



Don't Get Phished..

Build the habit of **PAUSE, CHECK & then ACT** ( or )

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INTRODUCTION

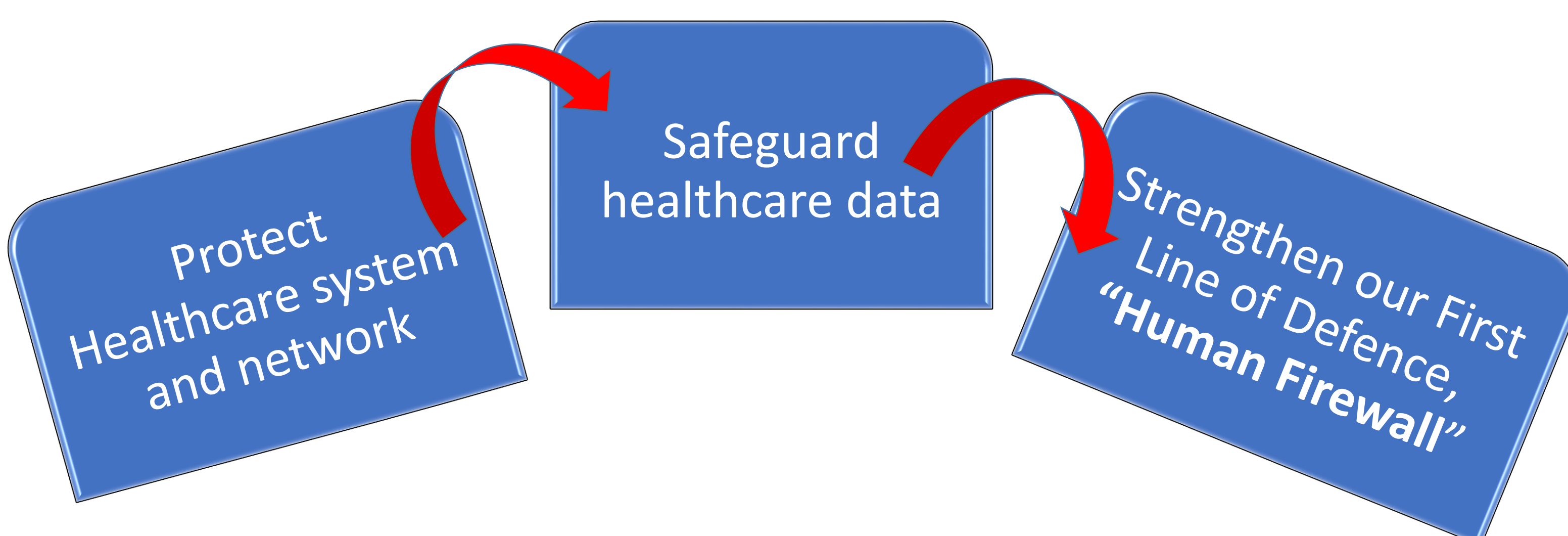
Why all the fuss about phishing?

- Phishing attacks are the common cause of data breaches, with around **80%** of reported incidents involve phishing or social engineering.
- Moreover, the impact of successful phishing attack on healthcare can be significant. So, it's essential to train our staff to recognize and avoid phishing attacks.

PROBLEM

- Abuse of ChatGPT AI** to craft phishing emails
- Prey on **human behavior** or **misuse of crisis period**
- Security filters **may not block** all phishing emails which uses advance attack techniques

MOTIVATION & AIM



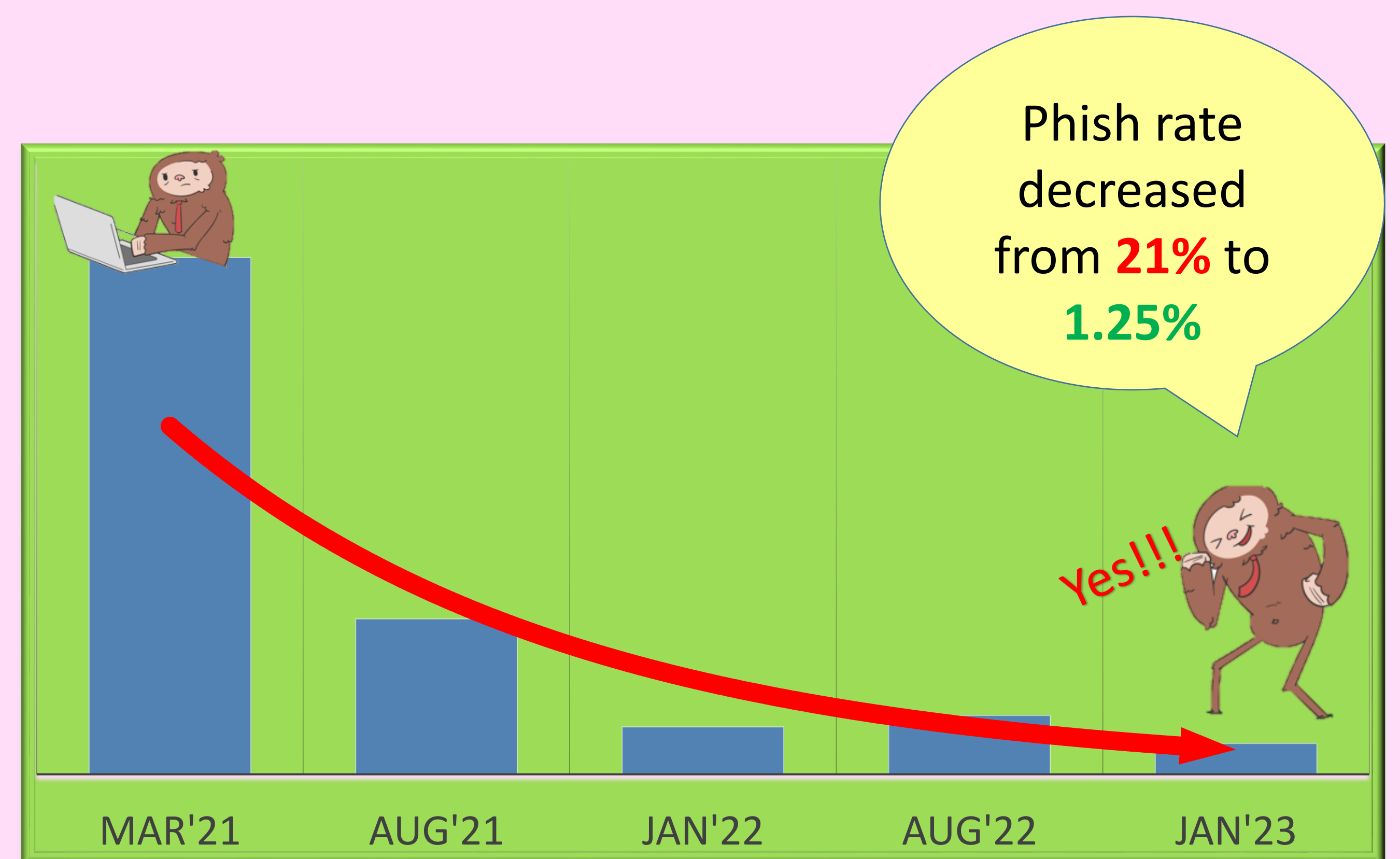
METHODOLOGY

Training Smartly with PHISH Checklist

- P** Phishing Awareness Training and communications via EDMs, newsletters to educate end users
- H** How to spot phishing warning signs with regular internal phishing simulation exercises
- I** Implemented Phishing difficulty level matrix to assess the difficulty level of phishing templates
- S** Stringent phishing consequences policy
- H** Hit **CLICK** if legitimate or **REPORT** the phishing threats in a safe environment

RESULTS

- Improved Phishing Rate** and is in **Green KRI threshold (<3%)** for the public healthcare wide phishing exercises.



- Improved Reporting Rate**



CONCLUSION

Phishing awareness trainings allows us to:

- Measure effectiveness of security awareness program.
- Contribute to behavior change where users are –
 - ✓ **ENCOURAGED** to train;
 - ✓ **BUILD MUSCLE MEMORY** to identify and report phishing
 - ✓ **MORE INFORMED AND ALERT**



People can prevent cyber attacks—when we empower them