



CITY OF BEND

SECURITY AWARENESS AND TRAINING POLICY

Policy No. 2024-1

Bend Code Chapter 1.30.005 provides for 'City Manager Authority to Adopt Administrative Regulations, Policies and Guidelines.' All regulations, policies and guidelines adopted by the City Manager shall be consistent with the City of Bend Charter, the Bend Code, and council ordinances.

The following policy conforms to the above stated standards.

Authorized by City Manager:

DocuSigned by:
Eric King
409FF33EB4E64D3...

Eric King, City Manager

Dated: 4/25/2024

Reviewed by Legal Counsel:

DocuSigned by:
Mary Winters
8B62E2FA6CB44F1...

Mary Winters, City Attorney

Dated: 4/25/2024

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I. PURPOSE

This Policy specifies the City of Bend's internal information security awareness and training program that informs and assesses all employees regarding their information security obligations. This corresponds to the Awareness and Training (AT) Control Family of the National Institute of Standards and Technology (NIST) Special Publication 800-53 (Rev. 5).

II. SCOPE

This Policy applies to all employees regardless of whether they use computer systems and networks, as all employees are expected to protect all forms of information assets as well as physical access to City facilities. This Policy also applies to third parties who use or have access to City information systems with a City of Bend account. This policy does not apply to contractors or vendors hired by the City.

III. POLICY

A. General

The Information Security Manager shall be responsible for developing, implementing, and maintaining a Security Awareness and Training Plan. This plan shall document the process for employee security training, education, and awareness, and ensure that all City of Bend employees understand their role in protecting the confidentiality, integrity, and availability of data assets. The plan shall cover information to be communicated, when to communicate it, with whom to communicate, responsibility for communication, and the process by which communication shall be affected.

Secondly, the plan shall ensure that employees are provided with regular training, reference materials, and reminders that enable them to appropriately protect City of Bend data assets. Training shall include, but is not limited to:

- Responsibilities for protecting sensitive information
- Risks to information assets and resources
- Data encryption and access management
- Secure use of data and information assets
- City of Bend information security policies, procedures, and best practices
- Protecting assets and identities

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- Protecting physical locations and assets

B. Training Plan Requirements

The training plan shall ensure:

- All City of Bend employees attend an approved security awareness training class within 90 days of being granted access to City of Bend resources and/or facilities.
- Employees receive compliance training appropriate for specific job roles and responsibilities. After such training, employees must verify through certificate completion and assessment that they received the training, understood the material presented, and agree to comply with it. This applies to training for sensitive data handling such as Personal Identifying Information (PII), Criminal Justice Information Services (CJIS), Payment Card Industry (PCI) and Health Protected Information (HPI).
- Employees are trained on how to identify, report, and prevent security incidents and data breaches.
- Appropriate security policies, procedures, and manuals are readily available for reference and review.
- Employees will be regularly tested with simulated phishing emails. If the employee fails the phishing email, they will be provided training to learn why the phishing email was suspicious.
- Employees will complete an annual cybersecurity training with an exam.
- Employees sign an acknowledgement stating they have read and understand the City of Bend Acceptable Use Policy.

C. Management Implementation

City leadership and management shall work closely with the Information Security Manager to ensure:

- The Information Security Manager develops and maintains a communications process to communicate new security programs and items of interest.
- Staff responsible for handling sensitive information take the necessary training to properly handle such data.

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- Periodic security reminders (flyers or posters, emails, verbal updates at meetings) are provided to keep City of Bend employees up to date on new and emerging threats and security best practices.
- Each employee under their supervision attends and completes the annual Security Awareness Training.
- Management and leadership shall emphasize the importance of the training and awareness program to their employees.
- Training material that is sent to employees is relevant and aligns with City of Bend information systems and processes.
- Content in phishing simulation emails will not impact City business processes.

IV. ROLES AND RESPONSIBILITIES

Listed below is an overview of the roles and responsibilities for managing and complying with this Policy and the training and awareness program.

A. Information Security Manager

- Coordinates, monitors, and tracks the completion of the Security Awareness Training for all City of Bend employees.
- Provides regular training to all existing employees and orientation training to all new employees.
- Develops and assigns role-based training and maintains records of completion.

B. Supervisors, Managers, and Senior Leadership

- Ensure each direct report attends and completes the required trainings.
- Ensure each direct report participates in the information security awareness and educational activities where appropriate and required.
- Ensure employees handling sensitive information complete the proper information security training and any required certifications.
- Support this Policy and the security training and awareness program.

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C. System Administrators and Owners

- Facilitate and participate in practical cybersecurity training and tabletop exercises on an ad-hoc basis that simulate cyber-attacks and threats for situational and organization readiness.

D. Employees Handling Sensitive Information

- Complete the required additional training for the type of data they will be managing.
- Maintain and keep up to date certification required for handling sensitive information.

E. All Employees

- Employees are required to complete the required training determined by the cybersecurity training and awareness program.
- Employees are required to adhere to this Policy as well as training and awareness references within the Acceptable Use Policy and Employee Handbook.
- Additional Security Awareness Training may be required for all employees at other intervals when IT infrastructure environments change.
- All newly hired employees are required to complete the Security Awareness Training course within the first 90 days from date of hire or prior to receiving access to the City's IT systems and data.

Certificate Of Completion

Envelope Id: 3889628E753245E193B863AE1B1088D9	Status: Completed
Subject: Complete with DocuSign: ADM 2024-1 Security Awareness and Training Policy.pdf	
Source Envelope:	
Document Pages: 6	Signatures: 2
Certificate Pages: 5	Initials: 0
AutoNav: Enabled	Envelope Originator:
Envelope Stamping: Enabled	Brenda Mingus
Time Zone: (UTC-08:00) Pacific Time (US & Canada)	710 NW Wall St.
	Bend, OR 97703
	bmingus@bendoregon.gov
	IP Address: 98.142.36.35

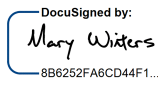
Record Tracking

Status: Original	Holder: Brenda Mingus	Location: DocuSign
4/25/2024 10:13:30 AM	bmingus@bendoregon.gov	

Signer Events

Mary Winters
 mwinters@bendoregon.gov
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Signature

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 8B6252FA6CD44F1...
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Sent: 4/25/2024 10:16:37 AM
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 Signed: 4/25/2024 11:06:19 AM

Electronic Record and Signature Disclosure:

Accepted: 4/25/2024 11:05:53 AM
 ID: 23be4baf-32e9-46ed-a246-585c8e861abe
 Company Name: City of Bend

Eric King
 eking@bendoregon.gov
 City Manager
 City of Bend
 Security Level: Email, Account Authentication (None)

DocuSigned by:

 409FF33EB4E64D3...
 Signature Adoption: Pre-selected Style
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 Signed: 4/25/2024 11:07:49 AM

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 Company Name: City of Bend

In Person Signer Events

Signature

Timestamp

Editor Delivery Events

Status

Timestamp

Agent Delivery Events

Status

Timestamp

Intermediary Delivery Events

Status

Timestamp

Certified Delivery Events

Status

Timestamp

Carbon Copy Events

Status

Timestamp

Adam Young
 ayoung@bendoregon.gov
 IT Application Analyst
 City of Bend
 Security Level: Email, Account Authentication (None)

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Company Name: City of Bend

Witness Events	Signature	Timestamp
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Notary Events	Signature	Timestamp
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Envelope Summary Events	Status	Timestamps
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Signing Complete	Security Checked	4/25/2024 11:07:49 AM
Completed	Security Checked	4/25/2024 11:07:50 AM

Payment Events	Status	Timestamps
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Electronic Record and Signature Disclosure

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If you decide to receive notices and disclosures from us electronically, you may at any time change your mind and tell us that thereafter you want to receive required notices and disclosures only in paper format. How you must inform us of your decision to receive future notices and disclosure in paper format and withdraw your consent to receive notices and disclosures electronically is described below.

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If you elect to receive required notices and disclosures only in paper format, it will slow the speed at which we can complete certain steps in transactions with you and delivering services to you because we will need first to send the required notices or disclosures to you in paper format, and then wait until we receive back from you your acknowledgment of your receipt of such paper notices or disclosures. Further, you will no longer be able to use the DocuSign system to receive required notices and consents electronically from us or to sign electronically documents from us.

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Unless you tell us otherwise in accordance with the procedures described herein, we may provide electronically to you through the DocuSign system required notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you during the course of our relationship with you. You can receive all the disclosures and notices electronically or in paper format through the paper mail delivery system. If you do not agree with this process, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive delivery of the notices and disclosures electronically from us.

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You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

To advise the City of your new email address

To let us know of a change in your email address where we should send notices and disclosures electronically to you, you must send an email message to us at dgalanaugh@bendoregon.gov and in the body of such request you must state: your previous email address, your new email address.

If you created a DocuSign account, you may update it with your new email address through your account preferences.

To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to dgalanaugh@bendoregon.gov and in the body of such request you must state your email address, full name, mailing address, and telephone number.

To withdraw your consent with the City

To inform us that you no longer wish to receive future notices and disclosures in electronic format you may:

- i. decline to sign a document from within your signing session, and on the subsequent page, select the check-box indicating you wish to withdraw your consent, or you may;**
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<https://support.docusign.com/guides/signer-guide-signing-system-requirements>.

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- Until or unless you notify the City as described above, you consent to receive exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to you by the City during the course of your relationship with the City.**