

Fresno Regional Workforce Development Board

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Information Bulletin

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Date Released: September 8, 2017

To: All Fresno Regional Workforce Development Board Providers of Services

From: Blake Konczal, Executive Director

Effective Date: September 8, 2017

Subject: E-mail Security Awareness Training

Applicable Program: Service Providers & Partners using workforce-connection.com e-mail

Revision History: Initial Release

This Information Bulletin (IB) communicates direction regarding the implementation of KnowBe4 Security Awareness Training (KnowBe4) for all workforce-connection e-mail users to raise awareness of e-mail security.

Background

The use of e-mail communication to reach into organizations for malicious purposes has consistently increased since the inception of e-mail. The level of disruption and severity of malicious e-mails has especially increased over the last few years. Most, if not all, e-mail users have been exposed to unwanted e-mail that can be as benign as spam from a company from whom a product was recently purchased to outlandish requests to help someone obtain millions of dollars in lottery winnings.

Spam is one type of unwanted e-mail and in many cases is not malicious. Spam can be annoying and in many cases offensive. Another type of unwanted e-mail practice is called Phishing. Phishing is more malicious in that e-mails may contain an attachment with imbedded malware (software that may contain viruses) or it may attempt to manipulate the reader into clicking on a link in the message that may also contain malware or attempt to obtain security information. Phishing e-mails are increasing and becoming more destructive.

KnowBe4's primary purpose is to educate users on various types of Phishing e-mails so as to increase the likelihood that users will recognize Phishing e-mails and thus not fall prey to their deceptive practices. The software application has two primary parts:

- 1) Security Awareness Training – this training provides a variety of modules that can be grouped for users to access to learn about Phishing techniques and how to protect the network from potential malicious software.
- 2) Phishing tests - this provides the capability for IT staff to create test campaigns to reinforce the concepts taught in the training.

Requirements

All Service Providers & Partners who use workforce-connection.com e-mail must provide a reasonable amount of office time to allow staff and management to take the online training. Staff may take the training at their own speed, but, each training campaign will have an expiration date and staff must complete the training prior to expiration of the campaign.

The Phishing tests and the Security Awareness Training are ongoing exercises to keep staff aware of the latest Phishing attempts and to enhance and maintain the necessary knowledge to recognize Phishing attempts. This knowledge will benefit each of our organizations as well as staff personally as this knowledge can be applied to all e-mail exchanges.

The results of campaigns will be discussed with Service Provider management to ensure users are participating as directed.

Each training campaign will be communicated directly to Service Provider management and staff via e-mail.

This IB serves as the direction to Service Provider management to ensure their staff participates in the training campaigns.