

Phishing Simulation Escalation/Communication Plan

Audience	1 st Time Clicked on Link ¹	2 nd Time ¹	3 rd Time ¹	4 th Time ¹	5 th Time ¹
Privileged / High Risk User <i>Example: Domain Admin, Health Care Component (HCC) user, IT role with high privileges, department head, executive leadership, POI²</i>	<ul style="list-style-type: none"> Email employee w/tips and guidance Recommend additional training Address what happens next 	<ul style="list-style-type: none"> Notify employer (cc: PO and ISO) ISO and PO meet with department head Address what happens next 	<ul style="list-style-type: none"> Notify employee (cc: PO, ISO, and DH) Privacy Officer & Information Security Officer meet with department head to determine need for disciplinary action³ or specialized training. Require employee to sign acknowledgement of responsibility 	<ul style="list-style-type: none"> Notify employee. Department head works with OTI to discuss disciplinary action or specialized training. Address what happens next. 	<ul style="list-style-type: none"> Notify employee. Recommend disciplinary action in letter to dept. head, EVC, and OTI.
General User	<ul style="list-style-type: none"> Email employee w/tips and guidance 	<ul style="list-style-type: none"> Notify employee Recommend additional training Address what happens next 	<ul style="list-style-type: none"> Notify employee (cc: PO, ISO, and DH) ISO and PO meet with department head to talk about next steps. Address what happens next 	<ul style="list-style-type: none"> Notify employee PO & ISO to meet with department head determine need for disciplinary action³ or specialized training. Require employee to sign acknowledgement of responsibility 	<ul style="list-style-type: none"> Notify employee. Department head works with OTI to discuss further disciplinary action or specialized training. Address what happens next.

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.