## WHY WE PHISH
(And Why We Train)

According to the firm Lookout, the highest rate of mobile phishing in history was observed in 2022, with half of the cell phone owners worldwide exposed to a phishing attack every quarter. The Lookout report was based on data analytics from over 210 million devices.

According to the results of Terranova Security's 2022 Gone Phishing Tournament, 7% of all employees are likely to click on phishing email links. **I am pleased to report that Delaware's network users' click rate on phishing tests in 2022 was 5.6%.** Although our click rate is lower than the average, it only takes one wrong click on a malicious email to impact the state's computing environment.

Our employees are the first line of defense in protecting our network, and in turn, all Delawareans' data. The purpose of our phishing exercises is not to trick employees. It is to help you to understand what phishing emails look like and to become more confident in your ability to spot the tell-tale signs.

For those who accidentally click on a link in a phishing test, we offer immediate follow-up training. Delaware network users have responded well to the training. During 2022, of the 2,566 employees who clicked on the suspect link one time, 2,355 completed the training. The number of employees who clicked twice decreased dramatically to only 351 individuals. Of this group, 320 participated in the remedial training.

## CYBERSECURITY TRAINING WHEREVER AND WHENEVER YOU WANT IT

Have you ever put off or forgotten about monthly cybersecurity training because of your daily workload? Do you have your smartphone with you at all times? Do you sometimes wait for a doctor's appointment or a school bus? Well now you can watch your cybersecurity training on your phone while you wait!

Anyone issued a State or K12 email address is assigned annual cybersecurity training as part of the Enterprise Services Standard policy. Previously employees could only view the training videos on a computer, but now, the Department of Technology and Information (DTI) is providing an opportunity for employees to view these trainings on any mobile device.

**Directions for Taking Your Training Mobile**

1) From a computer, log into your ID.Delaware.gov account and access the Cybersecurity Training through the tile on your dashboard.

2) Click on your name at the top, right-hand corner and choose KnowBe4 Learner App. (*Note: Any Cybersecurity Training Admins or Information Security Officers will need to select My Training under their name before they will have the option to choose KnowBe4 Learner App.)

3) Follow the steps and you can choose to use the QR code generated specifically for you, or you can choose the link option that will prompt you to download the app to your chosen mobile device.

4) Once the app is downloaded on the device go back to your computer and follow the next step to link your training to your device. You will again have the choice of an individually created QR code or a link.

5) Finally, decide if you want to receive notifications and then you're all set up!

Not only is the annual cybersecurity training now available to view on your devices, but so is the quirky, fun-filled monthly cyber video series. For those who need additional help when it comes to identifying Phish emails, remedial Phishing training will also be available on the mobile app.

So, the next time you're waiting for an appointment or picking your kids up from practice, remember you can complete your cybersecurity training on the go!

Thanks to our network users' participation, we've made great strides in our cyber awareness and training. Our goal is to remain diligent and offer continuing educational opportunities for our workforce.

Solomon Adote
Chief Information Officer

If you have additional questions or need assistance, please email eSecurity@delaware.gov.

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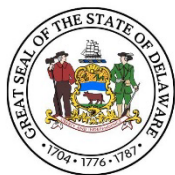
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