



**MEMO TO:** Finance, Administration and Communications Committee of the Whole

**FROM:** Malisa Files, Interim Technology and Information Services Director

**DATE:** September 25, 2018

**SUBJECT:** Cybersecurity End-User Awareness Program

**I. PURPOSE** ☐ For Info Only ☐ Potential Agenda Item ☒ Scheduled for Council Action

**II. DEPARTMENT CONTACTS**

Melissa Brady, Information Services Manager

Erik Scairpon, Interim Technology and Information Services Deputy Director

Malisa Files, Interim Technology and Information Services Director

**III. DESCRIPTION/BACKGROUND**

Increasing the City of Redmond's cybersecurity awareness and resiliency is critical to safekeeping the City's vital data and IT resources. As part of our proactive approach, Technology and Information Services (TIS) is working to improve technology security in partnership with **KnowBe4**, a Security Awareness Training organization, to strengthen defenses against malicious cyber-attacks.

This program began in June 2018 with the distribution of a simulated phishing email to internal users of the City of Redmond e-mail system. The exercise revealed that we have additional work to do to improve our cyber threat awareness and skillset.

In October 2018 TIS is providing a mandatory Cybersecurity End-User Awareness Training invite to all users who have access to our computer systems and have City of Redmond email accounts. This email will come from **KnowBe4** and will be sent out on October 2<sup>nd</sup> as part of National Cybersecurity Awareness Month efforts (the Mayor will be issuing a proclamation that same day).

After the initial training TIS will follow up with bi-monthly phishing tests and other voluntary and mandatory cybersecurity training opportunities. These are intended to keep cybersecurity in the thoughts of our end users and create a safer environment for our systems.

**IV. TIME CONSTRAINTS**

TIS is asking for council leadership support through participation in the training on the critical issue of cybersecurity awareness. All users will have a month to complete the training. The system does not require the completion of the training in one sitting.

This training will be a requirement in the future for anyone who has access to our computer systems and gets a City of Redmond email account. We will need your support to get everyone through this training in a timely fashion.

**V. LIST OF ATTACHMENTS**

Attachment A: Cybersecurity End-User Awareness Program (Letter to Staff)