
CITY OF OCALA
CITY COUNCIL REPORT

Council Meeting Date: 10/19/21

Subject: IT Cyber Security Training

Submitted By: Winsome Jacobs

Department: Information Technology

STAFF RECOMMENDATION (Motion Ready): Approve Agenda Item (ID # 16164) three-year contract renewal with KnowBe4 Inc. to continue the use of their training and compliance platform with an estimated expenditure for the renewal term of \$52,326

OCALA'S RELEVANT STRATEGIC GOALS: Operational Excellence

PROOF OF PUBLICATION:

BACKGROUND:

The City of Ocala is constantly bombarded by phishing campaigns and social engineering attacks aimed at defrauding our business. In 2016, the Information Technology department began utilizing KnowBe4 for conducting city-wide security awareness training to counteract these attacks. In the last two years, we have added two new software-as-a-service (SaaS) products from KnowBe4. PhishER enables IT to handle reported emails in a safe and secure manner. Compliance Manager aids IT in successfully completing IT financial audits, aligning internal controls with industry standard frameworks, and conducting third party vendor assessments.

FINDINGS AND CONCLUSIONS:

The training system has been beneficial in educating staff on social engineering techniques used by criminals, red flags to look out for, and increasing general awareness of the cyber threat landscape. It is integrated into the new hire process and is used extensively to provide continuous training throughout the year.

Staff members are also taught to report suspicious emails found in their mailboxes. The PhishER system allows for quick incident response actions to remove reported emails from employee mailboxes once a malicious email has been identified.

The Compliance Manager system has reduced the time needed to satisfy requirements to meet compliance goals with pre-built requirements templates of NIST standards. It is now a central repository of evidence for the IT financial audit process.

FISCAL IMPACT:

Funds to cover the expenditure is budgeted in IT Operation Budget using GL Account # 001-35-530-516-51-31010.

PROCUREMENT REVIEW:

This renewal has been reviewed and approved for compliance with the City's procurement policies.

LEGAL REVIEW:

The renewal has been reviewed and approved for form and legality by the City Attorney, Robert W. Batsel, Jr.

ALTERNATIVE:

Amend
Deny
Table

SUPPORT MATERIALS:

City of Ocala Florida KMSAT (PDF)

City of Ocala Florida PhishER (PDF)