

Security Awareness Training

A low cost approach to user enlightenment

BATTLE CREEK

Michigan

Security?

That's IT's problem.

...

right?

Security is *Everyone's* Responsibility.

- End users are the *front line*
- Spam/Malicious Emails
 - Phishing
 - Spear Phishing
 - Ransomware
- Social Media Threats
- Social Engineering



The Threats are Real and Local.

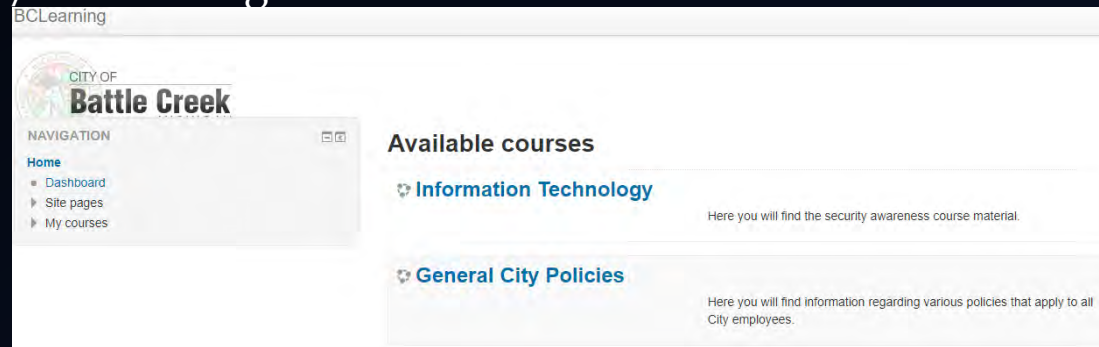
- Think that Michigan municipalities are too small to be targeted? Think again. Some real life, local examples:
 - April, 2016
 - Municipal public utilities, southern Michigan, email ransomware - \$2m loss
 - January, 2017
 - County government, southern Michigan, social engineering - \$235k loss
 - May, 2017
 - County government, southern Michigan, email malware - \$2m loss

What Can *You* Do?

- Ongoing end user training and an overall security awareness program are the keys to success.
 - Own organizational security *as an organization*
 - Top-down/Bottom-up approach
 - Emphatic, vocal support from the executive team
 - Educate users at every level of the hierarchy regularly
 - Make security a regular topic of discussion
 - Incentivize success
 - Retrain failure

Battle Creek's Approach

- Ongoing security awareness training
 - Moodle LMS – open source and completely free
 - <https://moodle.org>



- City-branded, custom content
- Allows for assessments and signoffs

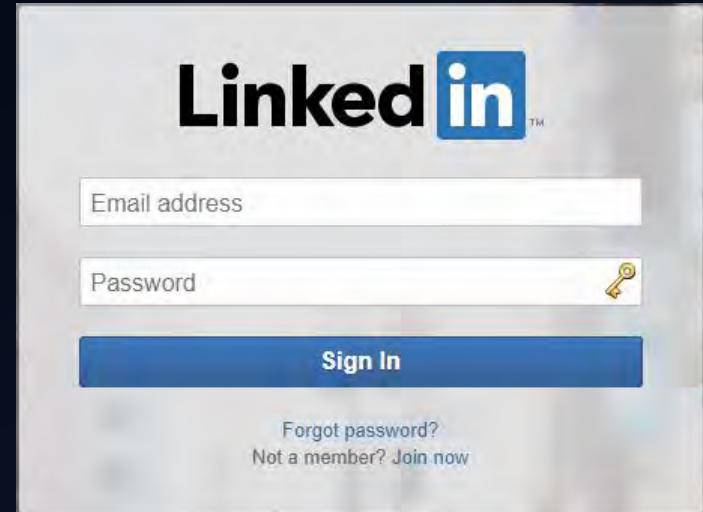
Battle Creek's Approach

- Keep security at the forefront
 - Daily threat counter on the desktop
 - Desktop Info
 - <http://www.glenn.delahoy.com/software/>

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As of
3/1/2018
this org has gone
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281
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day(s) without virus infection.
Current Record: 299 days
Method of last infection: Infected USB Camera
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Battle Creek's Approach

- Test the results
 - In-house spearphishing campaign
 - <https://getgophish.com/>
 - 425 emails sent
 - 91.8% success!
 - 355 people did nothing
 - 35 people notified IT
 - 8.2% failure.
 - 35 people clicked the malicious link
 - 7 entered their LinkedIn credentials
 - 2 did so repeatedly across multiple days



Conclusion

"Cyberspace is not a target in itself. It's a medium. And that medium connects, in every direction, to the machinery of civilization itself."

- Oleksii Yasinsky