Exceptional service in the national interest

Sandia National Laboratories

Sandia Phishing Awareness and Training

U.S. DEPARTMENT OF ENERGY

National Nuclear Security Administration

Phishing

Agenda

Overview / History

- Dale exercise/example / Balloon First Quarter
- Current Trends in Click Rate / Little Changed
- Future Plans

Current Practice / Questions?

- At least on exercise/month
- Noticeable improvements in click rate and reporting rate
- More standardized process
  - 3 hint minimum
  - Coordination with SMEs and Cyber Managers

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Balloon Fiesta Example

PHISHME

Dashboard | Scenarios | Announcements | Recipients | Reporting and Analytics | Reporter   Support

Scenario Report

SAMPLE PHISHING RESULTS

Download Full CSV ▾

| Summary | Responses | User Agents | Networks and Maps | Enhanced Analytics | Plugins | Mail Status |

#### 1,567 of 12,480 Users Found Susceptible to Phishing

Unique Recipients: 12,481
Emails Delivered: 12,480   (1 Email bounced)
Clicked Link: 1,567
Started: Wed September 17, 2014 at 08:00 AM
Ended: Wed September 24, 2014 at 08:00 AM
Duration: 7 days

Geographical Map

Response Breakdown

12.56%
87.44%

■ Clicked Link
■ No Response
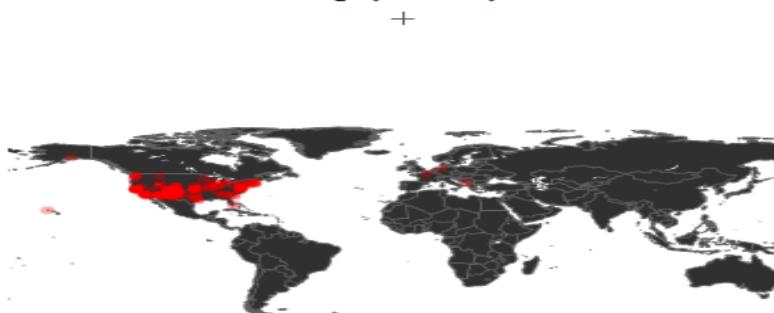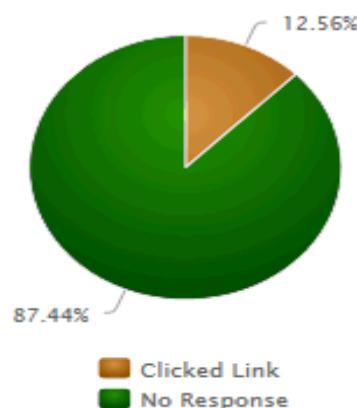
Time Spent on Education
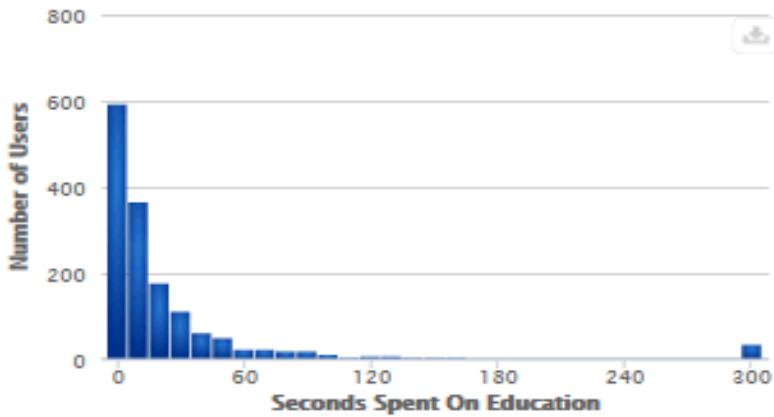
Additional Exercise Information
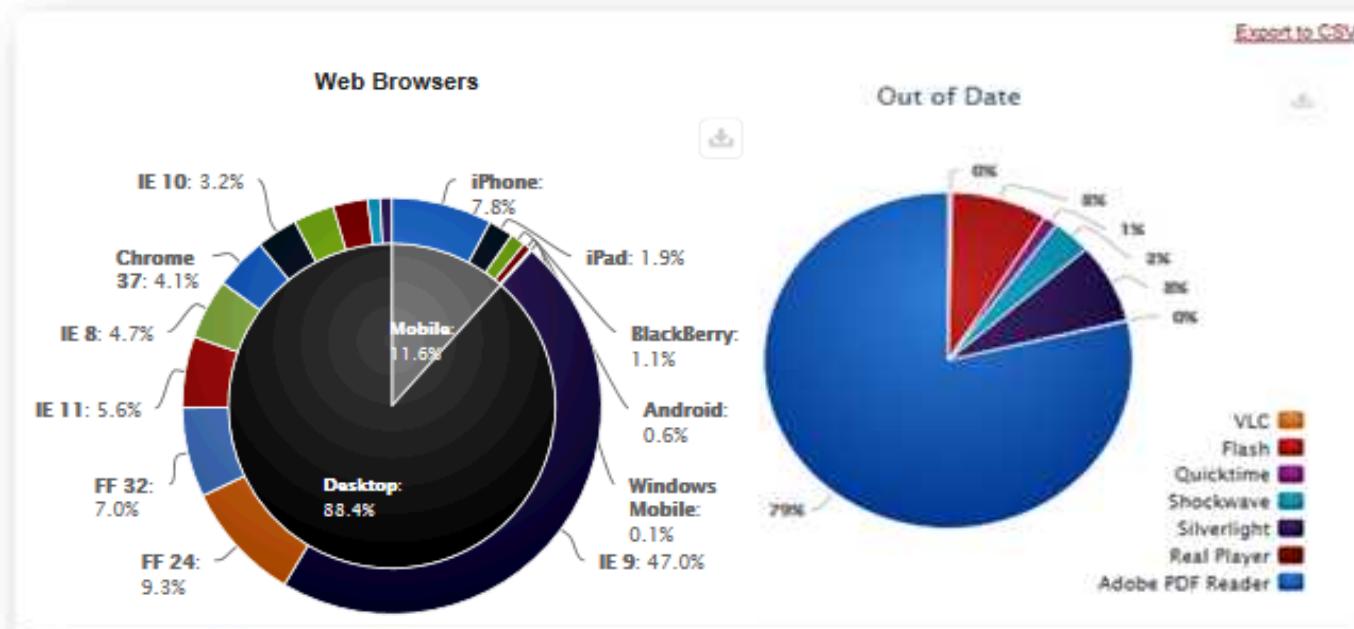
Future Plans

Phishing Component

- Validate Difficulty of Phish
- Determine Types of Phish that MOWs are most susceptible to
- Different Phish for Different MOWs

Training Component

- Evaluate Most Effective Training Techniques
- Incorporate Phishing Awareness into specific events (New Hire sessions)
- Make Reporting Phish Easier for MOWs

Questions?