MCC Cyber Security Awareness and Education Policy

Executive Summary of Feedback Received from the Policy Portal

Four comments were received during the General Education Policy and Procedure comment period, and they are addressed below.

1. **A respondent objected to the ongoing sophisticated phishing email campaigns conducted through the Cyber Security Awareness Training system (KnowBe4), and wanted a way for users to provide feedback.**

Administrative Response:
The CIO/acting CISO Eileen Wirley's name is on most of the communications that the KnowBe4 system sends, as well as frequent Daily Tribune articles about cyber security. She receives (and responds to) ongoing direct feedback from MCC employees about the cyber security program, the training, and the controls we have implemented. This timely and direct feedback is more immediate, specific and actionable than putting out periodic formal surveys. The resulting dialog provides an opportunity for Eileen to educate employees about cybersecurity and to gather suggestions to improve the program.

As this example demonstrates, there is no way to personally address passionate feedback from an anonymous source. The phishing campaign emails are not "entrapment attacks on MCC employees" with "an intent to harm". When feedback is provided directly, it provides the opportunity to explain that these phishing campaign emails from KnowBe4 are indeed representative of scams prevalent in the real world. They are meant to build ongoing awareness so that employees can build the "muscle memory" to recognize suspicious emails, and thereby protect the user and the college from malware, viruses, ransomware and data breaches.

2. **A respondent thought the revised policy looked good.**

Administrative Response
No response necessary.

3. **A respondent thought the survey would be necessary to provide a chance for employees to provide feedback.**

Administrative Response
Response: This is addressed in the response to the first comment.

4. **A respondent requested more time to complete annual training.**

Administrative Response:
This is unrelated to the proposed change to the policy.