


Protecting your Municipality from Human Error

Presented by Joe Howland
Session # 6



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Grand Prize - iPad Mini

All day, every day life



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Overview

Your end-users (employees) may be the biggest target for cyberattacks so end-user education can be your best line in cybersecurity defense.



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Security Breach Statistics

2019 Verizon Data Breach Investigations Report...

- The **Public Sector** was attacked and breached more often than any other vertical
- **95%** of successful attacks started in email

2018 Annual Breach Survey from the Ponemon Institute

- Average cost of data breach for a public sector organization was **\$2.3 million**, averaging \$75 per record.
- Mean time to **identify a breach was 190 days** and the mean time to **contain a breach was 57 days**.



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What is Security Awareness Training?

- Starts with the acknowledgement that employees are the weakest link...but also the first line of defense against attacks
- Provides employees with an understanding that attacks are imminent and ongoing
- Prepares employees for common attacks and threats

Training must be repetitive and on-going. It is not a one-time event.



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Five Generations of Security Awareness Training

1. **Do Nothing:** Rely on tech solutions only.
2. **The Break Room:** PowerPoint or other internally created solutions.
3. **Monthly Security Video:** View monthly security awareness training videos.
4. **Phishing Test:** Select a high-risk group of employees, send them a simulated phishing attack, and train them if they fail.
5. **Human Firewall:** Train all employees online and send frequent phishing attacks.



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What to Look for in a Training Tool

- Drives security awareness by exposing them to **real-life scenarios**
- Simulated phishing attacks – teaches employees to **think instead of act**
- Users become **click cautious** instead of **click curious**



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Training Tools

- Webroot
- Curricula
- ID Agent
- **KnowBe4 – industry leader that is affordable with a proven program that works.**

Figure 1. Magic Quadrant for Security Awareness Computer-Based Training



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The KnowBe4 Security Awareness Program WORKS

- Baseline Testing**
Provides baseline testing to assess the Phish-prone™ percentage of users through a free simulated phishing attack.
- Train Your Users**
World's largest library of security awareness training content; automated training campaigns with scheduled reminder emails.
- Phish Your Users**
Best-in-class, fully automated simulated phishing attacks.
- See the Results**
Robust reporting, showing stats and graphs for both training and phishing.



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Thank You!
Stop by our booth to learn more.

Joe Howland
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Friday
2:45 p.m. - Protecting Your Municipality from Human Error
3:15 p.m. - Safekeeping Data: Beyond Password Protection

Saturday
9:45 a.m. - Crafting a Social Media Policy
11:45 a.m. - Streamlining Business License Applications
1:10 p.m. - Text Messaging Archiving Basics

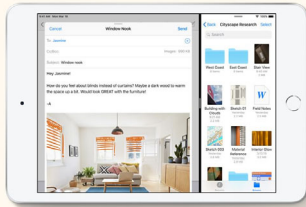


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Less time at a podium



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