



City of Waukesha
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Committee: Information Technology Board	Date:
Common Council Item Number: #25-00534	Date: 2025-04-02
Submitted By: Chris Pofahl	City Administrator Approval: Rebecca Pederson
Finance Department Review: Joseph P. Ciarro	City Attorney's Office Review: Brian Running
Subject: Review and act on the Security Awareness Training Policy	

Details:

The actions of employees, contractors, and other users play a critical part in the success or failure of an organization's security program. It is sometimes easier for an attacker to entice a user to click a link or open an email attachment to install malware in order to get into an enterprise, than to find a network exploit to do it directly. Users themselves, both intentionally and unintentionally, can cause incidents as a result of mishandling sensitive data, sending an email with sensitive data to the wrong recipient, losing a portable end-user device, using weak passwords, or using the same password they use on public sites. No security program can effectively address cyber risk without a means to address this fundamental human vulnerability.

It is important for an enterprise to develop a robust security awareness training program. An effective security awareness training program should not just be a canned, once-a-year training video coupled with regular phishing testing. While annual training is needed, there should also be more frequent, topical messages and notifications about security. This might include messages about: strong password-use that coincides with a media report of password dump, the rise of phishing during tax time, or increased awareness of malicious package delivery emails during the holidays.

The City IT department has been providing security awareness training to all users since 2017. There has not been an official policy in place to support this cybersecurity best practice, which is now required to obtain cybersecurity insurance, and also to comply with many regulatory requirements.

Options & Alternatives:

N/A

Financial Remarks:

N/A

Executive Recommendation:

Approve the Security Awareness Training Policy