Cyber Guru Phishing

Communication Plan

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Version: V.1.1
Date: 04/08/2020

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1. Some Suggestions for an Internal Communication Plan

Given its particular purpose, the Cyber Guru Phishing Programme may be disclosed only to certain types of users or, conversely, it may remain **undisclosed** to the entire Company workforce. It is up to the Company to choose the communication method that is most appropriate to its circumstances.

In any case, a communication campaign should be undertaken to announce a plan for handling reports expected from the Company workforce following the anti-phishing simulations.

1.1 Communications Example – Report response without disclosure of the programme

Below is an example of a message in which the Cyber Guru Phishing programme **is not** disclosed to the user. This email could serve to encourage users to take the Cyber Security Awareness course, or if they are already doing so, to congratulate them on their engagement.

Dear colleague,

*We are pleased with the report you have provided. From the checks we performed, it emerged that the email is phishing, and we promptly reported it to the responsible **Manager, Area, Department**.*

[Optional, if the user is following the course] We congratulate you because by following the courses, you are acquiring the appropriate level of awareness and expertise to recognise phishing attacks and defend yourself and our organisation with the requisite care. We thank you for your report and wish you all the best in continuing to enhance your Cyber Security Awareness skills.

*[Optional, if the user is not active in the course] We remind you that the course on Cyber Security Awareness is available on the page **https://enterprise.cyberguru.it/login/index.php**.*

Your reports are important because they enable us to take the necessary steps to protect ourselves against fraudulent emails, so please always forward emails of whose content you are not sure BEFORE opening any attachments or clicking on links in the email itself.

Do not hesitate to contact us for any further information.

Sincerely - Information Security and Technological Innovation Unit - IT

1.2 Message Example – Report response with disclosure of the programme

Below is an example of a message in which the Cyber Guru Phishing programme **is** disclosed to the user. This email could serve to encourage users to take the Cyber Security Awareness course, or if they are already doing so, to congratulate them on their engagement.

Dear colleague,

Thank you for your report. The email in question is part of an awareness campaign by the organisation to combat PHISHING. In this case, you can proceed to delete the email without further action.

Your reports are important because they enable us to take the necessary steps to protect ourselves against fraudulent emails, so please always forward emails of whose content you are not sure BEFORE opening any attachments or clicking on links in the email itself.

[Optional, if the user is following the course] We congratulate you because by following the courses, you are acquiring the appropriate level of awareness and expertise to recognise phishing attacks and defend yourself and our organisation with the requisite care. We thank you for your report and wish you all the best in continuing to enhance your Cyber Security Awareness skills.

[Optional] We remind you that the Cyber Security Awareness course is available on the page https://enterprise.cyberguru.it/login/index.php.

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