

2022 NASPEs AWARD

Eva N. Santos Communication Awards

Nominations from dues-paying states are considered for eligibility. Nominated leaders and programs should have a positive effect on the administration of state human resource programs. A state's central human resource department or line agency human resource operations may administer nominated programs.

Programs and projects must have been operational for at least six months and must be transferable to other states. Selection criteria are based on the questions asked on the award application. Included in this packet are the specific criteria for each award and their categories. Nominations are encouraged in all areas of human resource management administration.

NOMINATION INFORMATION

Title of Nomination: State Civil Service Cybersecurity Course State: LA

Contact Person: Lindsay Ruiz de Chavez

Contact's Title: Public Information Director

Agency: Louisiana State Civil Service

Mailing Address: P.O. Box 94111, Baton Rouge, LA 70804-9111

Telephone: 225.342.8274

E-mail: Lindsay.ruiz@la.gov

NOMINATOR INFORMATION

Nominator: Byron P. Decoteau, Jr. Title: Director

State: LA Agency: Louisiana State Civil Service

Telephone: 225.342.8274

E-mail: Byron.decoteau@la.gov

ALL SUBMISSIONS MUST:

- Meet all eligibility requirements
- Meet deadline requirements
- Include a complete nomination packet
- Conform to all copyright laws

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DETAILS

Feel free to include links to websites and snapshots as part of your nomination.

1. Please provide a brief description of the submission.

The submission is an e-Learning course covering the topic of cybersecurity. The course is set up as a first person game in which the learner encounters a variety of situations that are commonly used by hackers to gain access to systems. The learner must not only navigate these situations appropriately but also identify the suspicious elements that they should be on the lookout for in real-world situations. Throughout the course, learners are also given background information on the different methods used by hackers.

2. How long has the submission been in existence?

The course was released in August of 2020 so it has been in existence for 20 months.

3. Why was this submission created?

The course was created to support Act 155 which was passed by the Louisiana State Legislature in 2020. The legislation required all state and local agencies to identify employees or elected officials who have access to the agency's IT assets. These individuals are required to complete the cybersecurity training.

4. How does this submission support the goals and objectives of your agenda/department?

In recent years there have been multiple instances of hackers, both foreign and domestic, gaining access to the networks of organizations in both private and public sectors. Once they gain access, these hackers hold the networks for ransom and as a result the organizations are unable to operate and meet the needs of their customers and risk losing critical information should they not pay the ransom. This is specifically dangerous for those governmental entities. Government at every level exists to provide essential services to its citizens. Were a hacker to gain access to these systems, the ability of the governmental entity to provide these services would be compromised. This literally could result in a life or death situation in some instances. This course ensures that agency employees as well as all government employees statewide, are informed about the dangers that hackers pose and the techniques hackers use to gain access to networks. Learners not only learn about these techniques, they are able to practice identifying suspicious emails and other threats and effectively handling them once they are identified. By dispersing this information, this training assists in keeping state and local networks safe.

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5. Have you been able to measure the effectiveness of this submission? If so, how?

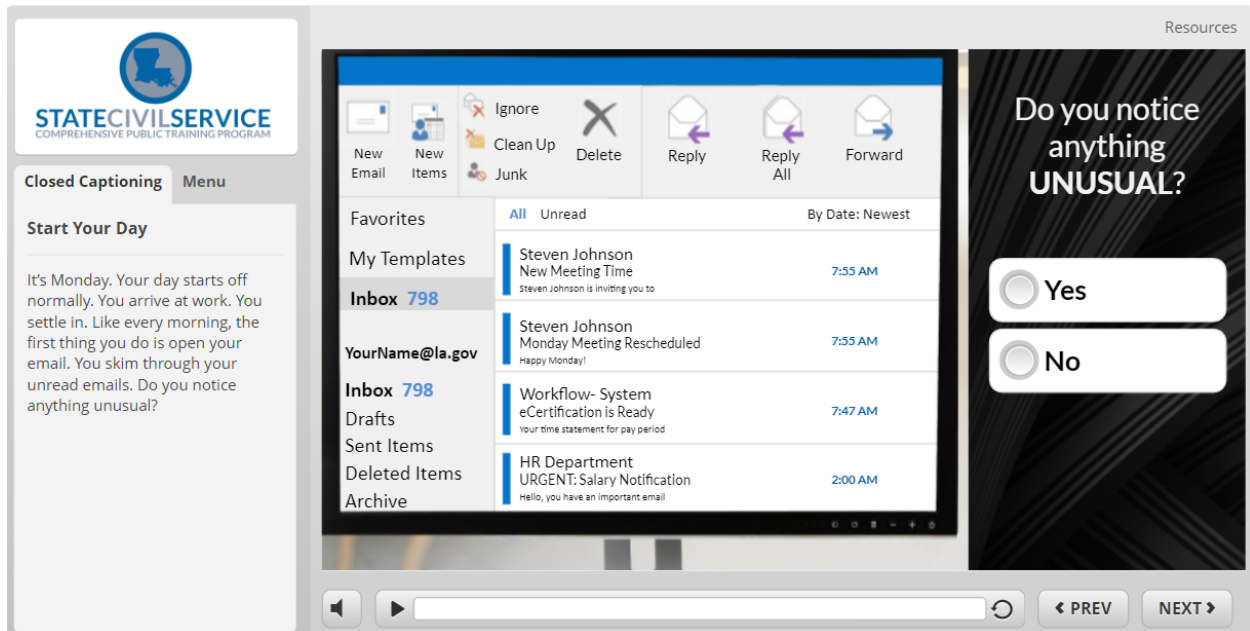
The effectiveness of this course is best measured by the number of learners that it has reached. The course is made available to all state employees through our LMS. Since its release this course has been taken by 43,669 state employees. This number is an underrepresentation though, as there are instances when multiple employees have taken the training in a workshop style set-up. In addition to state employees, the Louisiana Legislature has mandated that the course be made available to all governmental entities throughout the state. To date, the course has been distributed to 253 different government organizations within Louisiana to train 155,350 people. So in total, this course has reached almost 200,000 people. In addition to the numbers of learners who have been impacted by this training, we also collect feedback from our learners after they have completed the course. This feedback, which is obtained through Survey Monkey, has been overwhelmingly positive. Many have stated how they have enjoyed how interactive the course is and that they enjoy the game-like feel it has to it. Others have gone as far as to say that it is the best e-learning course they have ever taken.

Course Promos:

<https://youtu.be/t3CPC15ihBA>

<https://youtu.be/WG0CijJufGk>

Screenshots:



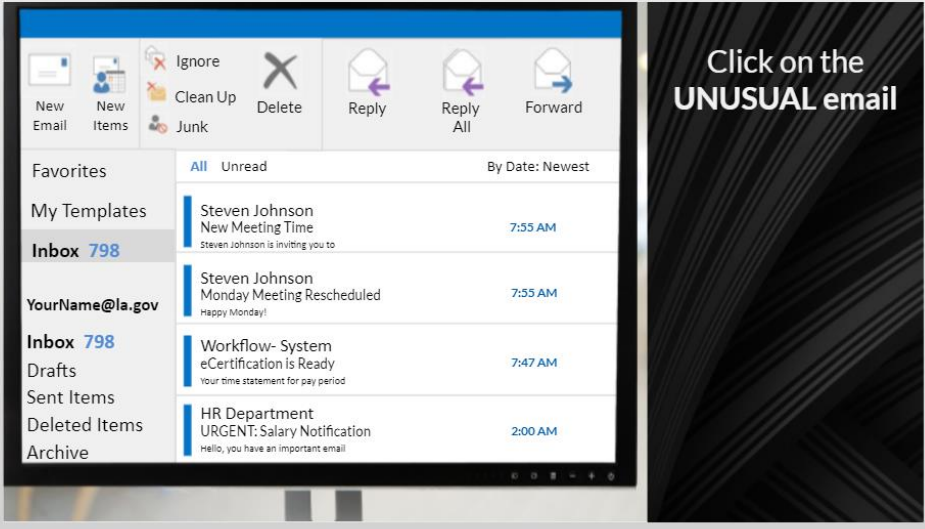
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Resources



STATE CIVIL SERVICE
COMPREHENSIVE PUBLIC TRAINING PROGRAM

Closed Captioning Menu

Yes - 2.1

Click on the unusual email.

Correct: Exactly. While you may get emails from your HR department regularly, they probably wouldn't be sent at 2 a.m. on a Sunday. Before you open any email, consider the sender, the subject, the time sent, and other information that you can collect without opening the email.

Incorrect: Not quite. While you may get emails from your HR department regularly, they probably wouldn't be sent at 2 a.m. on a Sunday. Before you

Click on the UNUSUAL email

New Email New Items Ignore Clean Up Delete Reply Reply All Forward

Junk

Favorites All Unread By Date: Newest

My Templates

Inbox 798

YourName@la.gov

Inbox 798

Drafts

Sent Items

Deleted Items

Archive

Steven Johnson
New Meeting Time
Steven Johnson is inviting you to

7:55 AM

Steven Johnson
Monday Meeting Rescheduled
Happy Monday!

7:55 AM

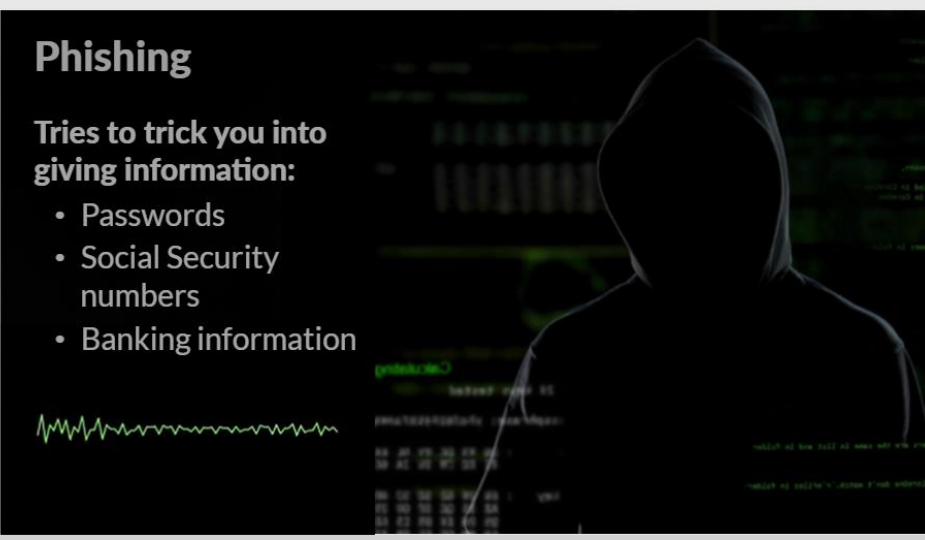
Workflow-System
eCertification is Ready
Your time statement for pay period

7:47 AM

HR Department
URGENT: Salary Notification
Hello, you have an important email

2:00 AM

Resources



STATE CIVIL SERVICE
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Closed Captioning Menu

Phishing Defined

Phishing is simple. I use email to trick you into giving me information or access to your system. There's different types of phishing - spear fishing, where I target you or someone specific and pretend to be from a specific organization, like your work or your bank. There's vishing where I call you on an internet telephone service. There's smishing - that's where I text you. There's even pharming - that's phishing + farming - that's where I redirect web traffic to a fake site.

Phishing

Tries to trick you into giving information:

- Passwords
- Social Security numbers
- Banking information

PREV NEXT

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Resources

Look at the email more closely

Click on everything that indicates this email is fake

Click SUBMIT

Review the Email

Look at the email more closely. Click on everything that indicates this email is fake. When you are finished, click submit.

Sun 8/2/2020 2:00 AM
HR Director
URGENT: Salary Notification

Hello,
You have an important email from Human Resources Department regarding your last Paycheck and Retirement account.

This email is secured for your protection. Access the documents hear:
<<http://HROfficeGov.be/HR/validatecredentials.htm>>.

Ensure your login credentials are correct to avoid delay in paycheck.

Faithfully,
HR Department, Office of the Governor

◀ PREV SUBMIT

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