

## LGFCU Excellence in Innovation Award Project Evaluation

<b>Project ID</b>	PIP-10
<b>Title of Program</b>	Cyber Security Awareness
<b>Program Category</b>	Public Information and Participation
<b>Submission Date</b>	6/23/2016 4:03:45 PM
<b>County</b>	Durham
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<b>County Manager</b>	Wendell Davis
<b>Supervisor</b>	Les Hamashima
<b>Implementation Date</b>	11/10/2015
<b>FLSA Designation</b>	Both (if applicable to a team)
<b>Project Team Members</b>	Les Hamashima: Assistant Director of Information Technology Ivan Silis: IT Project Manager Chasity Locke: IT Project Manager

### Description of Productivity Improvement

In today's digital society, there is a growing need for security awareness within the business market. On a monthly average Durham County receives close to 200,000 emails in our system and an estimated 10% of them are filtered out as spam. As a result of these statistics, Durham County Government has placed extreme emphasis on making sure all employees are educated on ways to stay safe and secure while working with technology. In October 2015, Durham County Government established the first ever cyber security awareness campaign to support National Cyber Security Month. This campaign consisted of an external and an internal event.

The internal event included cyber security marketing, daily tips on how to stay safe and four mandatory cyber security training days for all employees; which was hosted by a cyber security expert at New Horizons learning center. It focused on key areas such as phishing, malware, hacking and physical/mobile security. The external event was a free cyber security seminar offered to the community with target audience of small businesses, non-profits and generally anyone interested in staying safe online. It was titled "Everyone's A Target: How Cyber Criminals Are Targeting You and How To Stop Them" featuring the Chief Security Officer at Lenovo as the keynote speaker. The event was hosted through Eventbrite and consisted of educating users how modern cyber-crime works and steps you can take to protect yourself in the future.

As a result of our cyber security campaign we were able to successfully train 1200 employees on the effectiveness of practicing good cyber security tips while at the work place. A special cyber security

video presentation was recorded by our CIO and posted on our intranet for viewing by all those employees who were unable to attend the classroom training. The external event was well received by the community with an attendance of approximately 100 citizens from nonprofits, small business, private and public sector. At the conclusion of our cyber security campaign, Durham County Government was recognized as a National Cyber Security Awareness Month Champion which represents our dedication to promoting a safer, more secure and trusted internet.

#### **Description of why this project was initiated**

On a monthly average Durham County receives close to 200,000 emails in our system and an estimated 10% of them are filtered out as spam. In recent months, cyber security threats have increased in volume and sophistication targeting US government agencies and retailers. Statistically, cyber-crime costs the global economy over \$400 billion per year. In light of this information and the staggering statistics, Durham County Government's IS&T department decided to establish the very first cyber security awareness campaign. The mission of the campaign is to ensure that all employees are practicing safe online habits that will allow them to stay safe and more secure.

#### **Quantifiable results (sustainability, cost savings, cost avoidance and/or a higher level of service).**

#### **Indication of what resources were used and what was done with any accrued time savings**

Within our internal event we were able to successfully train 1200 employees on the effectiveness of practicing good cyber security tips while at the work place. A special video presentation was recorded by our CIO and posted on our intranet for viewing by all those employees who were unable to attend the classroom training. The external event was well received by the community with an attendance of 100 citizens from nonprofits, small business, private and public sector. As a result, we were recognized as a National Cyber Security Awareness Month Champion which represents our dedication to promoting a safer, more secure and trusted internet.

#### **Other descriptive information**

The key participants in making this project a success include Lenovo, New Horizons Learning Center and Durham County Government IS&T department.