



SACHI A. HAMAII
Chief Executive Officer

County of Los Angeles CHIEF EXECUTIVE OFFICE

Kenneth Hahn Hall of Administration
500 West Temple Street, Room 713, Los Angeles, California 90012
(213) 974-1101
<http://ceo.lacounty.gov>

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BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

25 August 14, 2018

CELIA ZAVALA
ACTING EXECUTIVE OFFICER

August 14, 2018

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

APPROVAL OF INFORMATION TECHNOLOGY FUND TO ACQUIRE KNOWBE4 INFORMATION SECURITY AWARENESS TRAINING CONTENT AND A PHISHING SIMULATOR

(ALL SUPERVISORIAL DISTRICTS – 3 VOTES)

SUBJECT

The Chief Executive Officer (CEO) is requesting approval to utilize \$765,900 from the County's Information Technology Fund (ITF) to acquire Enterprise Information Security Awareness Training content and a phishing simulator from KnowBe4.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve and authorize the utilization of \$765,900 from the ITF to acquire a three-year Countywide subscription for Information Security Awareness Training content and a phishing simulator from KnowBe4.
2. Authorize the Internal Services Department (ISD) to issue a purchase order utilizing a Master Agreement administered by the National Intergovernmental Purchasing Alliance (National IPA).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

Information security awareness training for all County employees is required under Board Policy 6.111 Information Security Awareness Training. Employee awareness of threats to information and associated assets is essential in reducing cybersecurity risks, improving the identification of cyber threats to County information assets, and ensuring proper management of sensitive and confidential information.

The Chief Information Security Office, in collaboration with the Information Security Steering Committee, created evaluation criteria and requirements for a comprehensive information security awareness solution that was used to evaluate KnowBe4. KnowBe4 met and, in some areas, exceeded these criteria.

KnowBe4 is a recognized leader in the Information Security Awareness market. They provide multiple content delivery methods and a wide variety of information security awareness content that meets the County's mandatory cybersecurity training requirements, including Health Insurance Portability and Accountability Act (HIPAA), Public Health Information (PHI), and Personally Identifiable Information (PII). This service includes a phishing simulator platform that will allow for Countywide and/or departmental phishing campaigns with targeted training.

Implementation of Strategic Plan Goals

The recommendation supports Board Policy No. 6.111 Information Security Awareness Training and Technology Directive 17-02 Cybersecurity Awareness Training.

FISCAL IMPACT/FINANCING

The KnowBe4 Diamond Level subscription agreement will provide Information Security Awareness Training content for all County workforce members and access to a phishing simulation platform to conduct phishing campaigns for each County department.

The total cost of the three-year subscription for KnowBe4 is \$765,900.00 (\$255,300 annually).

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

KnowBe4 will address compliance requirements with Federal, State, and County mandates, including PII and PHI. The content will identify for the Workforce Members the proper preventative measures to protect themselves from being a victim of a wide range of cyber-attacks.

CONTRACTING PROCESS

KnowBe4 was awarded a purchase order (Contract #2018011-02) by the City of Mesa, Arizona on March 1, 2018, marketed through the National IPA. National IPA agreements go through a cooperative contracting process where the lead agency, City of Mesa, initiated a Request for Proposal competitive bid solicitation. According to Board Policy 5.100 Sole Source Contracts, this purchase does not constitute as a sole source procurement.

Upon Board approval of the use of ITF, the CEO will request ISD, as the County's Purchasing Agent, to issue a purchase order to acquire KnowBe4.

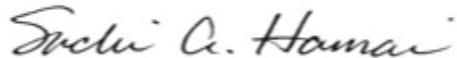
IMPACT ON CURRENT SERVICES (OR PROJECTS)

The recommended security awareness content and phishing simulator platform will enhance the information security and privacy awareness provided to all County workforce members and assist them to protect County data, including PHI and PII, that is acquired, used, and/or transmitted by the County.

CONCLUSION

Approval of the recommendation will provide up-to-date training content needed to inform County workforce members of best practices to protect County's information assets, data, and confidential information, as well as maintaining compliance with Federal, State, and County mandates.

Respectfully submitted,



SACHI A. HAMAI

Chief Executive Officer

SAH:WK:PL

RJ:CP:lc

c: Executive Office, Board of Supervisors
County Counsel
Internal Services Department