



Acceptable Use Policy eLearning Storyboard

Revised 3.24.10



eLearning Screens

The following definitions describe the different types of screens used in an eLearning course.

Presentation Screen used to illustrate concepts using images and text

Explore Screen that allows learners to explore individual elements of a larger concept one at a time. For example, a roll-over

Assessment Screen with one of the following types of assessments:

- Multiple choice
- Checklist
- True/False
- Drag and drop
- Rating

Feedback Screen used to describe the correct and incorrect feedback learner received for the assessment.

Skill Drill Explore screens that link to other screens. When learners click the items, they encounter a presentation screen. For example, an unguided data entry simulation created using the Captivate tool.

Animated Demo Like presentation screens but use images and animations to illustrate complex ideas and system navigations.

Custom An interactive screen or game that is customized for learning objective. For example, the “game” concept used in the Retail Line Review course.

Screen Numbering

In order for the developer to track the screens in your course the following number sequence is followed:

1_Introduction

- 1.1 What is Information Security?
- 1.2 Why is Information Security important?
- 1.3 How does the Acceptable Use Policy fit in?
- 1.4 Our Goals

2_Roles & Responsibilities

- 2.1 Who is Responsible?
- 2.2 Activity

3_Classifying & Handling Information

- 3.1 How is Information Classified?
- 3.2 Activity
- 3.3 The Handling Matrix

4_Messages & Downloads

- 4.1 Email Requirements
- 4.2 Spam & Phishing
- 4.3 Protecting Yourself from Spam & Phishing Attempts
- 4.4 All About Downloads
- 4.5 Activity

5_Password Management

- 5.1 Importance of Password Security
- 5.2 Password Do and Don't

6_Reporting & Acknowledgment

- 6.1 Reporting Security Issues
 - 6.2 Applying What You Know
 - 6.3 Where to Find the Complete Policy
 - 6.4 Acknowledgment
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NOTE: Items in **GRAY** were removed from the course per SME feedback.

Acceptable Use Policy

1.1
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Screen Title	Introduction
Screen Type	Presentation
Summary	
Image	
Content	
Audio	Welcome to the Acceptable Use Policy course! As an associate who uses OfficeMax information systems – such as PCs and the intranet – it is important that you are aware of what is expected of you when it comes to information security. This course will highlight some key components of the Acceptable Use Policy. Please click the Next button to begin.

1.2
()

Screen Title	What is Information Security?
Screen Type	Presentation
Summary	Associates are introduced to information security.
Image	
Content	Information Security refers to all the ways we protect our ASSETS and INFORMATION from unauthorized access, modification, or destruction. After course completion, you'll have a solid understanding of what you can do to help us ensure this protection.
Audio	Information security includes all the ways in which we protect our assets and information from unauthorized access, modification, or destruction. Essentially, it is how we defend the OfficeMax computer systems and our valuable information. After completing this course, you will have a solid understanding of what you can do to help us ensure this protection.

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Acceptable Use Policy, Continued

1.3
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Screen Title	Why is Information Security Important?
Screen Type	Assessment/checklist
Summary	Describe the importance of Information Security to build relevance
Image	Submit button, checkboxes, checkmarks
Content	<p>Click the box next to each statement.</p> <ul style="list-style-type: none"> • It establishes customer and supplier confidence in our company. • It protects OfficeMax from damages. • It protects the investments our stakeholders have made in our company. • It protects our associates. • It determines our compliance with legal and regulatory requirements, including the PCI standards.
Audio	Why do you think Information Security is important? Select the statements that you feel describe the importance of Information Security, then click "Submit."

1.4
()

Screen Title	How does the Acceptable Use Policy fit in?
Screen Type	Presentation
Summary	Explain how the Acceptable Use Policy relates to Information Security.
Image	
Content	<p>You are an end user of OfficeMax information systems.</p> <p>You are a creator and consumer of OfficeMax information.</p> <p>You are instrumental in maintaining our information security.</p>
Audio	<p>So how does the Acceptable Use Policy fit into the security picture? Actually, the answer is right inside the word security...</p> <p>You... are... it... You are the first line of defense.</p> <p>You are an end user of OfficeMax information systems. You use our systems to create and consume OfficeMax information everyday on the job. That means you have an important role to play in protecting our information. The Acceptable Use Policy is simply the document that outlines the most common policies that you must understand and adhere to in order to fulfill this role.</p>

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Acceptable Use Policy, Continued

1.5
()

Screen Title	Our Goals
Screen Type	Presentation
Summary	Provide the objectives of this course.
Image	
Content	<p>After this course, you will be able to:</p> <ul style="list-style-type: none"> • Fulfill your role & responsibilities related to information security • Classify and handle information properly • Protect yourself and OfficeMax by properly handling email communications • Adhere to company policies regarding the downloading of data from the Internet • Recognize the importance of password security • Report security issues to the appropriate parties
Audio	<p>The purpose of this course is to highlight some key points from the Acceptable Use Policy and to provide you with the opportunity to acknowledge that you have read and agree to abide by the policy. After this course, you will have an understanding of what you can do to protect our information systems. You will know how to classify and handle information properly. You will be able to protect yourself and the company through the proper handling of email communications. You will be equipped to adhere to company policies dealing with downloading data from the Internet. You will recognize the importance of password security and know when and to whom security issues should be reported.</p>

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Acceptable Use Policy, Continued

2.1 ()	Screen Title	Roles & Responsibilities
	Screen Type	Presentation
	Summary	
	Image	
	Content	
	Audio	In this module, we will <ul style="list-style-type: none"> Explore your roles and responsibilities when it comes to information security.

2.2 ()	Screen Title	Who is Responsible?
	Screen Type	Explore (rollover)
	Summary	Associates will explore different groups within OfficeMax to see how they are responsible for information security.
	Image	ITSEC, associates, managers
	Content	Point to each group below to see how they are responsible for information security at OfficeMax.
	Audio	Select each group shown here to see how it is responsible for information security at OfficeMax. When you have finished, select the Next button.

2.3 ()	Screen Title	Checkpoint 1
	Screen Type	Assessment
	Summary	Associates test their knowledge of the key points covered thus far.
	Image	
	Content	Who is responsible for information security at OfficeMax? (associates, managers, ITSEC, all users, all of these are correct) Information security is important because (it establishes confidence in our company, it protects both the company and associates from damages, it protects the investments our stakeholders have made, it ensures we comply with PCI standards, all of these are correct)
	Audio	Use what you have learned so far to answer these questions.

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Acceptable Use Policy, Continued

3.1 ()	Screen Title	Classifying & Handling Information
	Screen Type	Presentation
	Summary	
	Image	
	Content	<p>Our Goals:</p> <ul style="list-style-type: none"> • Define the three classifications of information • Handle information properly
	Audio	<p>As with nearly any organization, information is crucial at OfficeMax. It identifies our customers, organizes our company, documents our processes and policies, informs our shareholders, and is a real part of our daily lives.</p> <p>In this module, we will</p> <ul style="list-style-type: none"> • Define the three classifications of information, and • Outline ways to handle information properly.

3.2 ()

	Screen Title	How is information classified?
	Screen Type	Presentation
	Summary	Associates will learn the three types of information.
	Image	
	Content	<p>Internal Use – Information that, due to a technical or business sensitivity, requires special precautions to ensure it is protected from unauthorized access, modification or deletion. This information is intended for use only within the company and must be limited to end users who are employed by OfficeMax or individuals that have a business requirement to access the data and have signed a non-disclosure agreement.</p> <p>Public – Information that is available for public distribution through authorized company channels. This is information that has been designated by its owner as “public” and can be disclosed to anyone without formal approval.</p>
	Audio	<p>The first two types of information at OfficeMax are</p> <ul style="list-style-type: none"> • Internal Use Information, and • Public Information. <p>Internal Use information is intended only for OfficeMax associates or authorized individuals with a business requirement to access the data and who have signed a non-disclosure agreement. Examples of internal use information include company policies and internal announcements.</p> <p>Public information is available for public distribution through authorized company channels. Public information does not require formal approval before disclosing it to outside parties. Examples of public information include press releases and catalogs.</p>

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Acceptable Use Policy, Continued

3.2a
()

Screen Title	Classifying Information
Screen Type	Drag & Drop
Summary	Associates match information examples with the classification types.
Image	
Content	Match each example with the appropriate classification.
Audio	Based on what you've learned, drag each example of information to the appropriate classification.

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Acceptable Use Policy, Continued

3.2b
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Screen Title	OfficeMax Confidential Information
Screen Type	Presentation
Summary	Associates will learn the three types of information.
Image	
Content	<p>OfficeMax Confidential Information</p> <ul style="list-style-type: none"> • Defined by OfficeMax as confidential but no regulatory requirement • Data received from contract customers and third parties • Information that is confidential prior to public release
Audio	<p>The other main type of information is Confidential Information. OfficeMax and all our end users have a legal, regulatory, and contractual obligation to protect confidential information.</p> <p>Unauthorized disclosure, compromise, or destruction of confidential information could</p> <ul style="list-style-type: none"> • result in significant damage, • provide a material advantage to a competitor, or • incur significant financial impact to OfficeMax, our associates, or our customers. <p>Confidential Information is broken down into two main categories.</p> <p><i>OfficeMax Confidential Information</i> refers to information that OfficeMax defines as confidential, but does not have a regulatory requirement. This includes things like strategic plans, mergers and acquisitions, financial information, benefit information, network diagrams, security details, proprietary information, customer mailing lists, and intellectual property.</p> <p>OfficeMax Confidential Information also includes data that is received from our contract customers and other third parties where contractual obligations call for protecting confidential data.</p> <p>OfficeMax Confidential Information also includes information that is confidential prior to public release. This includes things like pricing models, new products or services, sales plans, promotional information, financial information, and any other information that could provide other parties with a competitive advantage. For instance, sales promotions are considered confidential before they are released.</p> <p>Encryption of OfficeMax Confidential Information is optional and is generally up to the owner of the content.</p>

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Acceptable Use Policy, Continued

3.2c
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Screen Title	Regulated Confidential Information
Screen Type	Presentation
Summary	Associates will learn the three types of information.
Image	
Content	<p>Regulated Confidential Information</p> <ul style="list-style-type: none"> • Personal Identifiable Information (PII) <ul style="list-style-type: none"> ○ Uniquely identifies an individual • Electronic Protected Health Information (ePHI) <ul style="list-style-type: none"> ○ Medical records and health information • Payment Card Industry Information (PCI) <ul style="list-style-type: none"> ○ Credit and debit cards
Audio	<p>The other main type of confidential information is called Regulated Confidential Information, which includes three categories.</p> <p>Personal Identifiable Information is basically anything that is not publicly available and is used to uniquely identify an individual. This covers things like social security numbers, driver's license numbers, credit and debit card information, bank routing numbers, and passwords.</p> <p>Electronic Protected Health Information refers to any individual's past, present, or future physical or mental health information that is created, stored, transmitted, or received electronically. This covers things like medical records and other health information.</p> <p>Payment Card Industry, or PCI, Information is all about the transmission, storage, and processing of credit and debit cards. This includes all information related to credit and debit cards, such as card numbers, service codes, expiration dates, Personal Identification Numbers, and so on.</p> <p>All Regulated Confidential Information must be encrypted.</p>

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Acceptable Use Policy, Continued

3.3
()

Screen Title	Classifying Information
Screen Type	Drag & Drop
Summary	Associates match information examples with the classification types.
Image	
Content	Match each example with the appropriate classification.
Audio	Based on what you've learned, drag each example of information to the appropriate classification.

3.4
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Screen Title	Handling Confidential Information
Screen Type	Presentation
Summary	Provide details from the Confidential section of the Information Handling Matrix.
Image	
Content	Select each handling method below to see how Confidential information must be handled at OfficeMax.
Audio	There are very specific guidelines for handling confidential information. Select each of the options shown here to see how confidential information must be handled at OfficeMax.

3.5
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Screen Title	Information Handling Matrix
Screen Type	Presentation
Summary	Provide associates with the link to the Info Classification & Handling Standard.
Image	
Content	<i>[show the steps to access the Info Classification & Handling Standard]</i> http://ithome/eaes/infosec/Information%20Security%20Standards/Information%20Classification%20and%20Handling%20Standard.pdf
Audio	The details about properly handling confidential information, as well as internal use and public information, are outlined in the Information Classification and Handling Standard. You can access the standard on the portal by following the steps shown here.

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Acceptable Use Policy, Continued

4.1
()

Screen Title	Messages & Downloads
Screen Type	Presentation
Summary	
Image	
Content	<p>Our goals:</p> <ul style="list-style-type: none"> • Define requirements related to email • Protect ourselves from spam and phishing • Define download restrictions
Audio	<p>At OfficeMax, many of our daily tasks involve the use of email. It is one of the key tools that we use to get things done. Additionally, we sometimes need information from the Internet to meet business needs. In this module, we will</p> <ul style="list-style-type: none"> • Define requirements related to email, • Learn about spam and phishing attacks and how we can protect ourselves, and • Define download restrictions.

4.2
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Screen Title	Email Requirements
Screen Type	Presentation
Summary	Provide basic information about email.
Image	
Content	<p>Confidential information must never be sent in an email or any form of electronic messaging unless encryption is used.</p> <p><i>[Secure it]</i></p> <p>Email messages must never be automatically rerouted or forwarded to any external messaging system.</p>
Audio	<p>While the Acceptable Use Policy includes several expectations when it comes to email communications, there are two in particular that I would like to highlight for you now.</p> <p>First, Regulated Confidential Information must never be sent in an email or any form of electronic messaging unless encryption is used. Recall that we said that “confidential” means the information is restricted to access by specific individuals or groups because of legal, regulatory, or contractual requirements.</p> <p>To encrypt an external email before sending it, at the beginning or end of the subject line, add the phrase “Secure it” inside brackets, as shown here. The brackets must be used in order for the message to be successfully encrypted. For further details, see the Email Encryption document in the resources menu of this course.</p> <p>Email messages must never be automatically rerouted or forwarded to any external messaging system. In other words, don’t create Outlook rules that automatically forward email outside our system.</p>

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Acceptable Use Policy, Continued

4.3
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Screen Title	Spam & Phishing
Screen Type	Presentation
Summary	Provide information about spam and phishing.
Image	
Content	<p>Spam – unsolicited email, usually sent to a bulk of users</p> <p>Phishing – a spam message that is intended to lure users into divulging confidential or proprietary information. These often appear to be legitimate requests for information but are instead used for illegal or otherwise harmful activities.</p>
Audio	<p>Everyone who uses email has probably encountered spam at some point. Spam is unsolicited email messages, usually sent to a bulk of users. It is distracting and wastes our resources.</p> <p>Phishing is a type of spam message that is intended to lure its recipients into divulging confidential or internal use information, or engaging in illegal activities. Phishing attempts often appear to be legitimate requests for information but are instead used for illegal or otherwise harmful activities.</p>

4.4
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Screen Title	Protecting Yourself from Spam and Phishing Attempts
Screen Type	Presentation
Summary	Inform users of ways they can protect themselves and OfficeMax from harm caused by spam or phishing.
Image	
Content	<ul style="list-style-type: none"> • Don't open spam messages – delete them. • Never forward or reply to spam or chain messages. • Do not open mail from unrecognized senders outside the organization. • If you receive junk email alerts, be sure you recognize the sender before releasing the messages. • Do not click links in email messages unless they are from within the organization or an authorized source.
Audio	<p>There are several ways you can protect yourself and OfficeMax from harm caused by spam or phishing attempts. First, don't open spam messages – delete them. Next, never forward or reply to spam or chain messages. Don't open mail from unrecognized senders outside the organization. If you receive junk email alerts from the spam manager, be sure to see if you recognize the sender before you release the messages. Finally, don't click links in email messages unless they are from within the organization or from an authorized source.</p>

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Acceptable Use Policy, Continued

4.5
()

Screen Title	All About Downloads
Screen Type	Presentation
Summary	Provide basic information about download restrictions.
Image	
Content	<ul style="list-style-type: none"> • For business purposes only. • Music or graphics for personal use strictly prohibited.
Audio	Downloading software files from the Internet is restricted to data that is required for business purposes. Downloading music or graphics for personal use is strictly prohibited.

4.6
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Screen Title	Checkpoint 2
Screen Type	Assessment
Summary	Test the associate's comprehension of the key points discussed thus far.
Image	
Content	<p>Internal OfficeMax data, such as personnel records, and customer data, such as credit card numbers, are classified as _____ information. (confidential)</p> <p>Policies and internal announcements are examples of _____ information. (internal use)</p> <p>Confidential information must never be sent by email unless it has been encrypted. (true)</p> <p>An easy way to protect yourself and the company from harm caused by spam and phishing attempts is by _____. (never clicking links in an email from someone outside the organization or you otherwise do not recognize)</p>
Audio	Please use what you've learned to answer these questions.

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Acceptable Use Policy, Continued

5.1 ()	Screen Title	Password Management
	Screen Type	Presentation
	Summary	
	Image	
	Content	<p>Our goals:</p> <ul style="list-style-type: none"> • Explain the importance of password security • Discover practical guidelines as to what you should and should not do when it comes to passwords
	Audio	<p>Passwords... we use them everyday both inside and outside of work. But have you ever thought about why they are important? In this module, we will</p> <ul style="list-style-type: none"> • Explain the importance of password security, and • Provide some password DOs and DON'Ts.

5.2 ()	Screen Title	Importance of Password Security
	Screen Type	Presentation
	Summary	Provide the learner with information on password security.
	Image	
	Content	<ul style="list-style-type: none"> • Your password is the only thing that authenticates you as you. • You are responsible for all activity that occurs using your assigned user ID. • Keep your password confidential to protect yourself.
	Audio	<p>Your password is the only thing that authenticates you as you. Since your password is confidential and only known by you, OfficeMax systems are safe to assume that it is really you using your personal login ID.</p> <p>According to the Acceptable Use Policy, you are responsible for all activity that occurs using your assigned user ID. Therefore, your password is the only means of protecting yourself from unauthorized use of your identity. Always keep your password confidential.</p> <p>Fortunately, OfficeMax uses technologies such as UserMax to make password management easy. UserMax forces everyone to use passwords that are difficult to guess and change frequently enough to deter unauthorized access.</p>

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Acceptable Use Policy, Continued

5.2b ()

Screen Title	Creating Strong Passwords
Screen Type	Presentation
Summary	Provide details about what it means to use a strong password.
Image	
Content	<ul style="list-style-type: none"> -Is not a common word, name, or anything obvious -Is at least 7 characters in length -Begins with a letter -Does not contain ! but can contain other symbols -Includes at least one number -Has a combination of upper- and lower-case letters -Does not match five most recent previous passwords -Is changed every 90 days <p>Phrase: I love to work at OfficeMax = Password il2w@OMX</p>
Audio	<p>In order for passwords to be effective, it is important that they are strong and difficult to guess. OfficeMax has specific standards that outline how to create a strong password. A strong password is not a common dictionary word or a name. OfficeMax requires that your password be 7 or 8 characters in length, must begin with a letter, and cannot contain an exclamation point. A strong password includes at least one number and should include a combination of upper- and lower-case letters.</p> <p>Finally, a strong password does not match passwords that were used recently. At OfficeMax, your password must be changed every 90 days and your new password cannot match the five most recently used passwords.</p> <p>A tip for creating a password that you can remember is to use the first letter from every word in a favorite phrase or title in combination with one or more numbers or special characters.</p>

5.3 ()

Screen Title	Password DOs and DON'Ts
Screen Type	Explore (rollover or similar)
Summary	Allow the learner to explore things to do and avoid in terms of password security.
Image	
Content	<p>DO:</p> <ul style="list-style-type: none"> • Keep your password confidential • Follow standards outlined in UserMax and in the full Acceptable Use Policy • Change your password at all required times and at any time its confidentiality is in doubt <p>DON'T:</p> <ul style="list-style-type: none"> • Record or store your password on paper or electronically • Share your password with anyone – not even ITSEC, CSS, IT, a supervisor, or manager • Write down your password and leave it near any password accessible device (laptop, desktop, Blackberry, etc.)
Audio	In order to help you remember some of the things you should do and some of the things you should avoid in terms of password security, select the most appropriate action for each of the following statements.

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Acceptable Use Policy, Continued

6.1 ()	Screen Title	Reporting & Acknowledgment
	Screen Type	Presentation
	Summary	
	Image	
	Content	<p>Our goals:</p> <ul style="list-style-type: none"> • Define when and how to report security concerns • Apply your knowledge to real-world scenarios • Locate the complete Acceptable Use Policy • Acknowledge your agreement to adhere to the Acceptable Use Policy
	Audio	<p>Recall that one of your responsibilities as an associate is to report any known or suspected security violations or other concerns. In this module, we will</p> <ul style="list-style-type: none"> • Explain when and how to report security concerns, • Provide an opportunity for you to apply what you know to real-world scenarios, • Provide access to the complete Acceptable Use Policy and explain where it is located, and • Record your agreement to adhere to the Acceptable Use Policy.

6.2 **()**

Screen Title	Reporting Security Issues
Screen Type	Presentation
Summary	Inform the user when and how to report security concerns.
Image	
Content	<p>Report security issues, concerns, or incidents through any of these methods:</p> <ul style="list-style-type: none"> • A supervisor or manager • Directly to CSS at 800-392-3999 • If you are a store associate call the help desk at 877-921-6350 • The tip-line at 800-241-5689
Audio	<p>When an associate or end-user discovers an event or process that does not comply with information security policies, they must report it.</p> <p>Any associate can make such a report by notifying a supervisor or manager, or directly to CSS at 800-392-3999.</p> <p>Store associates should call the help desk at 877-921-6350.</p> <p>Additionally, associates can call the tip-line at 800-241-5689.</p>

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Acceptable Use Policy, Continued

6.3
()

Screen Title	Applying What You Know
Screen Type	Assessment
Summary	Test the associate's comprehension of the key points.
Image	
Content	<i>[[present 3 brief scenarios for application]]</i>
Audio	Please use what you've learned to respond to each scenario.

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Acceptable Use Policy, Continued

6.4
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Screen Title	Review the Policy
Screen Type	Presentation
Summary	Have the user read the AUP.
Image	Screenshots
Content	View policy now
Audio	Please click the View Policy button to review the Acceptable Use Policy. Once you have finished reviewing the policy, click Next.

6.4a
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Screen Title	Where to Find the Complete Policy
Screen Type	Presentation
Summary	Inform the associate of where the complete AUP can be located on the portal.
Image	Screenshots
Content	
Audio	Here you see the steps to follow to view the Acceptable Use Policy on the portal.

6.5
()

Screen Title	Acknowledgment
Screen Type	Presentation & Feedback
Summary	Capture the associate's acknowledgment of receiving, reading, and agreeing to abide by the policy.
Image	
Content	<p>I hereby acknowledge that</p> <ul style="list-style-type: none"> • I have been notified where the Acceptable Use Policy exists. • I agree to adhere to the Acceptable Use Policy. <p>If you agree with the above statements, select the <i>I Acknowledge</i> button below. Your response will be logged.</p>
Audio	All OfficeMax associates are expected to adhere to the Acceptable Use Policy. By completing this course, you are acknowledging that you have seen a copy of the Acceptable Use Policy and will abide by it. If you agree that you have been notified where the Acceptable Use Policy is located and that you will adhere to the policy, select the <i>I Acknowledge</i> button to have your response recorded.

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Acceptable Use Policy, Continued

7.1
()

Screen Title	Summary
Screen Type	Presentation
Summary	Restate the learning objectives
Image	Screenshots
Content	<ul style="list-style-type: none"> • Fulfill your role and responsibilities related to information security • Classify and handle information properly • Protect yourself and OfficeMax by properly handling email communications • Adhere to company policies regarding the downloading of data from the Internet • Recognize the importance of password security • Report security issues to the appropriate parties
Audio	<p>Thank you for your participation! Now that you have taken this course and agreed to comply with the Acceptable Use Policy, you should be able to</p> <ul style="list-style-type: none"> • fulfill your role and responsibilities related to information security • classify and handle information properly • protect yourself and OfficeMax by properly handling email communications • adhere to company policies regarding the downloading of data from the Internet • recognize the importance of password security, and • report security issues to the appropriate parties.

7.2
()

Screen Title	Final Test Instructions
Screen Type	Presentation
Summary	Provides instructions for properly closing the course in order to receive credit
Image	
Content	
Audio	

7.3
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Screen Title	Final Test
Screen Type	Presentation
Summary	Marks the course complete in SAP
Image	
Content	
Audio	