IT events and training programme 2019

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IT events and training at ramsac

At ramsac we run a wide range of training courses and events to meet the needs of individuals working in business, not for profit and education organisations, to improve their knowledge and expertise on a variety of technical and non-technical subjects.

Our training programme covers topics, such as cybersecurity, business continuity and office 365, the courses are offered either as in person workshops, presentations or online learning.

Many of our events are free to attend and are mainly non-technical, so they are appropriate for any audience.

This document contains all our events and training courses for 2019 for more information or to book on any of these events. Please contact ramsac on 01483 412040 or by emailing info@ramsac.com.

ramsac training courses

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Cybersecurity **board** briefing

Objective: Vigilance starts in the boardroom and it's crucial that the C-suite take an active role in understanding the level of risk they are exposed to, and establish a meaningful and effective strategy. This half day workshop on cybersecurity has been designed to equip business leaders with vital skills and essential knowledge necessary in today's fully connected business environment. By participating in the workshop delegates will:

- Understand how cybercrime can and will impact your business.
- Have an awareness of the latest scams being targeted at businesses of all sizes.
- Have the ability to direct and prepare for cybersecurity risks, knowing how to talk both to IT and the rest of the business.
- Understand the impact of cybercrime with regards to GDPR

Learning format: Workshop aimed at the board of directors, partners or senior leadership team. With discussion and planning to leave the group with an understanding of their responsibilities, a plan for what they should do to protect their organisation from cyber-crime and advice on what to do in the event of a cyberbreach.

Duration/frequency: ½ day workshop, recommended annually.

Costs: £1,000 per workshop

Dates: On demand (run as a closed course for your organisation)

Cybersecurity training

Cybersecurity employee briefing

Objective: Cybersecurity is an issue at every level and in every role of an organisation. Everyone has a part to play in keeping an organisation safe. The objective of this in-person briefing is to introduce the importance of cybersecurity and show employees how to be vigilant to protect themselves and the organisation they work for from cybercrime.

By attending employees will:

• Understand how cybercrime can and will impact your workplace and personal life.

• Have an awareness of the latest scams being targeted at businesses of all sizes.

• Understand what steps you can take to protect yourself

Learning format and duration: In-person presentation with workshop type discussion provided for all members of staff. Hour long briefings for 10-15 people at a time, with up to 5 sessions per day.

Costs: £500 per 1/2 day workshop, £900 per full day workshop

Dates: On demand (run as a closed course for your organisation)

Cybersecurity training

Online cybersecurity awareness training

Objective: Designed as a tool for rolling out training to all staff, our online training portal helps employees to recognise the value of different types of information; to understand the scope, nature and origin of the diverse risks to such information; and to behave proactively to protect this information in their everyday work.

Learning format: Online computer based training for all members of an organisation. Leveraging a combination of courses, videos, posters, tip sheets and other reinforcement assets. No IT knowledge is required; users will be guided through a series of modules that they can complete in their own time.

Duration/frequency: There are 9 modules which are updated annually, it is recommended employees complete a module a month to keep on track. Each module takes around 15 minutes to complete.

Costs: £30 per person per year

Dates: On demand

Phishing testing and awareness subscription

Objective: We will carry out random simulated phishing attacks, ensuring that every user receives a very realistic phishing email at least twice a year. If the user clicks on a link they will be taken to a safe web page, that highlights what they have just clicked on and offers them an immediate online training session on how to spot attacks in the future. You will receive a report every six months, telling you who did and didn't click on the link and who has completed the online training.

Duration/frequency: Phishing emails are sent twice a year

Costs: From £75 a month

Cybersecurity training

Enterprise risk management in practice

Objective: Workshop to explain the benefits, drivers and process for acquiring an Enterprise Risk Management (ERM) model and good corporate governance. Enterprise risk by its definition is the identification and appreciation of all risks facing an entity. Directors must be able to sign off that they accept the residual risk in their entity and to be able to do that, they need to understand what those risks are. This workshop will explain the background to Enterprise Risk and an overview of ERM. The ERM model splits Enterprise Risk to Financial and Operational Risks and then to a more granular level.

Audience: Ideal course for finance managers, governance officers and operations directors.

Duration & format: It is a half day interactive course with guidance from the presenter and break out sessions to look at the experiences of other businesses on the course

Costs: £500 per workshop

Dates: On demand (run as a closed course for your organisation)

The workshop will be facilitated by ramsac partner, Biscon.

Business continuity training

Exercising your business continuity plan

Objective: Workshop to explain the benefits, drivers and process for exercising a Business Continuity Plan and training of staff. An introduction to Business Continuity – with real life examples of invocations of business continuity plans. Horizon scanning globally for trends in risk. How to choose the right type and suitable scenario for an exercise and how to safely run the exercise. Sample mini exercises will be provided with the opportunity to work through the potential impact on your business. Looking at:

- Saving and protecting human life
- Protecting property and providing the public with information
- Containing the emergency – limiting its escalation or spread
- Maintaining critical services and maintaining normal services at an appropriate level
- Protecting the health and safety of personnel
- Safeguarding the environment and facilitating investigations and inquiries
- Promoting self-help and recovery and restoring normality as soon as possible
- Evaluating the response and identifying lessons to be learnt.

Audience: Ideal course for finance, HR, facilities and IT managers and operations directors.

Duration & format: It is a half day interactive course with guidance from the presenter and break out sessions to explore other experiences from attendees.

Costs: £500 per workshop

Dates: On demand (run as a closed course for your organisation)

The workshop will be facilitated by ramsac partner, Biscon, under the Chatham House rules.

Business continuity training

Basics of business continuity management

Objective: Workshop to explain the benefits, drivers and process for acquiring a Business Continuity Management System (BCMS). An introduction to business continuity with real life examples of invocations of business continuity plans. The workshop will review the process of business continuity management – ISO22301 and the methodology for risk assessment including identifying risks, scoring of risks, risk appetite and mitigation controls. A business impact analysis including inputs and outputs will be explored and strategies for recovery of:-

- People / staff
- Data
- Technology
- Premises
- Supply chain
- Transport

The basics of business continuity plans incorporating incident management, crisis communications and business recovery. Exploring roles and responsibilities of incident management team members

Audience: Course for finance, HR, facilities, IT managers and operations directors.

Duration & format: It is a half day interactive course with guidance from the presenter and breakout sessions to explore other experiences from attendees.

Costs: £500 per workshop

Dates: On demand (run as a closed course for your organisation)

The workshop will be facilitated by ramsac partner, Biscon.

Business continuity training

Microsoft Office 365 applications: online training

Objective: Office 365 presents users with a whole host of applications, some are familiar such as Word, Excel and PowerPoint, but others may be new, such as Skype for Business, OneNote, OneDrive and Teams. Getting users up to speed with the tools you've put at their fingertips can be challenging, so ramsac have partnered with the Mandarin Academy to provide online, on demand training. There are thousands of hours of online training available covering most elements of the Office 365 application range.

Format & duration: Learners can choose to attend one of over 100 live webinars each month, to watch recorded sessions or simply browse through handy 2 minute top tips videos. The learning is completely flexible and once subscribed learners have full access for a full 12 months.

Audience: All users of Office 365

Format: Online

Cost: £3 per user per month

Microsoft Office 365 training

Microsoft Office 365 Productivity & Collaboration tools

Objective: Many organisations who have invested in Office 365 use the most common tools Word, Excel and Outlook. This workshop helps organisations understand and utilise the additional functionality available within Office 365. Through an interactive demonstration of how organisations can use tools like Teams, OneNote, OneDrive and Skype to reduce the number of emails being sent, and improve team collaboration.

We give very practical examples of how these tools enable colleagues to work together on documents and projects, even if there are based in completely separate offices.

Audience: The Office 365 workshop is suitable for anyone who is already using, or is planning to use Office 365 who would like to improve working efficiencies and explore potential systems that could increase team collaboration.

Duration: 2 hours

Costs: £500 per workshop

Dates: On demand (run as a closed course for your organisation)

Microsoft Office 365 training

Complimentary events

Lunch & Learn:
Office 365 productivity and collaboration tools

If you've invested in Office 365, there's a good chance that you're still only making use of the core Office tools that you've always relied on, such as Word, Excel and Outlook. But there's a host of additional functionality available to you as part of your subscription that you may not even know is there.

Join us for an interactive demonstration of how you can use tools like Teams, OneNote, OneDrive and Skype to reduce the number of emails in your inbox, and improve on the collaborative working options available to you.

We'll give you a very practical example of how some of these tools enable colleagues to work together on documents and projects, even if there are based in completely separate offices.

Dates & locations

14/02/2019   PwC - London

03/07/2019   London

25/09/2019   ramsac offices, Godalming

13/11/2019   London

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Executive briefing

Cybersecurity – It's a business problem NOT an IT problem

Join our executive briefing for business leaders on Cybersecurity with our MD (and TEDx cybersecurity speaker) Rob May.

It is widely accepted that cybercrime is the number one risk to your business and yet most businesses leaders fail to adequately prepare their board for such an event.

The changes in law that GDPR introduced now makes it even more of a boardroom priority.

If you wrongly believe that cybersecurity is an IT responsibility/issue then you need to come and join us for this lunch where we will help you to understand the risk, plan how to respond and appreciate the corporate governance and board responsibilities that you need to address in your organisation.

This is a short and enlightening session that will help you meet your responsibilities and equip you to have the conversations that are a must in your business today.

Dates & locations

02/05/2019   London

12/09/2019   London

Business leaders forum
Shaping your company culture

As a successful business leader you understand the importance of a strong company culture and know that your company culture is totally unique to you. Your individual journey and values have played a key part in forming your company's identity but ensuring your employees understand and embrace that culture is always a challenge.

We are bringing together a group of leaders to discuss the challenges around living and breathing company culture. We would like to invite you to join ramsac's Managing Director, Rob May to discuss your collective learning and debate how to shape and implement the culture of your organisation.

Date & location

27/03/2019   ramsac offices, Godalming

Lunch & Learn
GDPR - one year on

Happy Birthday GDPR. The General Data Protection Regulation has now been law for 12 months and we've seen a lot change in that time.

The new law mandated changed best practice in data management, marketing, cybersecurity training/controls and raft of other business disciplines. Join us for a lunchtime discussion where we will look at what we've seen happening in the industry since its introduction (both good and bad).

You will hear about fines that have been received by businesses and charities of all sizes, pitfalls that are all too common (but easy to avoid) and a reminder about the on-going activities you need to be undertaking as a business.

The session will be chaired by our MD Rob May and he will be joined by specialist industry colleagues.

Date & location

23/05/2019   ramsac offices, Godalming

Lunch & Learn

BCP - What might go wrong and are you ready?

BCP or Business Continuity should be a concern for every business owner, we all have a responsibility to ensure that we've made adequate provision to meet our business and contractual commitments and we need to consider everything that could stop us from doing that.

BCP and Disaster Recovery (DR) has a structure which you can both follow, test and manage. Join our MD Rob May who will take you through these areas and arm you with questions to challenge your teams and partners.

This is a great lunchtime session which allows you to reflect on what you've got in place, sanity check its relevance and adequacy and leave with peace of mind that you've got an appropriate plan (or soon will have!)

Date & location

23/10/2019   ramsac offices, Godalming

Lunch & Learn

Creating & supporting positive mental health in the workplace

You cannot have failed to notice media coverage in recent years, highlighting the prevalence of poor mental health in the UK. Employers spend an estimated £15bn a year on health and safety at work, mostly investing in safety, and yet work place injuries account for 3.9 million lost working days last year, compared to 15.4 million days lost due to work related stress, anxiety or depression. Creating mentally healthy work places is not only the right thing to do, it should be an essential part of your overall investment in creating a healthy, safe working environment.

In this lunch and learn session we will be discussing our own journey to becoming a positive supporter of workplace mental health and we will be hearing from health experts on the steps all organisations can take to support healthier working practices.

Date & location

04/12/2019   ramsac offices, Godalming

About ramsac

**ramsac has a clear mission
- to be at the heart of IT**

We help our clients to get the best
out of technology – implementing,
managing and supporting secure,
resilient, flexible IT solutions.

We work with small and mid-sized
organisations, providing them with
strategic IT input, proactive management,
jargon free IT support and solutions that help
them to grow their own organisations efficiently
and securely.

Whether it's designing a new infrastructure, migrating
services to the cloud, implementing a new phone system or
providing end users with really efficient and friendly IT support, ramsac
manages IT on your behalf, so that you can focus on achieving your organisation's goals,
safe in the knowledge that IT is secure, staff are working efficiently, and the IT investment is
delivering tangible benefits to the business.

More information

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programme or to book a place, please contact ramsac on
01483 412040 or email info@ramsac.com.

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