



Kewa Pueblo Health Corporation

Improve Organizational Awareness Concerning Phishing Emails

Team Members: Sherry Street



Description

- Improve staffs ability to discern phishing emails and spot dangerous links. Increase awareness of the importance of reporting phishing emails. Staff knowledge will ultimately enhance our ability to protect the KPHC network and infrastructure.

IT Department Phishing Games

- All staff will be involved in a 6-month contest using a Hunger Games model. Departments will be grouped into "districts" and scored based on each phishing email sent out. As an incentive, the winning district will be given 8 hours PTO.

AIM

Measure:
KnowB4 Software
will track data.

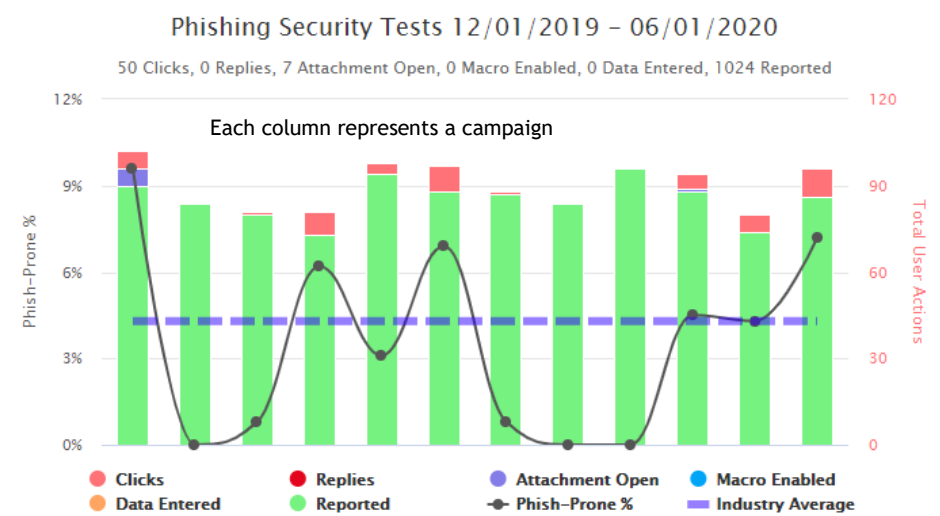
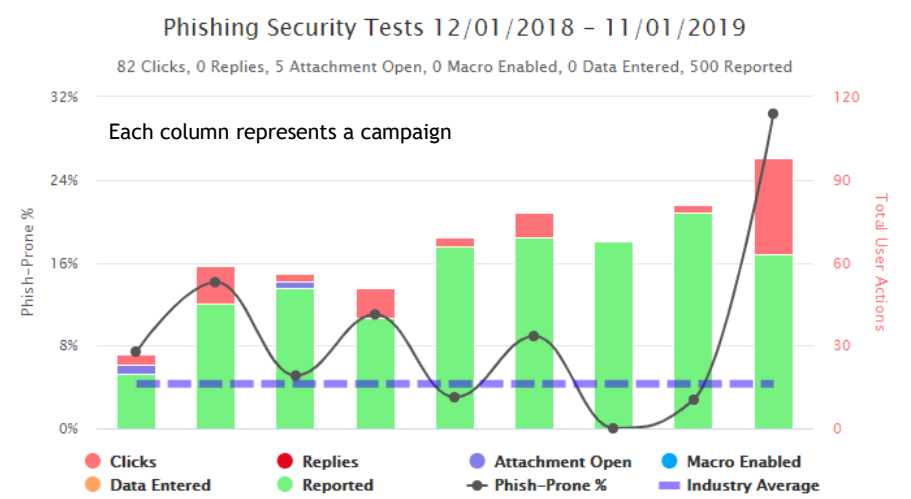
Date:
12-1-19 through 6-1-20

Baseline:
Phish-Prone Rate
2019 = 8.4%

Target:
Phish-Prone 2.0%

AIM STATEMENT: To improve staff knowledge of how to spot a phishing email.

Results



Actions Taken

Collaboration

Engagement

Small Test of Change

Lessons Learned

- The 8 hours PTO was a great motivator.
- District competition was healthy.
- People were more invested in learning
- Some variation of the competition needs to continue.

Conclusions

While we missed our ultimate goal of 2.0% with a result of 3.0%, ALL phishing emails in this contest were of a Level 4 or 5 which is the most difficult. Overall, I this project was a great success.

- Most staff were fully engaged in the contest and as a byproduct, they became much more successful at recognizing phishing emails.