPoint documents in automatic mode TITUS will scan the content and classify the document accordingly, every time the document is saved.

FOR EXAMPLE: When these documents were saved, Confidential PI (Personally Identifiable) information was detected by the TITUS content scan. The documents are now classified as Confidential.





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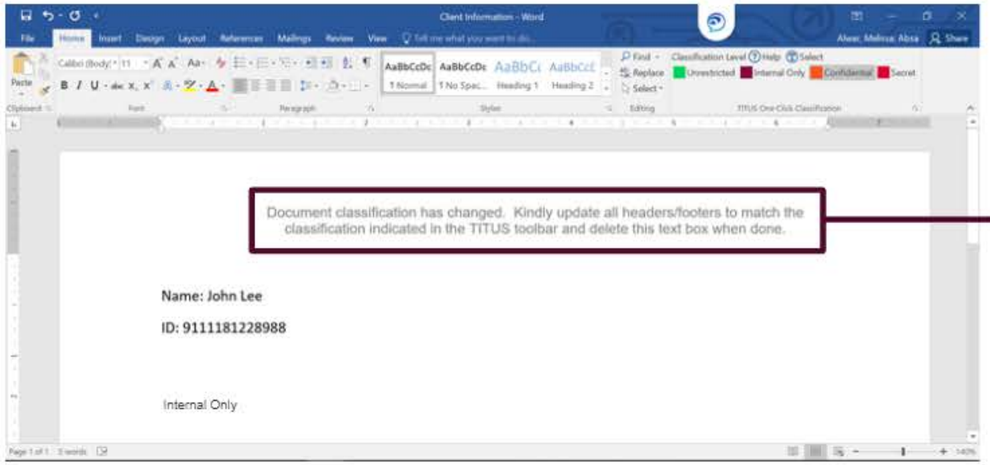
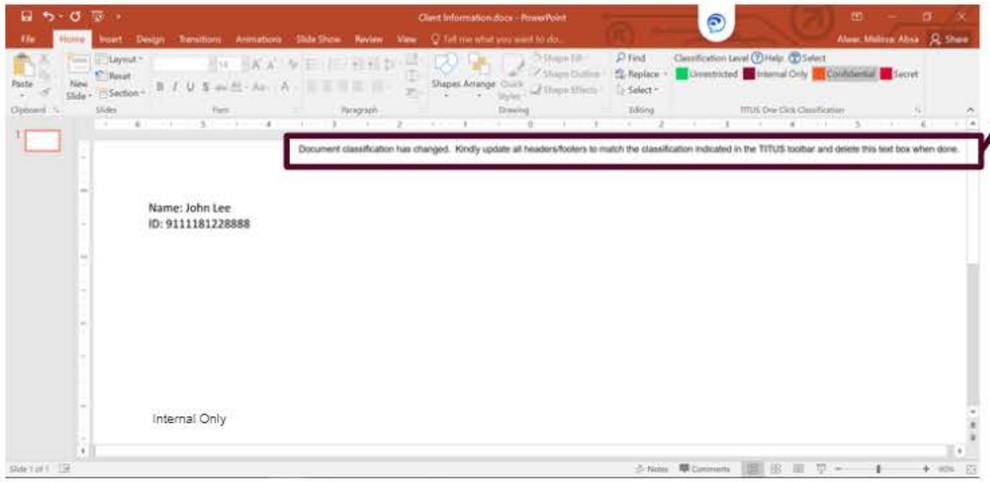
The Information Classification Tool





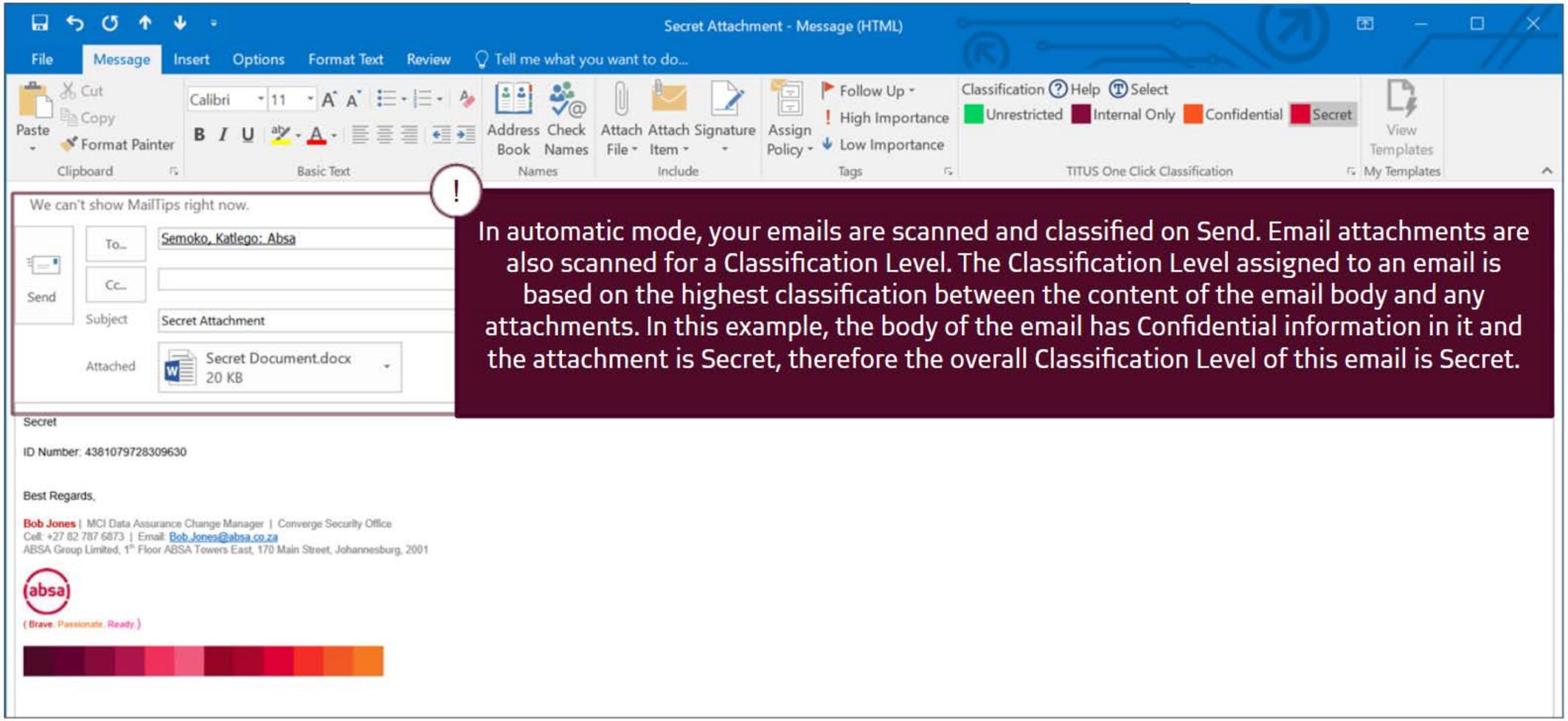
!

When the recommended classification differs from the classification in the footer, TITUS will remind you to update the footer so that it matches the recommended classification indicated in the TITUS toolbar.

PLEASE NOTE: The reminder message will appear in the header of the first page of the document. Remember to update all headers/ footers throughout the entire document.

Click the icon > to go to the next slide.

The Information Classification Tool



In automatic mode, your emails are scanned and classified on Send. Email attachments are also scanned for a Classification Level. The Classification Level assigned to an email is based on the highest classification between the content of the email body and any attachments. In this example, the body of the email has Confidential information in it and the attachment is Secret, therefore the overall Classification Level of this email is Secret.

Click the icon > to go to the next slide.

The Information Classification Tool

How does TITUS classify information

TITUS has two classification modes that can be used to classify information: Automatic and Manual

Click on the classification mode below for more information on each process of classifying information

Automatic Mode

Manual Mode

The Information Classification Tool

How does TITUS classify information

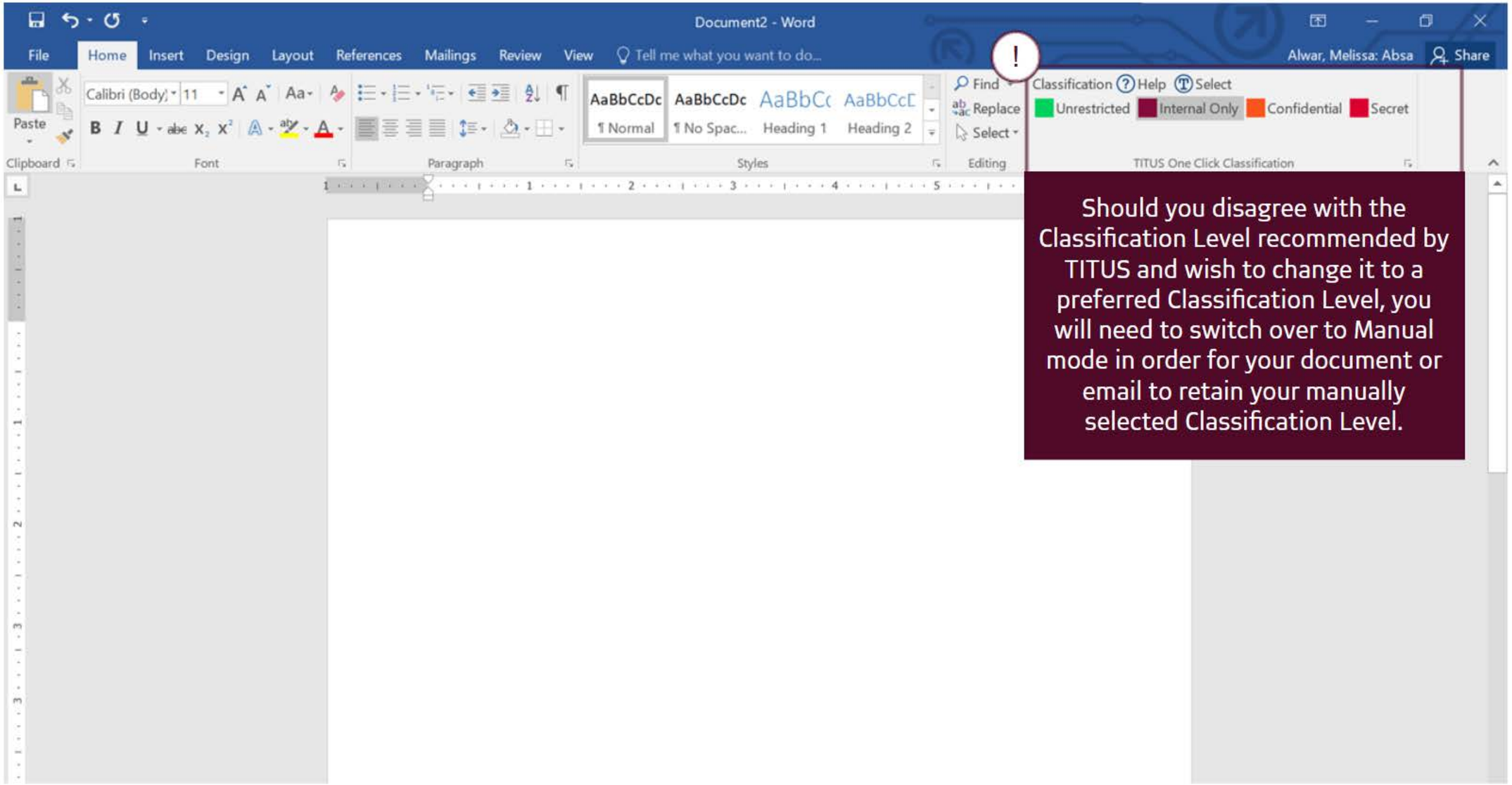
TITUS has two classification modes that can be used to classify information: Automatic and Manual

Manual Mode

- You can switch to manual mode and select the preferred Classification Level if you disagree with the Classification Level recommended by TITUS.
- In this mode you will be responsible for selecting and updating the Classification Level of your documents and emails appropriately. Your decision to switch to manual mode will be logged and you will be required to provide a reason for this action. This information will assist TITUS to refine how it classifies your information.
- Manual mode functions in the same way for Word, PowerPoint, Excel and Outlook. For demonstration purposes, the steps for switching to and classifying in Manual mode will be illustrated using the Word interface.

Click the icon > to go to the next slide.

The Information Classification Tool

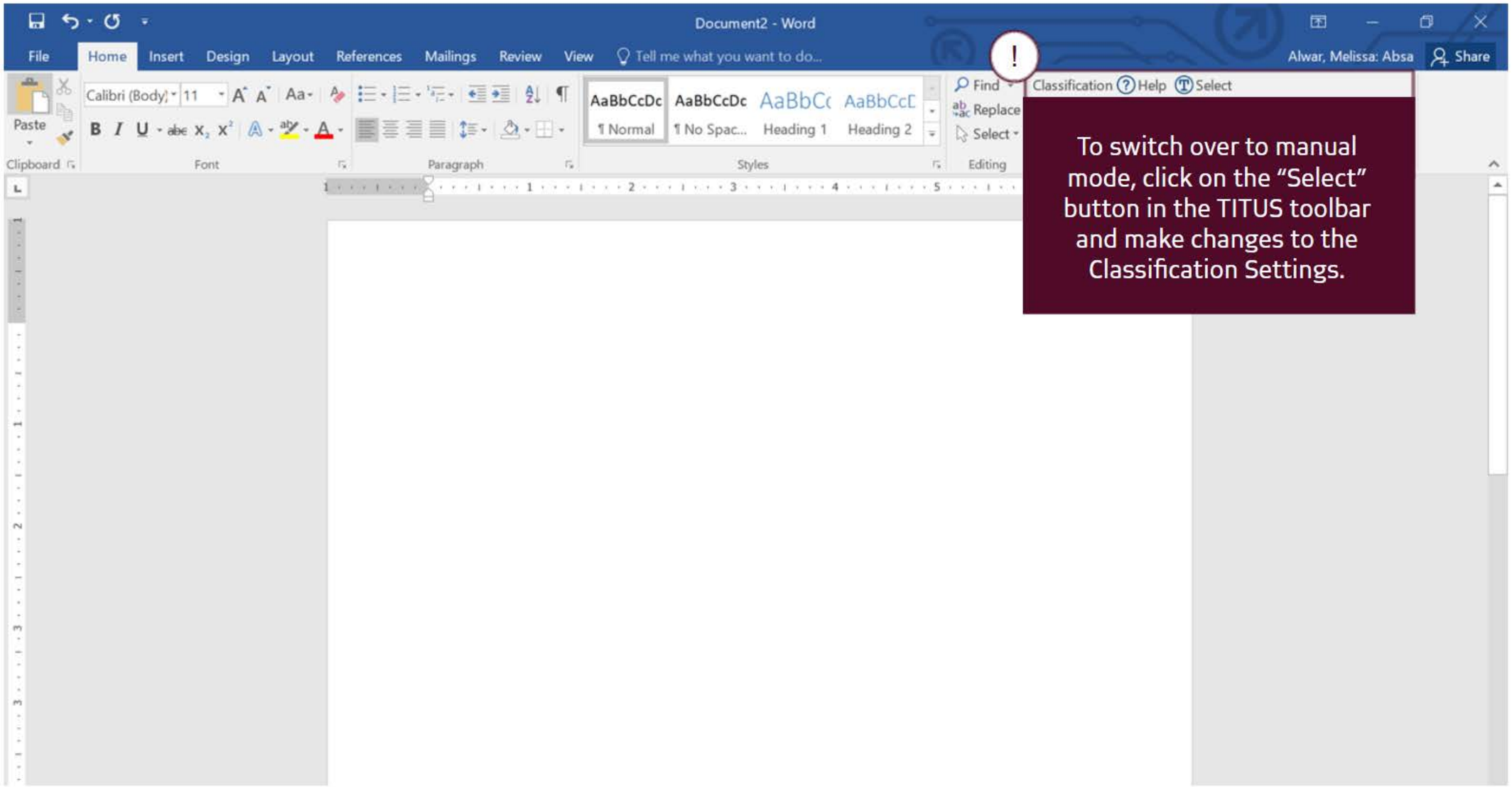


Should you disagree with the Classification Level recommended by TITUS and wish to change it to a preferred Classification Level, you will need to switch over to Manual mode in order for your document or email to retain your manually selected Classification Level.

Click the icon > to go to the next slide.

Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

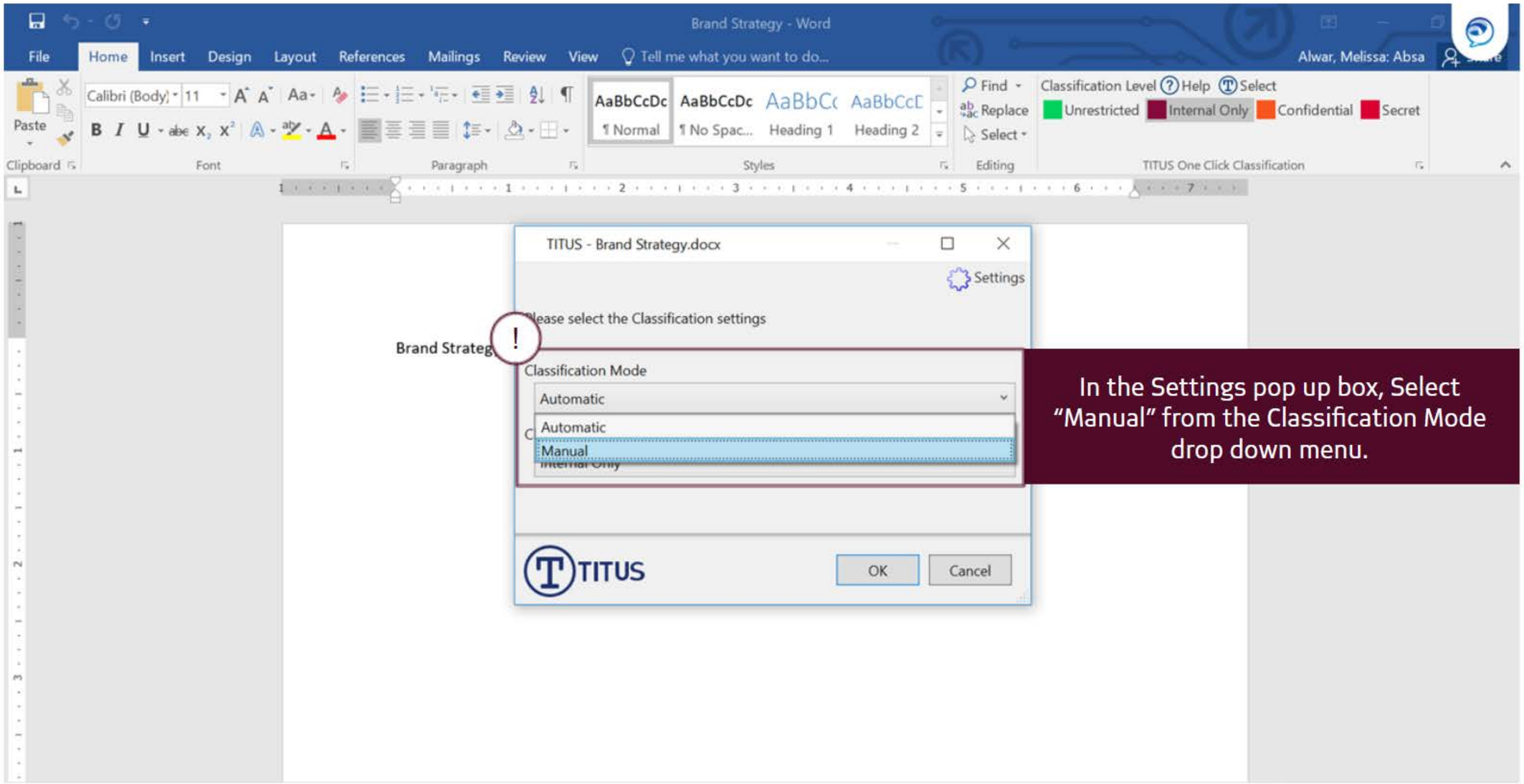
The Information Classification Tool



To switch over to manual mode, click on the “Select” button in the TITUS toolbar and make changes to the Classification Settings.

Click the icon > to go to the next slide.

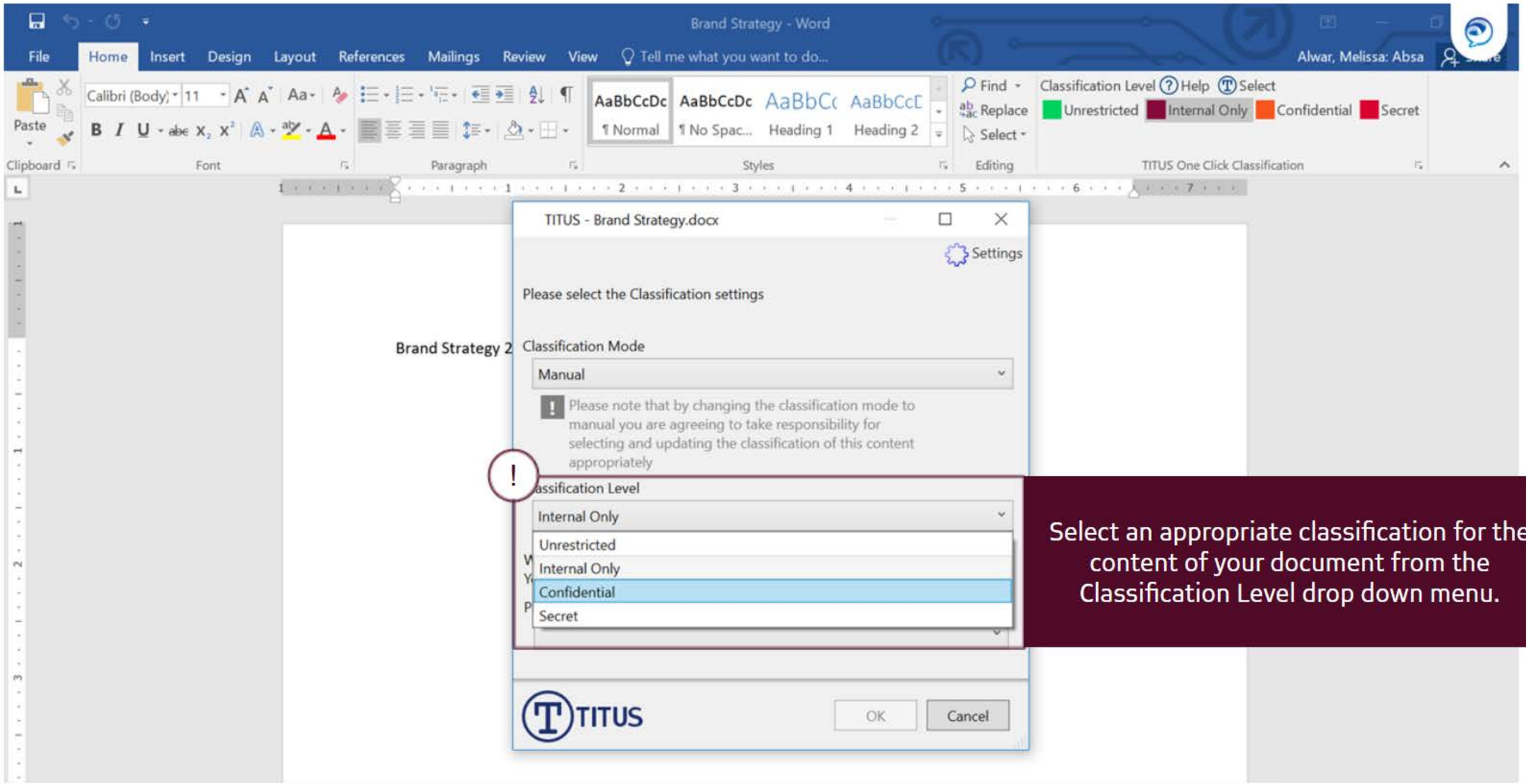
The Information Classification Tool



In the Settings pop up box, Select "Manual" from the Classification Mode drop down menu.

Click the icon > to go to the next slide.

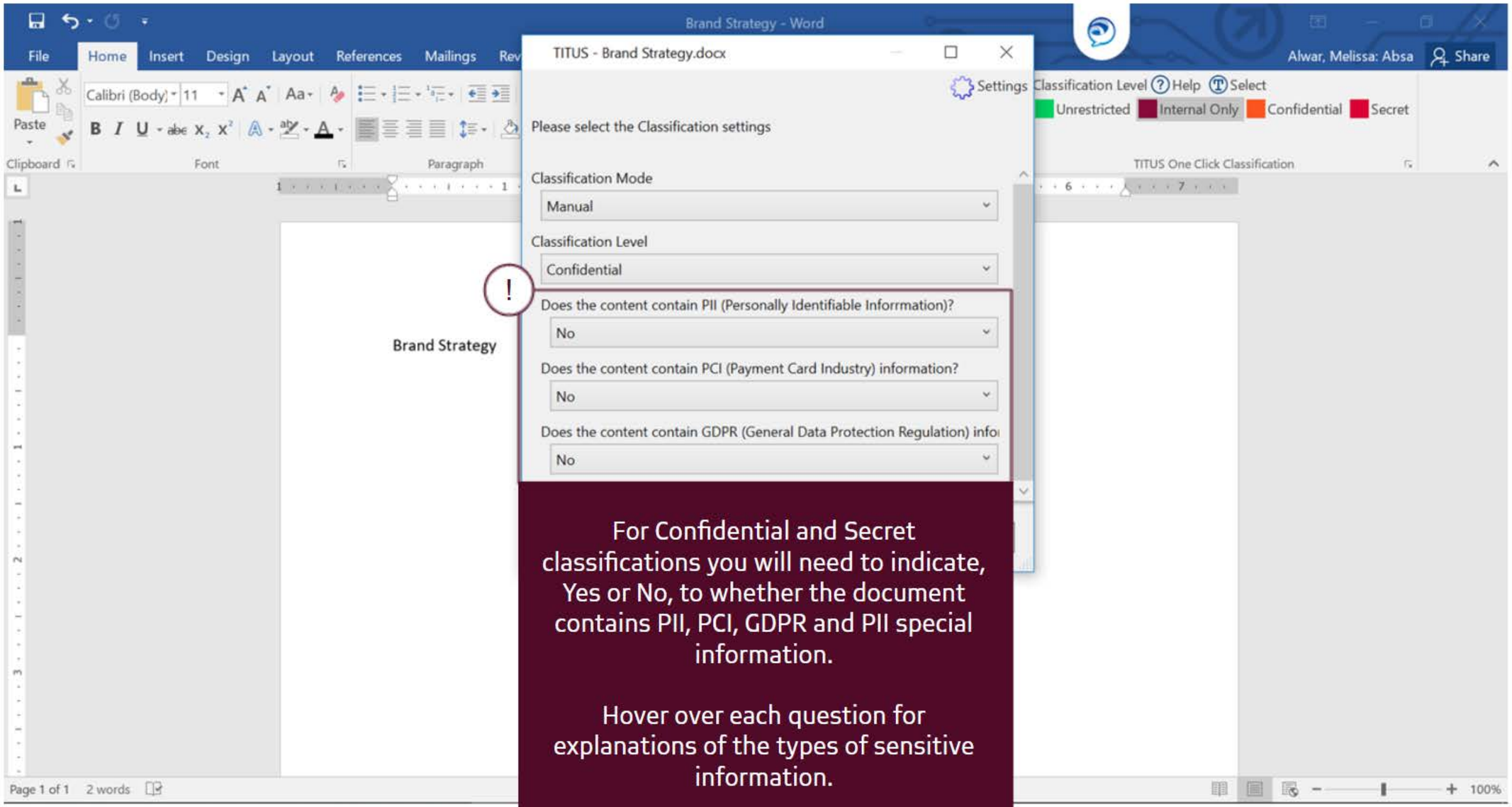
The Information Classification Tool



Select an appropriate classification for the content of your document from the Classification Level drop down menu.

Click the icon > to go to the next slide.

The Information Classification Tool

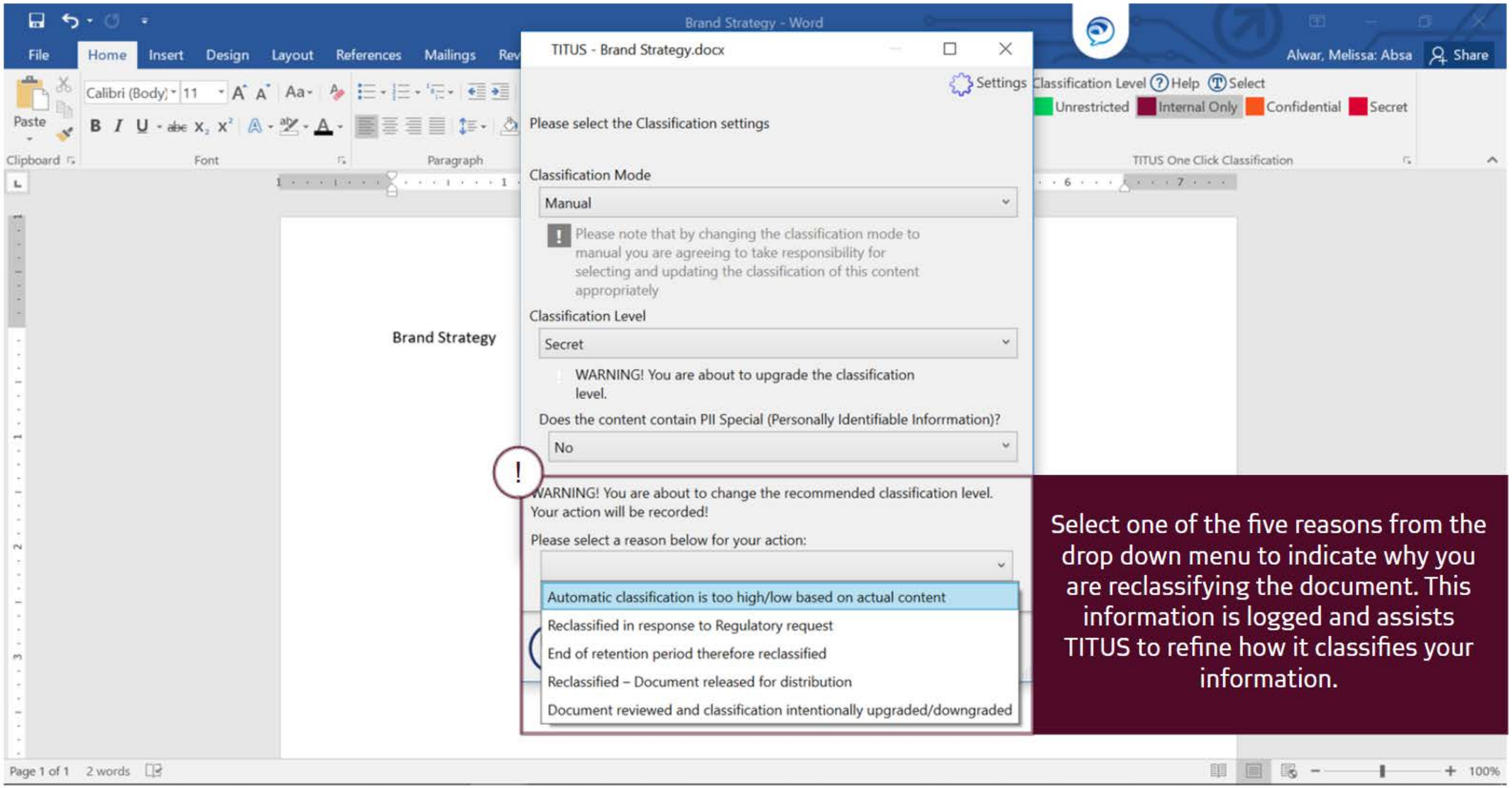


For Confidential and Secret classifications you will need to indicate, Yes or No, to whether the document contains PII, PCI, GDPR and PII special information.

Hover over each question for explanations of the types of sensitive information.

Click the icon > to go to the next slide.

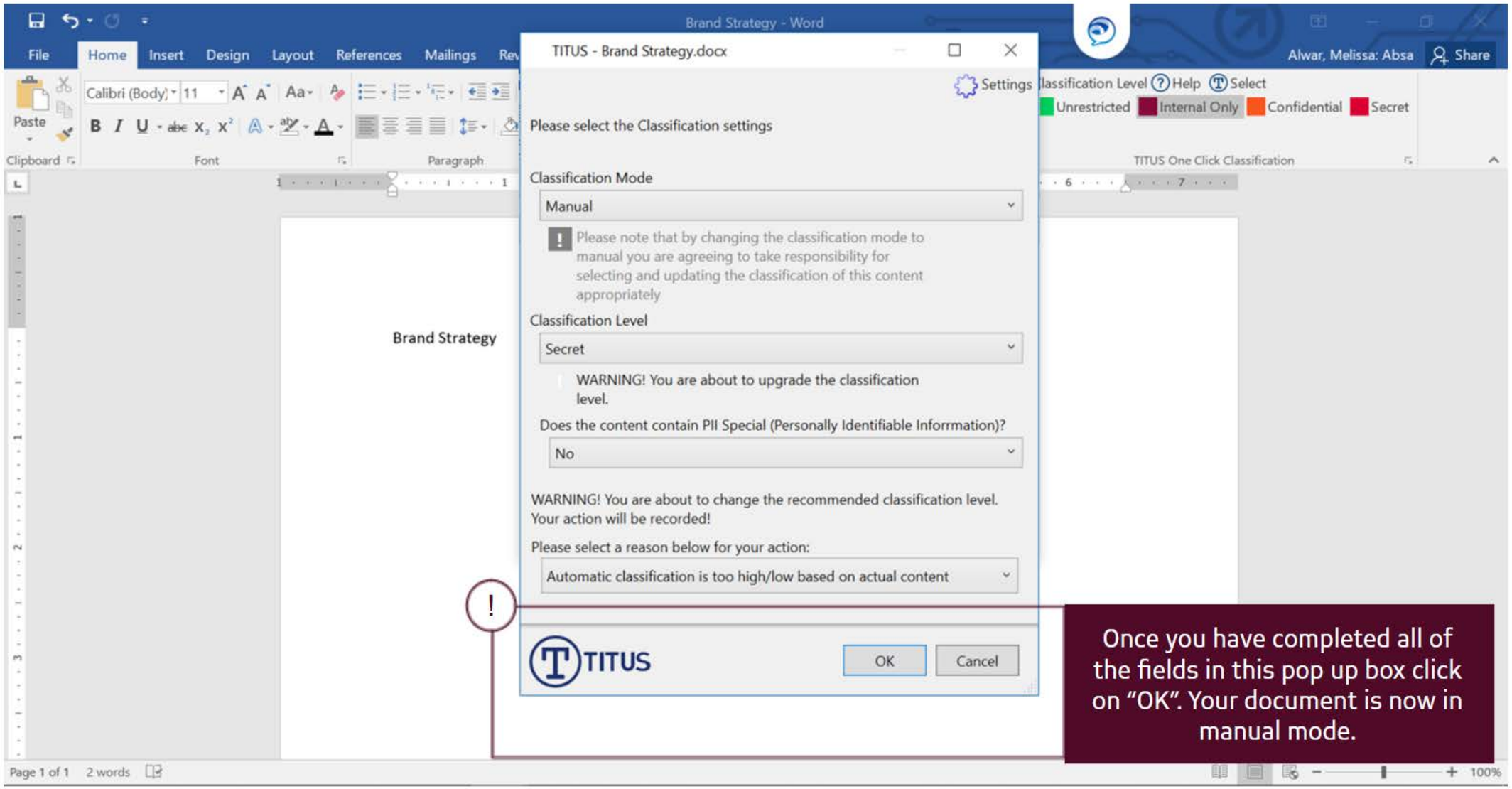
The Information Classification Tool



Select one of the five reasons from the drop down menu to indicate why you are reclassifying the document. This information is logged and assists TITUS to refine how it classifies your information.

Click the icon > to go to the next slide.

The Information Classification Tool

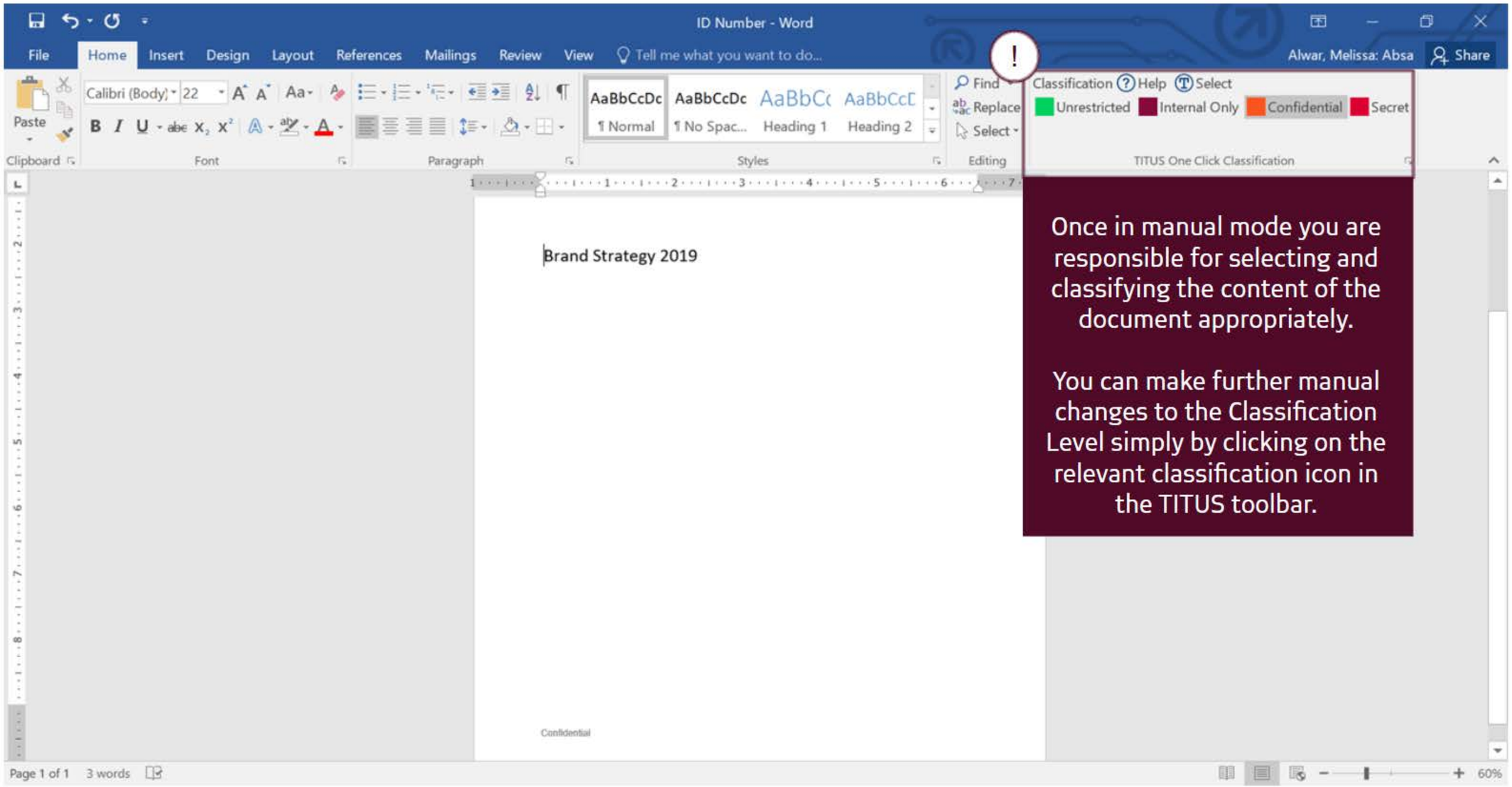


Once you have completed all of the fields in this pop up box click on "OK". Your document is now in manual mode.

Click the icon > to go to the next slide.

Introduction
Why Classify Information
Choosing the Right Classification
How we Classify Information at Absa
The Information Classification Tool
Resources

The Information Classification Tool

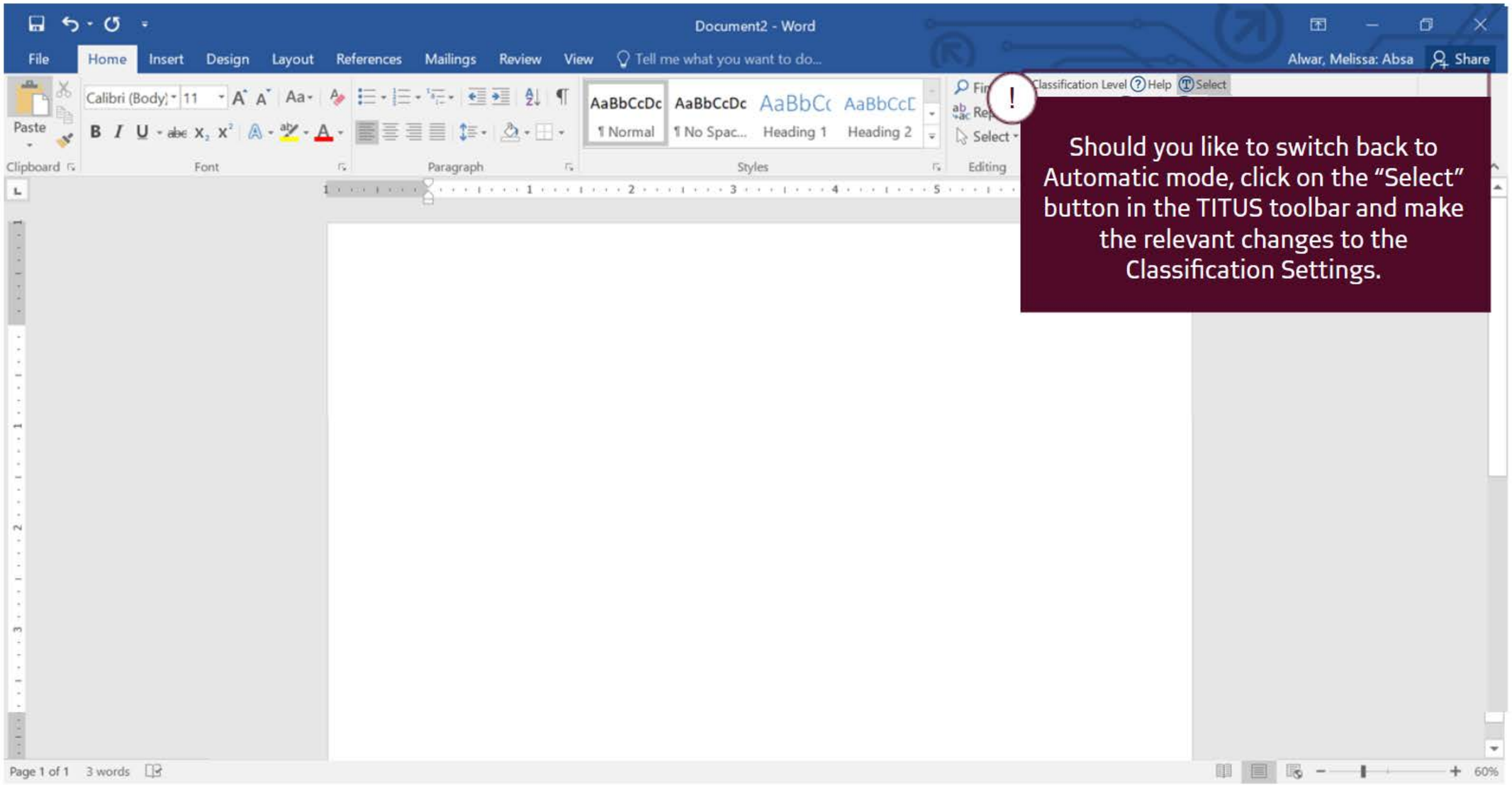


Once in manual mode you are responsible for selecting and classifying the content of the document appropriately.

You can make further manual changes to the Classification Level simply by clicking on the relevant classification icon in the TITUS toolbar.

Click the icon > to go to the next slide.

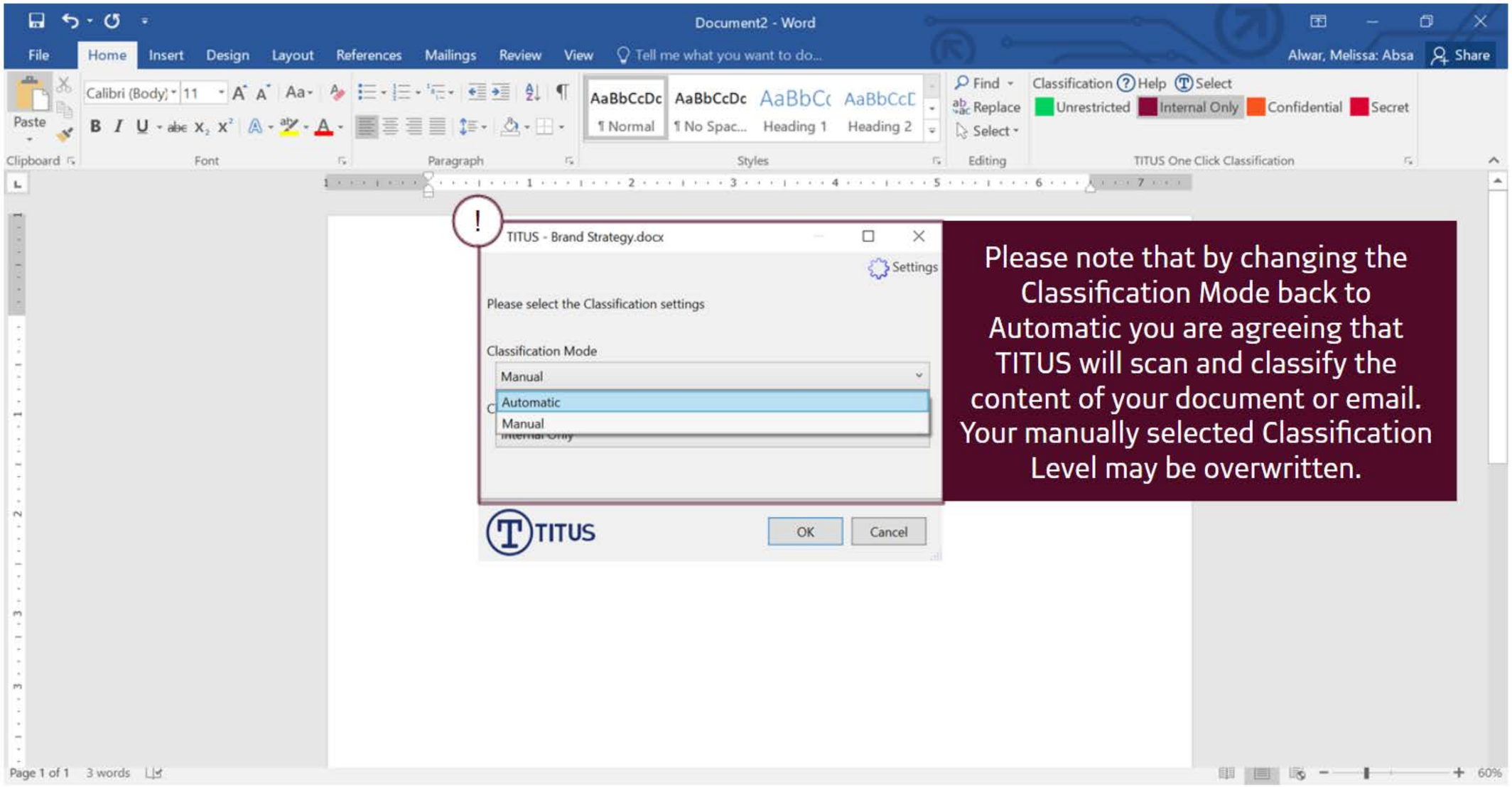
The Information Classification Tool



Should you like to switch back to Automatic mode, click on the "Select" button in the TITUS toolbar and make the relevant changes to the Classification Settings.

Click the icon > to go to the next slide.

The Information Classification Tool



Please note that by changing the Classification Mode back to Automatic you are agreeing that TITUS will scan and classify the content of your document or email. Your manually selected Classification Level may be overwritten.

Click the icon > to go to the next slide.

The Information Classification Tool

How does TITUS classify information

TITUS has two classification modes that can be used to classify information: Automatic and Manual

Click on the classification mode below for more information on each process of classifying information

Automatic Mode

Manual Mode

Section Complete

The Information Classification Tool

What you need to know...

Click on the questions below to find out what you need to know about TITUS.

01 Where will I find the TITUS tool once it has been installed on my machine?

02 What visual markings does TITUS apply to my documents and emails?

03 How does TITUS classify my information?

How to classify other file types (i.e. PDFs, JPEG, CSV etc.)?

The Information Classification Tool

How to classify other file types (i.e. PDFs, JPEG, CSV etc.)

Click on the on the numbered tiles for more information

1.

Documents that are not part of the Microsoft Office Suite can also be classified. To classify other file types (i.e. PDFs, JPEG, CSV etc.), you will need to right click on the file and select the relevant classification.

2.

Classifying other file types in this manner will not add any visual markings to the file. Once classified, the classification level will appear in the file's meta-data only, thus no visual markings will be inserted.

3.

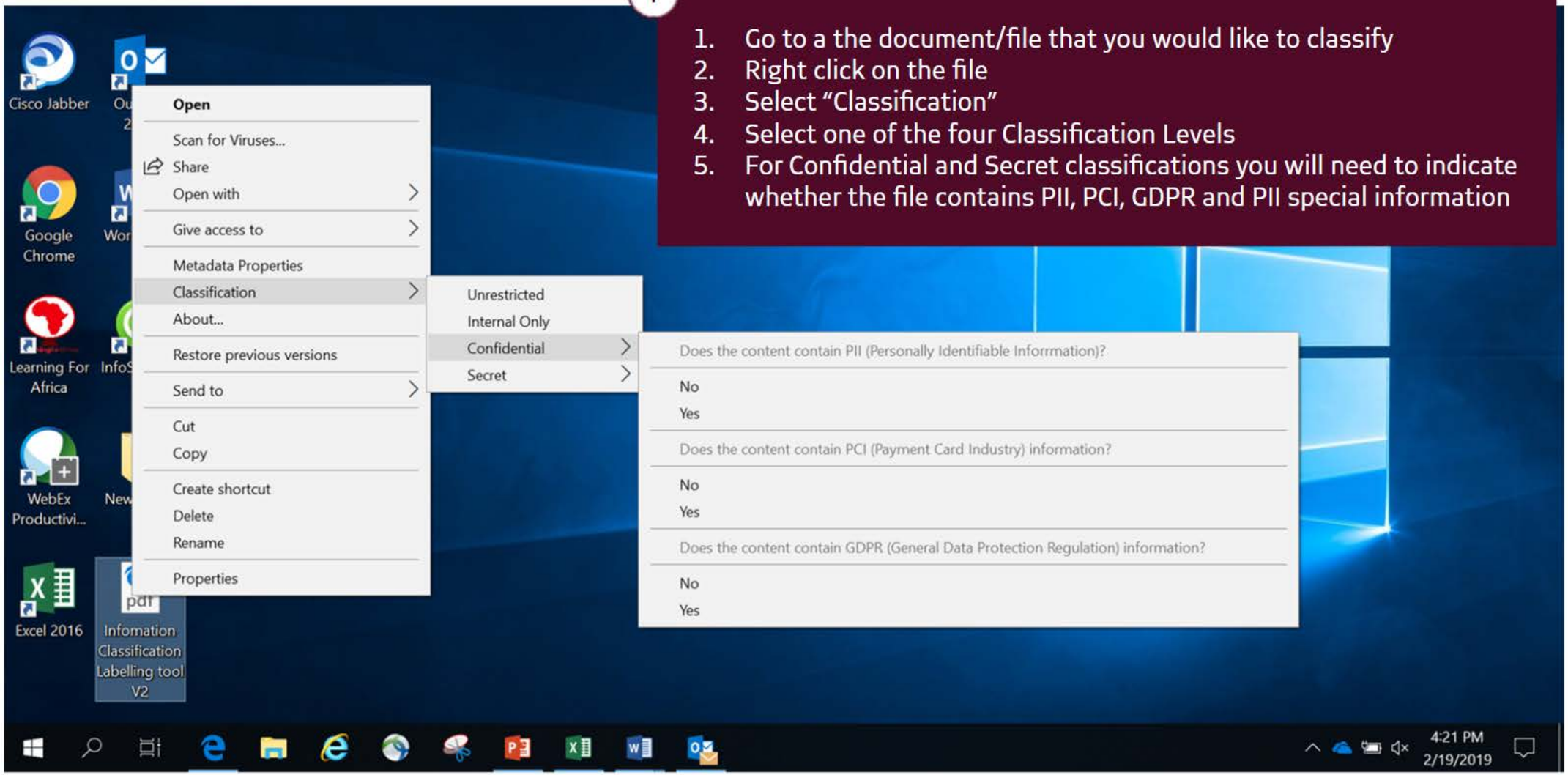
NB TO NOTE: If you have converted a PDF from a classified Word or PowerPoint document, the PDF will retain the visual markings (i.e. the footer with the Classification Level) of the Word or PowerPoint document that you converted it from. However the steps for classifying other file types should still be followed so that the Classification Level is saved in the meta-data of the PDF document.

Click the icon > to go to the next slide.

The Information Classification Tool

Steps to classify other file types

1. Go to a the document/file that you would like to classify
2. Right click on the file
3. Select “Classification”
4. Select one of the four Classification Levels
5. For Confidential and Secret classifications you will need to indicate whether the file contains PII, PCI, GDPR and PII special information



Click the icon > to go to the next slide.

The Information Classification Tool

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- How to classify other file types (i.e. PDFs, JPEG, CSV etc.)?

Thank you Resources Here ->