



Phish Alert Button Implemented

On **Monday, August 20, 2018**, the Phish Alert Button was implemented across the district. The Phish Alert Button is shown in all emails and provides all employees a means to report phishing emails. This week our team refined the process for addressing phishing reports.

THE 3 TYPES OF PHISHING EMAILS

CLONE PHISHING

CLONE PHISHING IS WHERE A LEGITIMATE, AND PREVIOUSLY DELIVERED, BIT OF ONLINE CORRESPONDENCE IS USED TO CREATE AN ALMOST IDENTICAL OR "CLONE" EMAIL.

SPEAR PHISHING

SPEAR PHISHING IS A PHISHING ATTEMPT DIRECTED AT A PARTICULAR INDIVIDUAL OR COMPANY.

WHALING

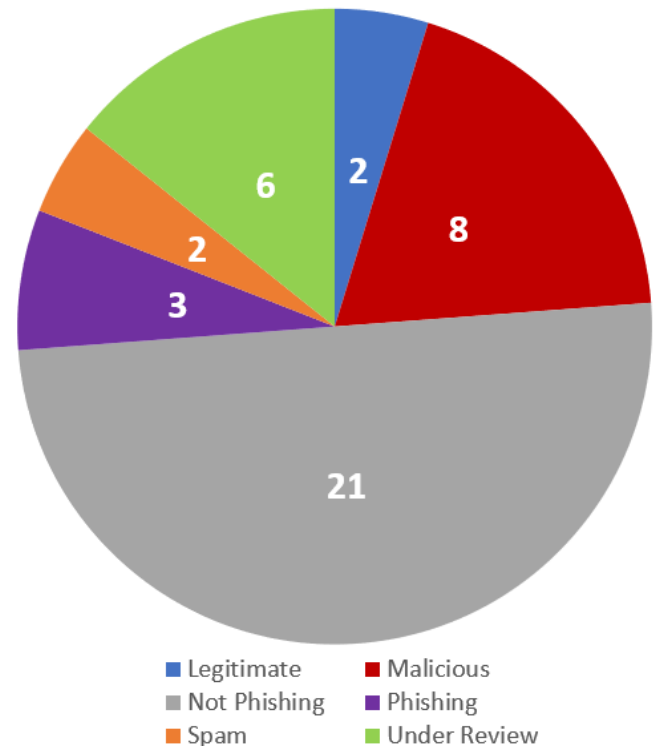
WHALING IS A PHISHING ATTEMPT DIRECTED SPECIFICALLY AT A SENIOR EXECUTIVE OR ANOTHER HIGH-PROFILE TARGET WITHIN A BUSINESS.

Phish Alert

- Customer receives a "phishing" email.
- Customer realizes the email is fraudulent and clicks the Phish Alert Button in the email.
- Email is removed from the customer's inbox and forwarded to the Cybersecurity team to review through the iSupport system.
- Cybersecurity team reviews and forwards to the appropriate teams to address.
- Customer receives a response through the iSupport system to ensure all steps in the process are addressed and followed.

The Phish Alert Button makes it possible for customers to easily report emails that could pose a risk for the district. 42 emails were reported as possible phishing issues this week. Of those, 83% were addressed and closed within the first week. Our Cybersecurity team is working diligently to address these issues quickly.

Week One Results



Performance Excellence

Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services

August 24, 2018



Nutrition Services Presentations

On **Monday, August 20, 2018**, **Eric Pina** presented to the district's 1,300 member Nutrition Services Team. Technology Services was asked to present the process to log securely to the district's network system. Once the team arrived they were also asked to present the best method to connect to their email account. **Eric Pina** and **James Costello** worked through the directions and provided a great presentation that explained the steps in an effective manner. Eric did a great job presenting to the large audience. During the week multiple Nutrition Services teams visited the Customer Care Center to complete their account setup.



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Posted by Jennifer Miller, Director of Performance Excellence and Cybersecurity Services

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DII KPI Discussion and Review

On **Tuesday, August 21, 2018**, Jennifer Miller and Larry Barrios met to discuss the Key Performance Indicators (KPI) to be reviewed throughout the 2018-19 school year. Larry and Jennifer reviewed the items that the DII team currently measures and monitors. Currently, the DII team uses metrics received from the Ivanti system to review the successful implementation of systems. DII will be reviewing the uptime percentage of the Ivanti servers, the number of computers imaged daily along with a yearly comparison, and the number of devices patched with critical updates. Continuing to review the current setups and systems in place ensures that the system is kept up to date and running efficiently. An excel workbook was established to enable the DII team to record, track, and report their results. Larry and Jennifer will continue to review these results.



The purpose of the Device Imaging and Integration team is to design, image, and integrate all network application software on end-user devices including desktops, laptops, tablets, eReaders, and all other mobile devices that run on and connect to the district's network.



Customer Care Center Transformations

On **Thursday, August 23, 2018**, **Scottie Stevens and Jennifer Miller** met with **Frankie Jackson** for the first CCC T4 meeting of the 18-19 school year. The team reviewed the Performance Excellence reports and reporting structure. This year, Scottie will work to ensure that there are multiple support levels to generate the reports for the district. The team reviewed the capability and capacity of the team. Zuhura Gober will help support visitors to the counter on Tuesday and Thursdays between 11:00am and 1:00pm. This will be a new initiative as we strive to categorize the support provided throughout the day.

This is the first year that Substitute support has been utilized long term at the Customer Care Center. The success of this initiative has allowed our team to review and identify additional ways these additional resources can make the biggest impact on the team.



The team also reviewed the process of reviewing Tier 3 service requests. Currently Jennifer and Scottie share this responsibilities. We are currently looking at additional measures to communicate with departmental assignees regarding their overdue requests. This is the first year that we have categorized requests this early in the school year. It is believed that will early categorization and review, we will be able to make a positive impact for our customers.

The team also reviewed the daily coverage and worked to find ways to highlight the service provided to all. The Customer Care Center role is very critical to the success of our team, department, and district. It is crucial that the appropriate staff and number of staff be provided to allow for excellent support.

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Performance Excellence Weekly Reflection



This was a great week as our team worked to meet all of the requests to prepare for the first day of the 2018-19 school year. All technology teams continued communicating to ensure that all were aware of the needs of the staff. From implementing the Phish Alert Button for increased security to setting up classrooms and then implementing the new my.cfid.net through Classlink, our team made monumental strides to make this the best year yet!!

- Jennifer Miller