

**TO: ALL COUNTY PERSONNEL**

**FROM: VERDENIA C. BAKER  
COUNTY ADMINISTRATOR**

**PREPARED BY: INFORMATION SYSTEMS SERVICES DEPARTMENT (ISS)**

**SUBJECT: INFORMATION TECHNOLOGY (IT) SECURITY AWARENESS  
TRAINING FOR EMPLOYEES AND OFFICIALS**

**PPM #: CW-P-085**

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**ISSUE DATE**  
March 8, 2018  
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**EFFECTIVE DATE**  
March 8, 2018  
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**PURPOSE:**

To establish a IT security awareness training requirement for all county employees and all Officials as defined below who access email, the internet or business applications from the county's enterprise network.

**UPDATES:**

Future updates to this PPM are the responsibility of the ISS Chief Information Security Officer, under the authority of the Chief Information Officer of ISS.

**AUTHORITY:**

PPM # CW-O-059 – Information Technology Security Policies, as may be amended

**DEFINITIONS:**

***Enterprise Network:*** includes both the physical (wired) network and the wireless network managed by ISS or by any county agency managing physical access to the internet.

***Employee:*** a person defined under F.S. 447.203, Fair Labor Standards Act. 29 U.S.C.A. 203, who performs services for and is under the control and direction of the Board of County Commissioners (BCC) for wages or other remuneration.

***ISS Managed Departments:*** departments that utilize ISS services for user administration, email, business application development and support, desktop support, and various other IT-related services.

***Self-Managed Departments:*** departments that provide their own support for desktops, printers,

servers, and department-specific business applications.

**Officials:** members of the BCC, and members appointed by the BCC who will access email or the internet from the county's enterprise network.

**Phishing:** a process where people receive an email, instant messages or some other messaging service that looks to have come from a known contact or a reputable organization when in fact it is from a cybercriminal. These types of attacks have no specific targets sending out emails or messages in mass hoping someone responds back with personal information or that they click on a link or attachment within the email that installs malware on their computer.

**Simulated Phishing Campaigns:** controlled tests of an employee's IT security awareness by sending a simulated phishing email to select employees and monitoring their actions to determine whether they have fallen victim to the simulated phishing attack, whereupon feedback will be provided to the employee for their awareness and training.

## **BACKGROUND:**

Palm Beach County relies heavily upon computer based automation with most employees accessing email, the internet, and a multitude of business applications on a daily basis. Cyber criminals are aware of this and are increasingly targeting governmental organizations that do not have the resources to provide adequate IT security awareness training, or to implement effective perimeter defenses. Studies show the weakest link in cyber defenses are the employees themselves. Therefore it is essential that all Officials and county employees have sufficient training to recognize cyber-attacks and understand best practices for IT security.

## **POLICY:**

All Officials and county employees whose job description requires access to email, the internet, or enterprise business applications must be aware of their responsibility for protecting county assets by maintaining IT security awareness at all times while on the county's enterprise network.

All new Officials and newly hired county employees who will be granted access to the enterprise network will be scheduled for a series of mandatory IT security awareness training courses offered by ISS within 30 days of their hire date. ISS will monitor those scheduled for mandatory training to ensure adherence to this PPM.

## **PROCEDURES:**

### **Training**

ISS will maintain a software subscription from a third party that provides a Learning Management System (LMS) for IT security awareness training with a variety of course selections, along with reinforcement training for continuous improvement. The subscription will also support simulated phishing campaigns to measure training effectiveness.

All current Officials and county employees who have access to the enterprise network will be scheduled for the same series of training as identified for new employees. This training will be optional and taken upon supervisor approval. Department directors have the option to deem select staff or their entire department be scheduled for mandatory training.

Additional IT security awareness training will be scheduled periodically for all enterprise network users as a means of reinforcing the importance of remaining vigilant when reading email and accessing the internet. This training will be optional and taken upon supervisor approval.

#### Phishing Campaign


ISS will conduct simulated phishing campaigns to identify staff who fail to recognize emails containing malicious content. ISS will contact the employee's immediate supervisor to inform them when they have fallen victim twice and let them know the employee will be assigned additional mandatory training.

#### ISS Managed Departments

1. ISS will setup all existing employees in the LMS and develop a process for adding new employees and removing terminated employees.
2. ISS will contact each department director to confirm which existing employees, if any, should be scheduled for mandatory IT security awareness training.
3. A series of IT security awareness courses will be scheduled as either mandatory or optional for all Officials and county employees based on the input from the department directors.
4. Random simulated phishing campaigns will be scheduled once training is complete to measure training effectiveness and for continual reinforcement. Those who fall victim twice will be scheduled for further mandatory training.
5. Additional optional training will be scheduled periodically for continual reinforcement, or to highlight a current threat that may be occurring around the world.
6. A specialized training curriculum can be designed for employees whose job functions require handling of HIPAA information and/or for those who process credit cards.

#### Self-Managed Departments

ISS will provide administrative access to the LMS for self-managed agencies who choose to schedule and manage training on their own.

  
**VERDENIA C. BAKER**  
**COUNTY ADMINISTRATOR**