

APS is implementing a new email safety program

TO: APS Employees

FROM: Dr. Richard Bowman, APS Chief Information and Strategy Officers

DATE: Sept. 13, 2021

SUBJECT: Implementation of New Email Safety Program

As you are aware, email phishing is a widely used method for criminals to attack organizations. Lately, we have seen an ever-increasing amount of these attacks on APS staff. While we have automatic defenses in place, none are perfect; successful attacks have caused disruption, increased security risks, and cost APS employees substantial amounts of time and money.

To help our staff better defend against this growing threat, APS acquired a cyber-safety service called KnowBe4 to help us run drills, provide practical training, and track our progress as a district.

Many of you have already participated in our baseline cyber safety drill with a simulated phishing email over the summer. Next, we will be providing you with a quick and simple means to report suspicious emails with the Phish Alert Button to be integrated into Gmail and Gmail mobile within the next week. Using this button will streamline the technology workflow necessary to respond to these attacks.

Phishing Alert Button = 

APS will continue to use cyber safety drills throughout the year based on your job's cyber risk profile. Results from each drill will determine which, if any, customized training modules will be shared with you.

What We Need From You

Within the next week, you will receive an email sent from our KnowBe4 platform activating your Phish Alert Button with the subject line "Gmail Phish Alert Add-on Activation," followed by instructions on how it is used to report suspicious emails. Please read those emails carefully and follow the instructions.

Cyber safety is a shared responsibility. Thank you for doing your part to help us all be safer in this world we live in today!

If you have any questions, please contact me at richard.bowman@aps.edu.