



ATTACHMENT A

Date: 9/11/2018
To: Directors
From: Melissa Brady, TIS Operations Manager
Subject: Cybersecurity End-User Awareness Program

As you know, increasing our organization's cybersecurity awareness is imperative to the safekeeping of our community's resources and the safety of our organization. We have been working to develop a proactive approach to improve technology security here at the City. To that end, I'm pleased to announce that we have partnered with **KnowBe4**, a leading Security Awareness Training organization, to help us improve our defenses against malicious emails that land in our inboxes. This program consists of trainings paired with simulated phishing exercises as well as posters and other training materials.

We began this program back in June 2018 by sending out a blind simulated phishing email. The results are in and we have good news and bad news.

First the **BAD NEWS**: **100** people opened the phishing email **AND** clicked the link to change their password. Fortunately, this was only a test. If this had been a real phishing email, clicking that link could have allowed:

- Unauthorized access to our business systems from stolen credentials
- Installation of Malware and/or Ransomware that could have encrypted our data on our desktops and servers

But wait, there's **GOOD NEWS**: 673 people didn't fall for the phishing email and over 100 people contacted the service desk to report the suspicious email. **GOOD JOB!** 😊 😊 😊

We are now ready to send out a mandatory **Cybersecurity End-User Awareness Training** invite to all individuals who have access to our computer systems and have City of Redmond email accounts (staff, council, volunteers, etc.). The email will come from KnowBe4 and will be sent out on October 2nd as part of Cybersecurity Awareness Month (the council will be issuing the proclamation that same day). Students will have a month to complete the training. The training is engaging and does not need to be completed in one sitting. We will be able to track completion of the course through the KnowBe4 website and will contact managers if the training is not completed in the stated timeframe. 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. We need you to:

- Share this memo with your managers
- Reinforce that the training is mandatory
- Check-in with your managers mid-October and end of October to check progress



After the initial training we will be following 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 make our systems safer.

Stay tuned and thank you for your support,
Melissa

Cybersecurity End-User Awareness Program 2018 Major Tasks

- May –** Cybersecurity Introduction to Director's and City - **Completed**
- June –** Baseline Phishing Campaign - **Completed**
- June –** Baseline Phishing Campaign Results Email to City - **Completed**
- Sept 4th –** Director's Memo: Cybersecurity End-User Awareness Program - **Completed**
- Sept. 19th -** Supervisors and Managers email Introducing the mandatory training
- Sept 24th -** Citywide email introducing the mandatory Cybersecurity End-User Awareness Training
- Oct 2nd -** Cybersecurity Awareness Month Proclamation – October 2nd
- Oct 2nd -** Citywide email Cybersecurity Awareness Month
- Oct 2nd -** Posters in Elevators, Breakrooms and Bathrooms
- Oct 2nd -** Cybersecurity Webpage on Intranet with links to resources
- Oct 2nd -** Cybersecurity webpage on internet with links to resources
- Oct 2nd – 31st -** Mandatory General Cybersecurity End-User Awareness Training
- November –** Report Back to Director's, Manager's and Supervisor's
- Oct, Dec, Feb -** Bi-monthly Phishing Campaign
- Nov, Jan, Mar-** Bi-Monthly Cybersecurity Game/Training - November