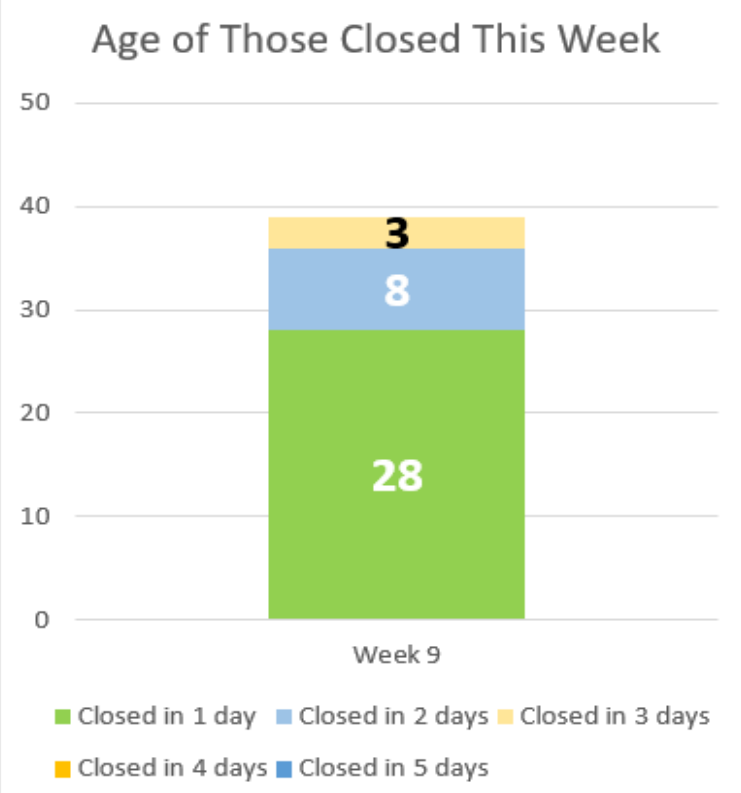
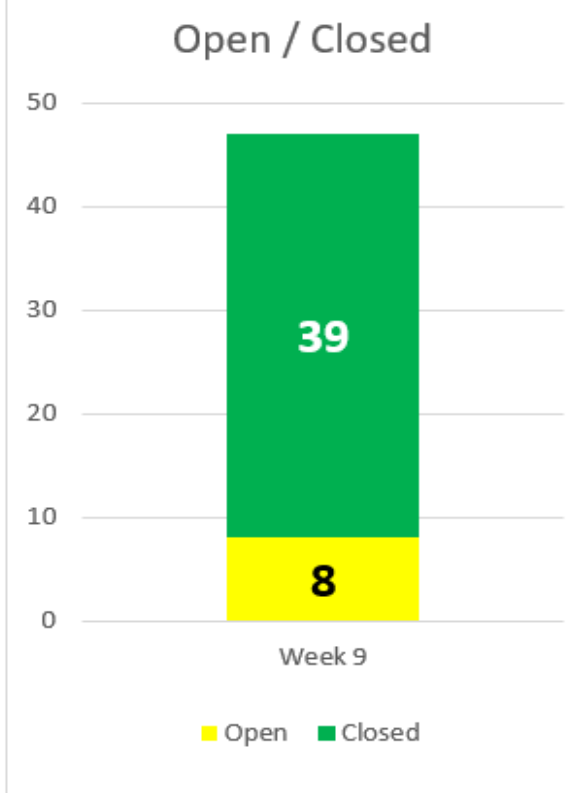
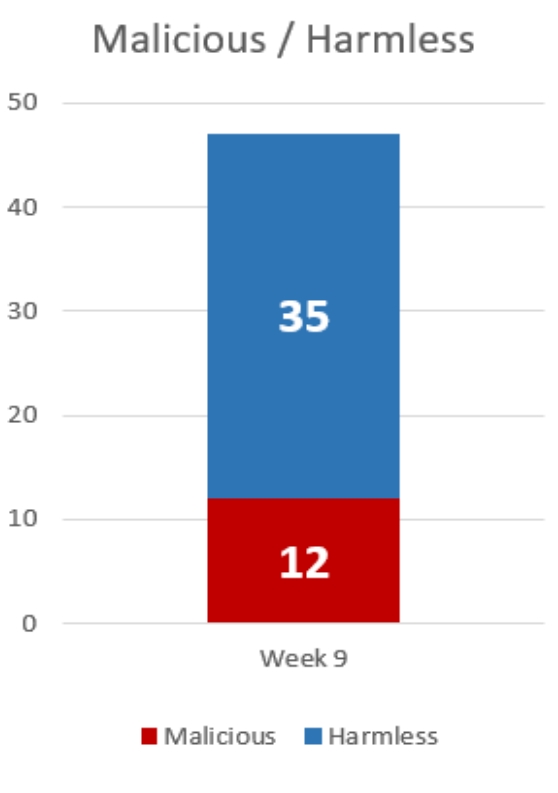




# Phish Alert Button Review

Phish Alert

This week, 47 messages were forwarded through the PhishAlert button in Outlook. These messages were forwarded for review and removed from the customer's mailbox immediately. James Costello and Eric Pina continued to review these email messages and analyze the threat they posed to the district's network system. A weekly breakdown of the information will be reviewed. This week **74%** of the reports were found to be harmless emails. **83%** of the issues were closed within the week and **60%** were closed within 1 day. Our team is working to review these issues quickly and efficiently.





# Cybersecurity Transformation Meeting

On **Wednesday, August 29, 2018**, **James Costello, Eric Pina, and Jennifer Miller** met with **Frankie Jackson** in their first T4 meeting of the 18-19 school year. James Costello created the agenda that reviewed and identified the focus of the team. Key points of the meeting include the following:

- Beginning Monday, September 10, 2018 James Costello will lead a departmental Cybersecurity Meeting with the Leadership Team. James will lead the Cybersecurity program and project management in the department.
- Currently, the Trusted Learning Environment Application is at a 72% completion rate. The team will be working with Joel Weckerly to place the Cybersecurity information prominently on the district and school websites.
- The KnowBe4 training schedule has been compiled. Information will be distributed to training participants regarding the secure method to access the training.
- The team has continued to review the accounts identified by SpyCloud as being exposed on the dark web 486 customers have been contacted regarding their information.
- James Costello received information from the Department of Homeland Security regarding their recent review and will begin meeting with each team lead.
- The team is completing procedures to make available to all leadership.

**James, Eric, and Jennifer** will continue working to address the needs discussed and shared.



## Performance Excellence

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

August 31, 2018



# Performance Excellence Weekly Reflection



This was a great week to welcome our 116,000+ students back to school. This year our team will provide service in a way that assures teachers and students that their instructional needs are our top priorities. We are looking to decrease the average age of our instructional service requests by  $\frac{1}{2}$  of a day this year. I know we can!!

- Jennifer Miller