

# Effective Governance Workshop - Cybersecurity

November, 2021





A laptop screen displaying a data dashboard. The dashboard features a line graph at the top with a blue line showing fluctuations. Below the graph is a pie chart with a green and blue segment. The text 'New Visitor' and 'Returning Visitor' is visible near the pie chart. The background of the slide is a dark, blurred image of the laptop screen and keyboard.

# Social Engineering

A type of attack that exploits human error to gain private information, access, or valuables



## Peterborough, NH – Case Study

- The Town made monthly transfers of \$1.2 million dollars to the school district
- The Town was also in the middle of a large construction project, requiring multi-million dollar payments to a contractor

## Peterborough, NH – Case Study

- A member of the finance team received a fraudulent email requesting they update ACH information for that month's transfer
- The routing details were updated and the transfers made – a total of \$2.3 million

## Social Engineering - How to Protect Yourself

- Be aware this happens
- Double-check with a 3rd party
- Have protocols in place to prevent abuse
- Provide training to users
- Test people
- Understand that *all* information can be used in an attack



# Where to get help

- You can always reach out to IT for help, support or questions relating to cybersecurity: [support@concordma.gov](mailto:support@concordma.gov)