

LEVEL TWO

ARCHIVE: INTELLIGENT SUPERVISION FOR REVIEWERS

FORMAT

Instructor Led Training (ILT)
Virtual Instructor Led Training (VILT)
Onsite training at a customer's facilities (OS)

DURATION

ILT – 0.5 days (4 hours)
VILT – 0.5 days (4 hours)

PRICE

SKU: PP-TRN-RVW-ILT-L2 (for training at Proofpoint locations or Virtual Training over WebEx)
SKU: PP-TRN-ONSITE-PD (for customer onsite training)

INTENDED AUDIENCE

Customers, Partners, and Proofpoint Employees—Reviewers and Review Team Leads

PREREQUISITES

Knowledge of compliance regulations such as FINRA, SEC and IIROC

REGISTRATION

Contact training@proofpoint.com for registration information.

This course explains how Intelligent Supervision works. It provides instruction and hands-on experiences where you interpret Dashboard information, access messages for your review, and act on messages in your review queue. You will learn available message review options and take action on potential violations. You will also practice using available tools and techniques to improve your review efficiency. This includes how to expand your message queue to include messages not sampled and those already acted upon. The course also shows you how to run reviewer related reports and interpret their results. This Level Two course is based on Proofpoint Enterprise Archive 4.0.131.

COURSE OUTLINE

Lesson 1: Intelligent Supervision Overview

This lesson explains the how Intelligent Supervision works with Proofpoint Enterprise Archive. It covers common terminology and the roles of individuals who interact with Supervision. It also describes a typical workflow and common review actions. This includes:

- How Intelligent Supervision works with the archive
- The role and value of compliance divisions
- Policy groups within compliance divisions in Intelligent Supervision

Lesson 2: Intelligent Supervision Access and Dashboard

Intelligent supervision allows administrators and reviewers to have access via a specific web user interface. Once you have access to the system, you can access information about activities and message review status in several ways. This includes:

- How to quickly view current status information on message review progress
- How to customize user preferences to access needed information efficiently as possible

Lesson 3: Message Review

This lesson looks at the use of the Reviewer Dashboard for each reviewer to quickly access real-time information about messages in their queue. This also shows reviewers multiple methods to access messages for review, and the process to act on the messages in their queue. This includes:

- Message review and message review workflow
- Access messages for review
- Actions to take on potential violations

Lesson 4: Past Review

Past Review allows reviewers to review action previously taken on messages. Reviewers use Past Review to close out messages that await additional action. This also includes:

- Find messages that have been acted on
- Identification of all actions and violations found in a message

Lesson 5: Search

Reviewers use Find Related and Search to find similar messages in the archive to those currently being reviewed. Search allows reviewers to review action taken on messages. This also includes

- Find messages that have been acted on
- Identification of all actions and violations found in a message

Lesson 6: Reports and Alerts

Reports can help assess message patterns and behavior and help evaluate the effectiveness and enforcement of policies. This lesson explains reports affecting reviewers and how to schedule, run and view results of relevant reports. This also includes:

- Entitlement-based access to reports
- Sharing of report results

Lesson 7: Challenge Labs

This lesson presents problems that face a reviewer. Students will work through the problems and present their results to the instructor. The instructor will review the work and share solutions when students complete the exercises.

ABOUT PROOFPOINT

Proofpoint, Inc. (PFPT) is a leading cybersecurity company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including more than half of the Fortune 1000, rely on Proofpoint to mitigate their most critical security and compliance risks across email, the cloud, social media, and the web. More information is available at www.proofpoint.com.

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