

# PLUMAS COUNTY TECH TIPS

WHAT YOU NEED TO KNOW ABOUT TECHNOLOGY TODAY



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## October is Cybersecurity Awareness Month!

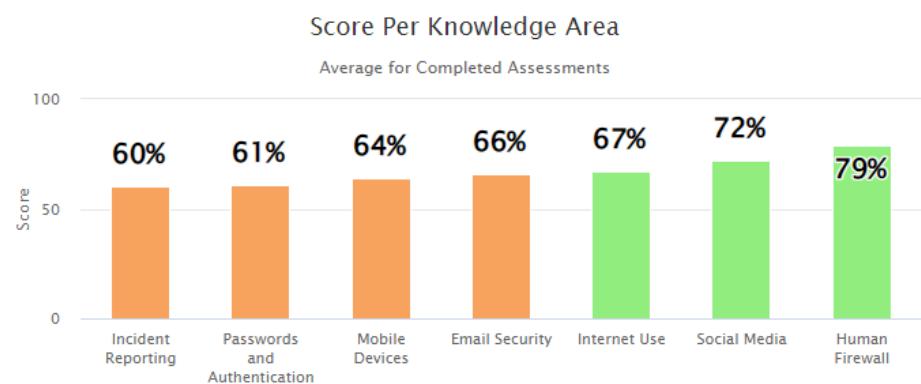
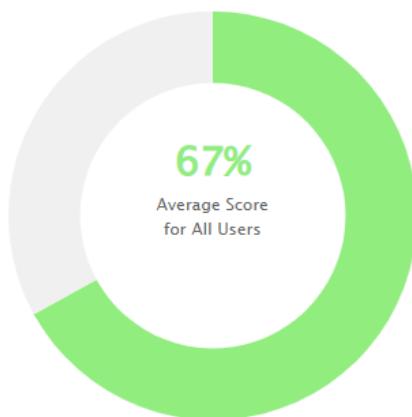
Though threats to cybersecurity may regularly make the news, we know how to guard against them. But we can't do it without your help! That's why we're recognizing Cybersecurity Awareness Month this October by sharing tips to stay secure, both at work and at home. To turn away cyber attacks, a little knowledge teamed with critical thinking skills can go a long way! Stay tuned this next month for interactive training modules, training videos, security documents, awareness tips, and security hits and tips. Each week we'll be sending out a jam-packed email with lots of great information on specific cybersecurity awareness issues. Feel free to go through everything in the email or simply scan it for interesting facts. This is not required training, but simply information for you. If you have any questions, feel free to reach out to Melodie at 6147. Have a cyber-secure October!

# Security Awareness Proficiency Assessment (SAPA) Results

Thank you to everyone who completed the most recent KnowBe4 assessment we sent out. Knowing our organization's strengths and weaknesses is the next step toward robust cybersecurity awareness. The assessment results provide us (IT) with an overview of our organization's cybersecurity strengths and weaknesses. We will use this information to create targeted phishing and training campaigns that fit our users' needs. Using the SAPA results will also help us create more effective and targeted training campaigns that will strengthen our human firewall.

The assessment focused on seven knowledge areas – incident reporting, passwords and authentication, mobile devices, email security, internet use, social media, and the human firewall. As you can see from the results below, incident reporting came in at the lowest score of 60% proficiency. One of our first cybersecurity campaigns in the near future will focus on making sure that our users (you) understand the fundamentals of incident reporting (such as when, why, and how to report incidents) as well as our organization's specific processes and policies. The second lowest area – at 61% proficiency - is passwords and authentication. Our second cybersecurity campaign will focus on training our users on how to create secure passwords and use identity authentication tools as an important part of protecting our organization's data. The third lowest area – at 64% - is mobile devices. After the previous campaigns have finished, we will then focus on training our users on how to recognize potential threats from suspicious text messages, imposter applications, and insecure Wi-Fi connections. The fourth lowest area – at 66% - is email security. Following the completion of the prior campaigns, we will train our users to follow email best practices so that you can all help protect our organization's sensitive data.

The final three areas of focus all came in above the baseline threshold, but that doesn't mean trainings in the future won't focus on internet use, social media, and a human firewall. All future training sessions will come from KnowBe4 so **please don't report emails from KnowBe4**. You'll get multiple reminders to complete the assigned training. We know everyone is busy, but these trainings are designed to be done in increments of 10 minutes or less and are **EXTREMELY** important to keep us all educated about cybersecurity awareness so that we can protect the county and our jobs. As always, if you have any questions or concerns, please reach out to Melodie at [melodiesylvia@countyofplumas.com](mailto:melodiesylvia@countyofplumas.com) or (530) 283-6147.



## Friendly Reminder to Use FreshService for IT Support

Don't forget to use our FreshService Ticketing system. It's not that we don't like emails or phone calls, it just helps us track projects better and helps us not forget about you! Everyone should have a red dot icon on their desktop that will direct them to the ticketing system. You can always bookmark this link as well: <https://plumascountyca.freshservice.com>. Once you have logged on, you should see the "New Ticket" button at the top right corner of your screen. If you have trouble logging in, please contact Melodie. When the ticket page opens your name will automatically be inserted into the "Search a requester" line. Please provide a subject about the reason you are contacting I.T. and leave the status as "Being Processed". You can then choose the urgency, impact, and priority levels. Please make sure to include as much information as possible in the description and include an attachment if you can take a snipping or screenshot of the issue. Again, if you have trouble accessing your Fresh Service account, please email Melodie at [melodiesylvia@countyofplumas.com](mailto:melodiesylvia@countyofplumas.com).

## Another Reminder – Don't forget to Encrypt Important Emails!

Encrypting your email will keep all but the most dedicated hackers from intercepting and reading your private communications. Email encryption involves encrypting, or disguising, the content of email messages to protect potentially sensitive information from being read by anyone other than the intended recipients. So how does it work? All you need to do is include "Encrypt, Encrypted, or Encryption" in the subject line of your email. The message will be sent to the recipient, but the email will have a lock icon when it is received. The recipient will also receive a message at the top of the email when the email is open that says "Encrypt-Only – This message is encrypted. Recipients can't remove encryption." This means that the message is only readable by the recipient. You may be prompted to sign into your Microsoft 365 account if you receive an encrypted email. **Please remember to encrypt any emails with personally identifiable information such as names, date of birth, social security numbers, bank information, etc.!!!**

## Don't forget to lock your computer screen!

If you walk away from your computer and do not lock it or log off, it poses a security risk to you and the county. Someone can use your computer in an unauthorized way even if you are away for a few minutes, such as:

- Send email from your account
- Tamper and delete your files
- Access and download Confidential data



Lock Computer (WIN-L)

The easiest way to prevent unauthorized access to your desktop is to lock it when you are away, because you will not shut down any program or close any files you are working on. All you have to do to get back in is enter your county computer password and you can pick up where you left off.

The easiest way to manually lock your computer is by pushing the windows key + the L key on your keyboard at the same time (see image above). Try it out the next time you walk away from your desk!