



FCM 003-2016

FIRE CHIEF MEMORANDUM

DATE: January 6, 2016

TO: All Members

THROUGH: Eric C. Tade, Chief of Department *ECT*
Todd A. Bower, Deputy Chief of Department *TAB*

FROM: Melissa Taylor, Public Information Officer *MT*

SUBJECT: MANDATORY CYBER SECURITY TRAINING

The City and County of Denver is **requiring all users of City computer systems to complete a mandatory cyber security training.** With cyber security breaches on the rise all over the world, security training is not only a best practice, but a regulatory requirement for agencies that accept credit card payments or handle personal health information and other sensitive material. This course will not only keep our internal systems safe and secure, but also help employees learn how to protect their home computer systems and personal information.

Over the course of the last few months, Technology Services has been working with City agencies to roll out a computer-based video training that can be taken at your desk. The training window opens for all DFD members on Monday, January 11th. The training will take less than 90 minutes total and can be broken up into short modules and completed at an employee's own pace. **The full training course must be completed within 90 days.**

Below you'll find samples of the training communications you'll receive soon from Technology Services. We're sending these samples along now so that you'll know what to expect and can be assured you're not receiving a phishing attempt. (If you don't know what phishing is yet, you will by the time you complete this new training course!)

Please contact Alena Gouveia (alena.gouveia@denvergov.org) with any questions or concerns. Thank you in advance for your cooperation.

Initial Welcome E-mail

The screenshot shows an email client window titled "Welcome to your Security Awareness Training Account - Message (Plain Text)". The interface includes a menu bar with "FILE", "MESSAGE", "DEVELOPER", "McAfee E-mail Scan", and "ADOBE PDF". Below the menu bar is a ribbon with various actions: Ignore, Delete, Reply, Reply All, Forward, Quick Steps, Move, Rules, Mark Unread, Categorize, Follow Up, Translate, and Zoom. The email content is as follows:

Thu 6/4/2015 10:01 AM
Alena Gouveia <noreply@securingthehuman.org>
Welcome to your Security Awareness Training Account
To: Gouveia, Alena G - TS Office of the CIO (TSCIO)

Dear Alena Gouveia,

A new security awareness training account has been created for you and you have been issued with a new temporary password. Your login information is as follows:

username: alena.gouveia@denvergov.org
password: S!@EGvur!SN
(you will need to change your password when you login the first time)

To start using your security awareness training account, login at <https://vle.securingthehuman.org>

In most mail programs, this should appear as a blue link which you can just click on. If that does not work, then cut and paste the address into the address line at the top of your web browser window.

Once you have changed your password, please click on Manual to receive instructions.

At the bottom of the window, there is a status bar that reads: "Alena Gouveia Security Awareness training has been assigned to you".

Assigned Training E-mail

The screenshot shows an email client window with the title "Security Awareness training has been assigned to you - Message (Plain Text)". The interface includes a ribbon with tabs for FILE, MESSAGE, DEVELOPER, McAfee E-mail Scan, and ADOBE PDF. The MESSAGE tab is active, displaying various action buttons such as Ignore, Delete, Reply, Reply All, Forward, and Quick Steps. The email content is as follows:

Mon 6/15/2015 1:56 PM
Alena Gouveia <noreply@securingthehuman.org>
Security Awareness training has been assigned to you
To: Gouveia, Alena G - TS Office of the CIO (TSCIO)

Dear Alena Gouveia,

New security awareness Training has been assigned to you in your training account. Please login to complete this training at <https://vie.securingthehuman.org/auth/login.php> using your pre-assigned username and password. In most mail programs, this should appear as a blue link which you can just click on. If that does not work, then cut and paste the address into the address line at the top of your web browser window.

Thank you,
Information Security
Technology Services
alena.gouveia@denvergov.org

At the bottom of the window, a status bar shows a notification: "Alena Gouveia Training Complete: You have completed your Security Awareness Training".

Completed Training E-mail/Certificate

The screenshot shows an email client interface. The title bar reads "Training Complete: You have completed your Security Awareness Training - Message (Plain...". The ribbon includes "FILE", "MESSAGE", "DEVELOPER", "McAfee E-mail Scan", and "ADOBE PDF". The ribbon buttons are: Ignore, Delete, Reply, Reply All, Forward, Quick Steps (Move to: To Manager, Team Email), Move, Rules, OneNote, Actions, Mark Unread, Categorize, Follow Up, Translate, and Zoom. The email header shows the sender as Alena Gouveia <noreply@securingthehuman.org> with the subject "Training Complete: You have completed your Security Awareness Training". The recipient is "Gouveia, Alena G - TS Office of the CIO (TSCIO)". The message body contains the following text:

Dear Alena Gouveia,

Thank you for completing your Security Awareness Training. Please keep in mind this training you have received and be aware of its importance in maintaining the security of the City's technology assets.

You can retrieve your certificate of completion at:
https://vle.securingthehuman.org/certificate/print_certificate.php?cert=CC48beYGW9ddhV1z9SFEBnHnINj4

Thank you,
Information Security
Technology Services
alena.gouveia@denvergov.org

At the bottom, a status bar shows "Alena Gouveia Security Awareness training has been assigned to you" and a small profile icon.

MT:kfc/H/FCM/2016/003-2016 Mandatory Cyber Security Training

DISPOSITION: Read at Roll Call for three (3) consecutive shifts.

DISTRIBUTION: Suppression and Support Services (*electronic*)