# Phishing Simulation Escalation/Communication Plan

<table>
<thead>
<tr>
<th>Audience</th>
<th>1st Time Clicked on Link&lt;sup&gt;1&lt;/sup&gt;</th>
<th>2nd Time&lt;sup&gt;1&lt;/sup&gt;</th>
<th>3rd Time&lt;sup&gt;1&lt;/sup&gt;</th>
<th>4th Time&lt;sup&gt;1&lt;/sup&gt;</th>
<th>5th Time&lt;sup&gt;1&lt;/sup&gt;</th>
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| Privileged / High Risk User  
Example: Domain Admin, Health Care Component (HCC) user, IT role with high privileges, department head, executive leadership, POI<sup>2</sup> | Email employee w/tips and guidance  
Recommend additional training  
Address what happens next | Notify employer (cc: PO and ISO)  
ISO and PO meet with department head  
Address what happens next | Notify employee (cc: PO, ISO, and DH)  
Privacy Officer & Information Security Officer meet with department head to determine need for disciplinary action<sup>3</sup> or specialized training  
Require employee to sign acknowledgement of responsibility | Notify employee.  
Department head works with OTI to discuss disciplinary action or specialized training  
Address what happens next | Notify employee.  
Recommend disciplinary action in letter to dept. head, EVC, and OTI. |
| General User | Email employee w/tips and guidance | Notify employee  
Recommend additional training  
Address what happens next | Notify employee (cc: PO, ISO, and DH)  
ISO and PO meet with department head to talk about next steps  
Address what happens next | Notify employee  
PO & ISO to meet with department head to determine need for disciplinary action<sup>3</sup> or specialized training  
Require employee to sign acknowledgement of responsibility | Notify employee  
Department head works with OTI to discuss further disciplinary action or specialized training  
Address what happens next |

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1 Within a 12-month period  
2 Privileged/High Risk User is based on level of access to controlled and/or confidential data.  
3 Any disciplinary action should be determined by the department head in coordination with the department’s HR liaison.