

Exceptional service in the national interest



Sandia Phishing Awareness and Training



Sandia National Laboratories is a multi-program laboratory managed and operated by Sandia Corporation, a wholly owned subsidiary of Lockheed Martin Corporation, for the U.S. Department of Energy's National Nuclear Security Administration under contract DE-AC04-94AL85000. SAND NO. 2011-XXXXP

Phishing



Agenda

History & Overview

- Balloons Fired as a Example
- Cut the Change in Click Rate
- Future Plans

Current Practice

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

Balloon Fiesta Example

From: Alerts <breaking@alertas-de-viaje.mx>
Subject: Balloon Feista Cancelled

http://noticias.alertas-de-viaje.mx/balloonfiesta/2ccca3/?login_id=cd581c47-289b-43aa-995d-6f798e5b466a&test=1

Albuquerque Balloon Feista Canceled!!

If you think you have spotted a "Phish":

- Don't follow any links or open any attachments in the email
- Forward the email to spam@sandia.gov and delete it



http://fiesta.current-news-alerts.com/2ccca3/?login_id=cd581c47-289b-43aa-995d-6f798e5b466a&test=1

(BBG News)--One of the most popular events of the year, Alburquerque officials stated that the annual Balloon Fiesta will be cancelled. Residents are expressing there outrage, but officials are standing by there decision. Read full story at--><http://t.co/aZq1p>

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](#))

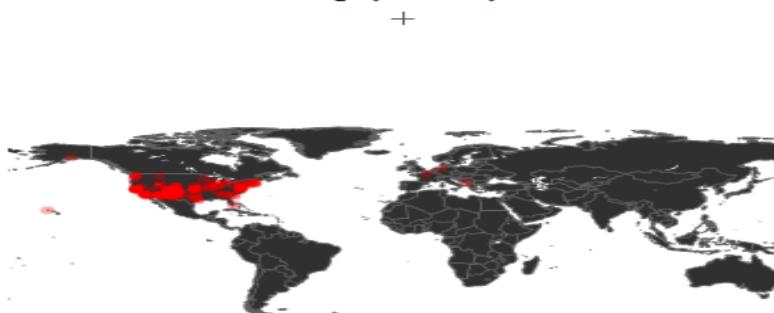
Clicked Link: 1,567

Started: Wed September 17, 2014 at 08:00 AM

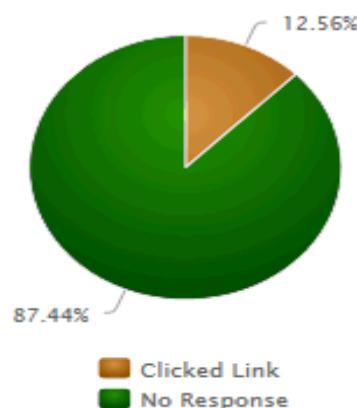
Ended: Wed September 24, 2014 at 08:00 AM

Duration: 7 days

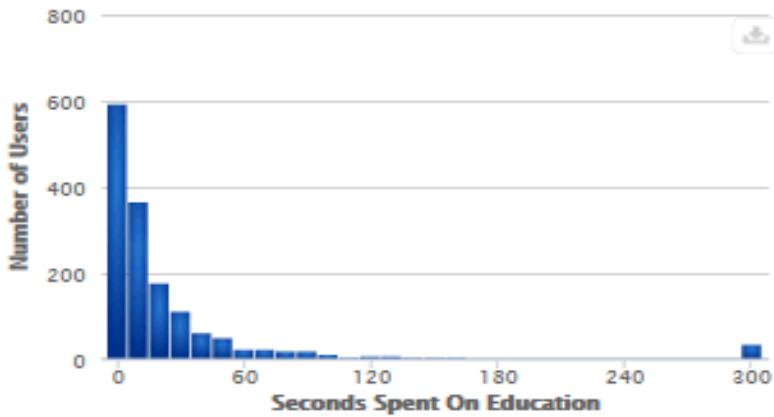
Geographical Map



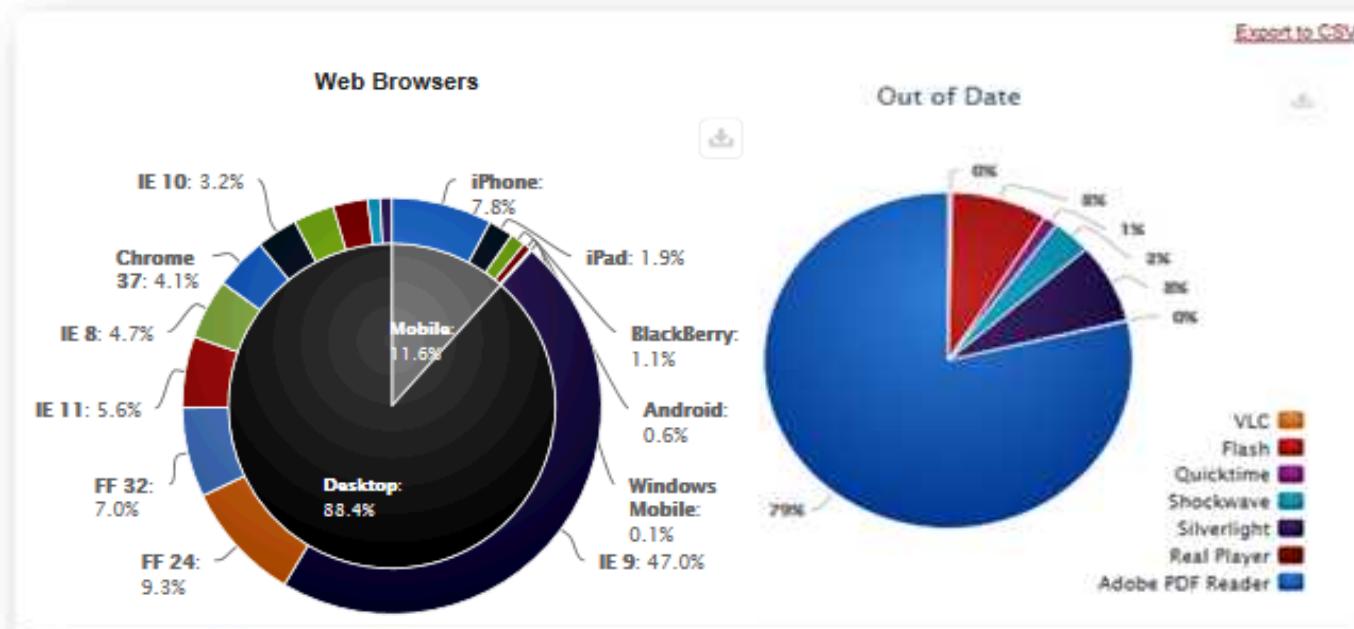
Response Breakdown



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?

WebDonuts.com

