

City of Jamestown

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—MARK DEAN - DIRECTOR OF IT & COMMUNICATIONS



Country: United States

www.jamestownny.net

Number of employees: 250

Product: ESET Cybersecurity Awareness Training

INTRODUCTION

Why should a business offer cybersecurity training to its employees? Because in the war against cyberthreats, knowledge is power. Having a staff that knows how to recognize phishing emails, create strong passwords and avoid fake websites is just as important as implementing endpoint security software.

This case study shows how a local government municipality in New York achieved this goal via cybersecurity awareness training developed by ESET.

THE CUSTOMER

Jamestown is a city in Chautauqua County, New York. The city's municipal website, which covers everything from tax assessment to the fire and police departments, has 250 employees. They recently updated from IBM's AS/400 system to Windows servers running VMware on Windows 7/10.

THE CHALLENGE

Like most local governments, Jamestown has a small IT staff (two people) and a limited budget. As a public resource, the website must be available 24/7, so a ransomware or DDOS attack would be a major disruption. Mark Dean, director of IT and communications for the city, recognized the need for internet education for employees. “We try to maintain hardware and software to protect against today's viruses, but we realize there's a human error factor. Also, our state has been conducting random IT audits and we thought we should provide cybertraining, since most municipalities have been getting written up for that.”

With such a small IT department, Mark said, “Our main goal was to provide online cybersecurity training since our resources are low.”

THE SOLUTION

To strengthen his team's security awareness, Mark turned to ESET Cybersecurity Awareness Training. This interactive online training offers an easy-to-use dashboard and reporting for administrators, automated email reminders for

KEY BENEFITS FOR JAMESTOWN

- Employee behavior change
- Ease of training implementation
- Excellent technical support

employees, and customized branding. Mark implemented this version for his entire team, and was impressed by the results. In fact, he plans to provide it to all new hires and require regular training updates.

“This ESET cybersecurity training is very simple to implement and complete, and ESET's staff is prompt and professional with answering questions. They have saved our IT department many hours with this training. The moment I knew this training was beneficial was when many employees told me they picked up on the recent phishing attacks through email—and avoided clicking on attachments that contained viruses. At some level, everyone has learned something from this training.”