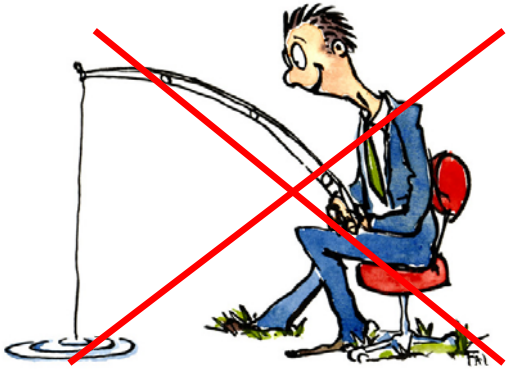
Lucas County Anti-Phishing Training

How to “Spot the Phish”

LUCAS COUNTY
Information Services

What is a Phishing Attack?

Phishing: Tricking individuals into disclosing sensitive personal information through deceptive computer-based means.



LUCAS COUNTY
Information Services

Lucas County Phishing Test

- Lucas County Information Services conducted a phishing test for email users in August 2019.
- Email was delivered, data compiled and the results are in.

LUCAS COUNTY
Information Services

The Send

From: IT <IT@co.lucas.oh.us>
Reply-to: IT <IT@co.lucas.oh.us>
Subject: Password Check Required Immediately

Template ID: 77738-199477
Send me a test email
Toggle Red Flags

To All Employees,

As part of ongoing efforts to maintain regulatory compliance we have updated our password policy and we need everyone to check their password immediately.

Please click here to do that:

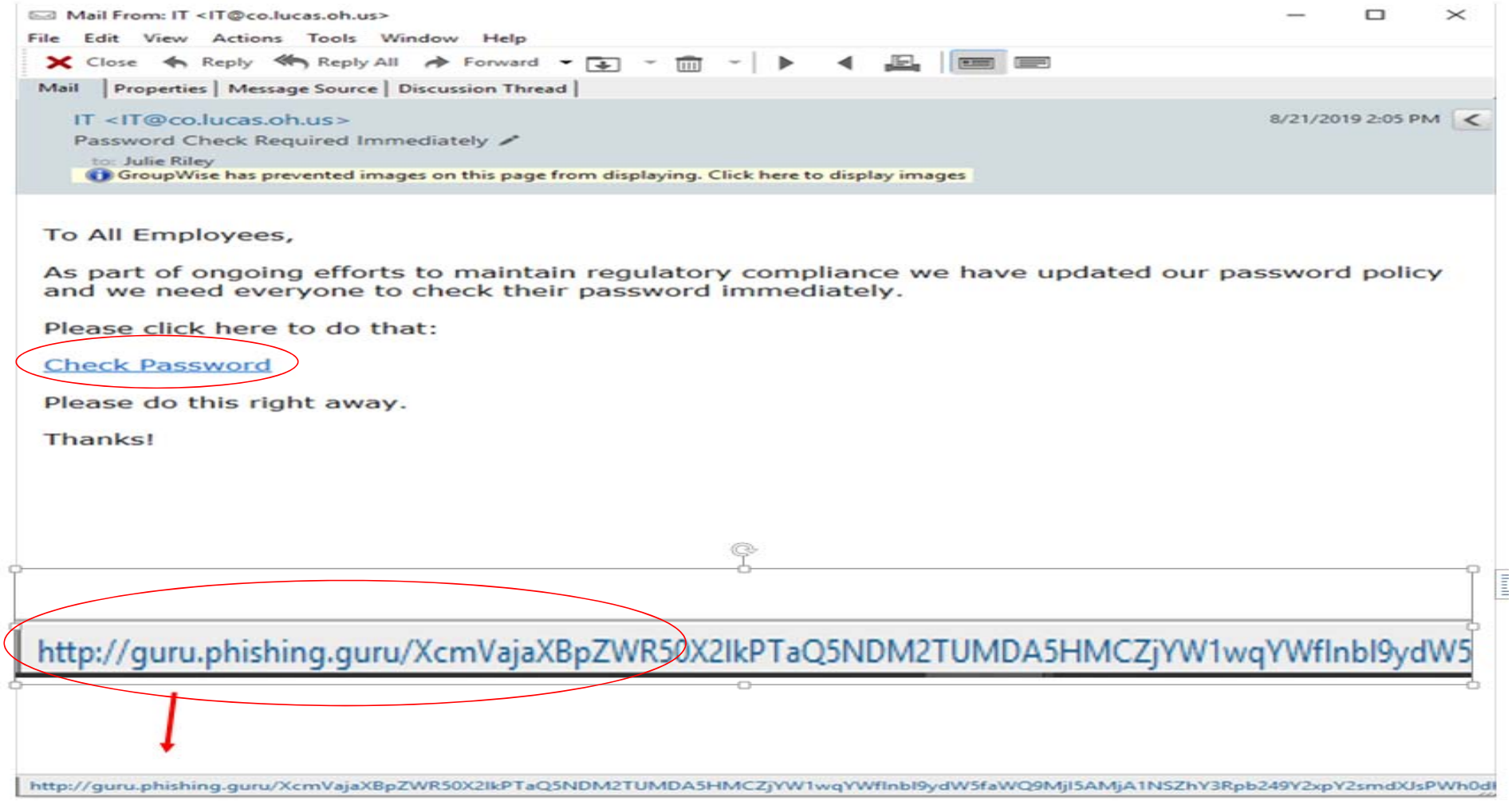
Check Password

Please do this right away.

Thanks!

CENTRACOMM

LUCAS COUNTY
Information Services



LUCAS COUNTY
Information Services

The Redirect after Clicking

CENTRACOMM

LUCAS COUNTY
Information Services

Results At a Glance

1913 Recipients	100% 1913 Delivered	23% 440 Opened	16.4% 314 Clicked	0% 0 Replied	0% 0 Attachment Open	0% 0 Macro Enabled	12.2% 233 Data Entered	0% 0 Bounced

This Phishing Security Test

STATUS	Closed
PHISH PRONE	28.6%
RECIPIENTS	1913
FAILURES	547
CAMPAIGN END	08/27/2019 10:55 AM

- 1913 emails were delivered
- 547 users failed the phish
- Counts double against users who entered Data, not just clicked
- 28.6% of 1913 users are phish prone
- Industry Average: 10.8%

CENTRACOMM

LUCAS COUNTY
Information Services

Important Numbers

- 23 % of all users opened the Phishing Email.
- 71.4 % of those who opened the email, clicked the link.
- 74.2 % of those who clicked the link, submitted their data.

CENTRACOMM

LUCAS COUNTY
Information Services

What Are Consequences of a Phishing Attack?

Virus: A type of malicious code or program written to alter the way a computer operates and to spread itself from one computer to another. A virus operates by inserting or attaching itself to a legitimate program or document that supports macros in order to execute its code. In the process, a virus has the potential to cause unexpected or damaging effects, such as harming the system software by corrupting or destroying data.

Unauthorized Network Access: When someone gains access to a website, program, server, service, or other system using someone else's account or other methods.

LUCAS COUNTY
Information Services

What Are Consequences of a Phishing Attack?

Email Interception or Fabrication: The practice of monitoring the internet to read private messages that were intended for other people.

Password Theft: Various measures used to discover computer passwords. This is usually accomplished by recovering passwords from data stored in, or transported from a computer system.

Ransomware: A form of malicious software-malware-that encrypts documents on a PC or even across a network. Victims can often only regain access to their encrypted files and PCs by paying a ransom to the criminals behind the ransomware.

LUCAS COUNTY
Information Services

How to Spot Phishing Emails

Asking for personal information	Most reputable organizations won't ask for personal information in an email.
Inconsistent or Suspicious Links	Hover over links with your mouse to display the full URL. If it doesn't seem to belong– don't click!
Unrealistic Threats or Sense of Urgency	Phishing emails often add threats to get you to panic and react.
Asking to Send Money	Any email asking for you to send money should immediately raise concerns.
Poor Spelling and Grammar	Most generic phishing attempts contain spelling, grammar errors or awkward wording/phrasing.
Suspicious Attachments	Take caution with unexpected attachments.
If in Doubt – Throw it out!	Even if you think you know the source, if something looks suspicious, delete it or send it to LCIS for review.

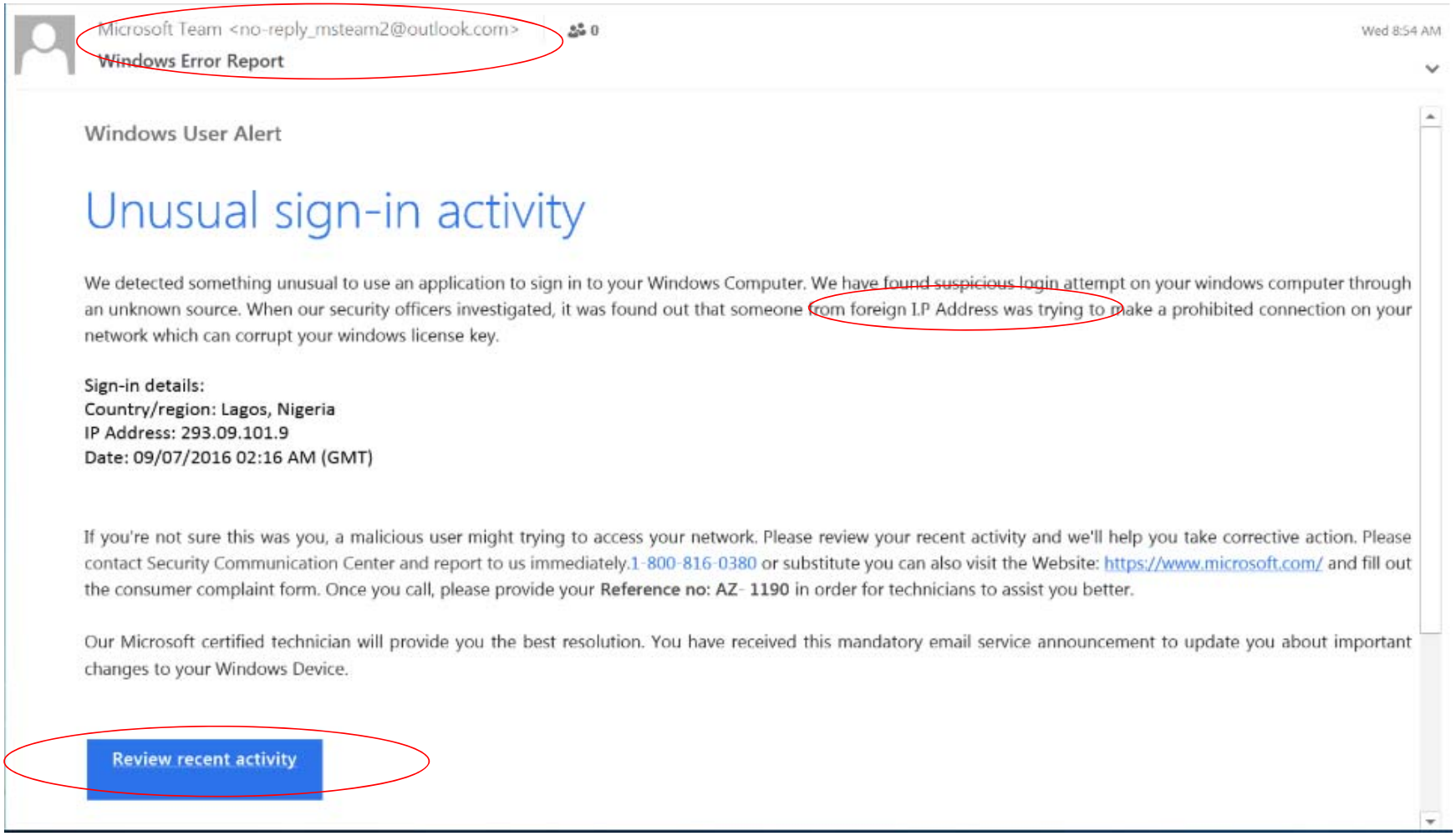
LUCAS COUNTY
Information Services

What To Do if a Suspected Email Arrives in Your Inbox

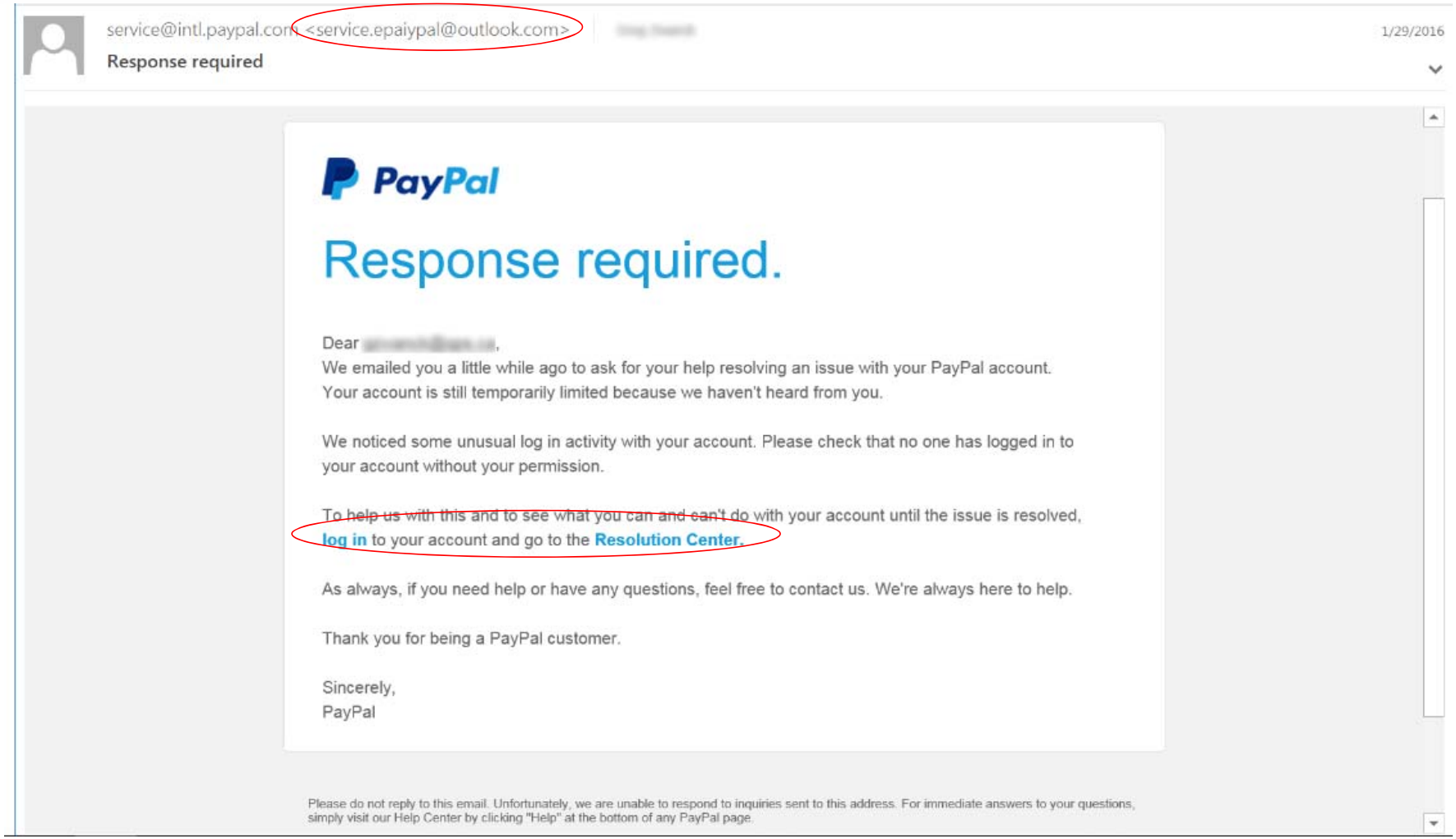
- Don’t open the email. Should you open the email to read the contents do not click on any links provided.
- Call or forward suspected email *as an attachment* to LCIS Helpdesk lcishelpdesk@co.lucas.oh.us.
- Inform others in your office of the email.
- Move the email to your junk mail or spam folder.

LUCAS COUNTY
Information Services

Phishing Email Examples



LUCAS COUNTY
Information Services



LUCAS COUNTY
Information Services

Confirmation of your request from Hotels.com MISC/Scams ×

Hotels.com <Hotelscom@roktpowered.com> Nov 14, 2018, 11:38 AM (1 day ago)
to dave

Hotels Hotel Deals Packages & Flights Groups Customer Service Gift Cards Secret Prices

Hotels.com™

New York Hotels Las Vegas Hotels Chicago Hotels Los Angeles Hotels

EMLRKUSH21850:SK7CM6 Book now

You must click through this email or book through our app to redeem this coupon.

*Use by 11:59 PM MT on 01/15/19 for travel by 04/30/19. Can't be used on some hotels. See details below.

LUCAS COUNTY
Information Services

From: **Best Buy <BestBuyInfo@fashionlab.com.ua>**
Subject: Special Order Delivery Problem
Date: December 20, 2013 11:06:08 AM MST
To: dave
Reply-To: Best Buy <BestBuyInfo@fashionlab.com.ua>

Hide

My Besy Buy ID: 002024460
Reward certificate(s) available.

BEST BUY

WEEKLY DEALS GIFTS

Tvs Computers & Tablets Cell Phones Appliances Cameras Video Games Audio

Sir/Madam,

Your order BBY-4983814314 has not been delivered because the specified address was not correct.
Please fill this form and send it back with your reply to this message.

If we do not receive your reply within a week we will pay your money back less 17 because your order was reserved for the time of Christmas holidays.

Best Buy 7601 Penn Avenue South, Richfield, MN 49584-7655

LUCAS COUNTY
Information Services

Thank you for your time today. If you have any questions please don't hesitate to call the LCIS Helpdesk at 419-213-4037 or email lcishelpdesk@co.lucas.oh.us.
Our staff will be happy to assist you with your questions or concerns.