



# The Role of HR in a Tech-Based World

## HR and IT: Frenemies or Allies?

*Presented by Douglas Horne and Cat Koerner*

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enPower Technology Solutions


### Introduction to enPower

**enPower Technology Solutions**  
 enPower has three pillars of technology offerings: IT Leadership, IT Management and IT Project services. Our greatest strength in making us different than the standard MSP is our focus and dedication to providing true IT Leadership for our clients.


### Why We Are Here Today

- Operating IT isolation is a thing of the past.
- HR and IT – the dynamic duo

### Presenting Team:



**Douglas Horne**  
- Managing Director and IT Visionary



**Cat Koerner**  
- Business Operations Manager and HR Nerd

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## Human Resources Plays a Critical Role in Protecting Organizations

- Our employees have a critical impact on the stability and security of our IT systems.
- Our employees can be our biggest threats – but also our fiercest protectors – of our IT systems and security.
- **Documented** processes and procedures is critical.
- HR must work closely with many functional teams (and they need to work with HR).



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## Human Resources and IT: Working Together for Success

### Today's Topics:

- Onboarding/ Offboarding Employees
- Cybersecurity Awareness Training

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## Employee Onboarding

- **Document *and follow*** standardized Onboarding Processes.
  - Processes will involve multiple teams/departments.
- **Human Resources** owns the overall process.
  - But each functional team/department accountable for their own processes.
- HR Considerations related to IT:
  - Assignment/Access:
    - Physical access
    - Equipment
    - Software/application access
    - Data access
    - Security level
    - Personal device use
  - Timeline
  - Training
  - Forms/Documentation

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## Employee Offboarding

- **Document *and follow*** standardized Offboarding Processes.
  - Processes will involve multiple teams/departments.
- **Human Resources** owns the overall process.
  - But each functional team/department accountable for their own processes.
- HR Considerations related to IT:
  - **High priority across all involved functional teams/departments.**
  - **Access/Security Lockdown**
    - Ensure IT Resource Availability at time HR is terminating
  - Equipment/Data Return
    - Physical and electronic
  - Access/Deactivation
    - Physical access
    - Personal device
  - Assignment of monitoring active accounts (e.g. email)
  - Forms/Documentation
  - Notification to staff, clients, others

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## Cybersecurity Awareness Training

Our employees are our first and last line of defense.

Goal of Cybersecurity Awareness Training:  
Educated, aware employees.  
Turn employees into human firewalls.

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## Cybersecurity Awareness

### Common attack vectors:

- Phishing (including targeted, spear phishing)
- Vishing
- Smishing
- Facility access
- QR Codes



### Social Engineering:

Not just online!



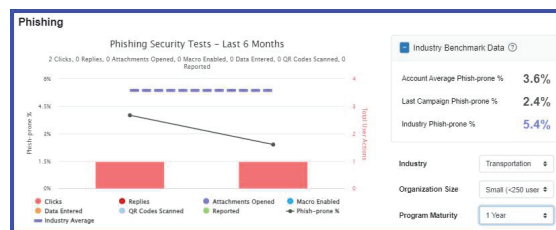
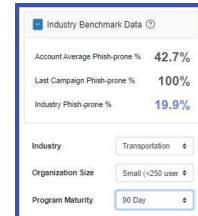
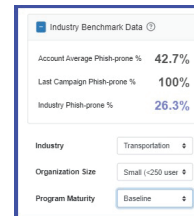
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# Cybersecurity Awareness Training

## Fun Facts

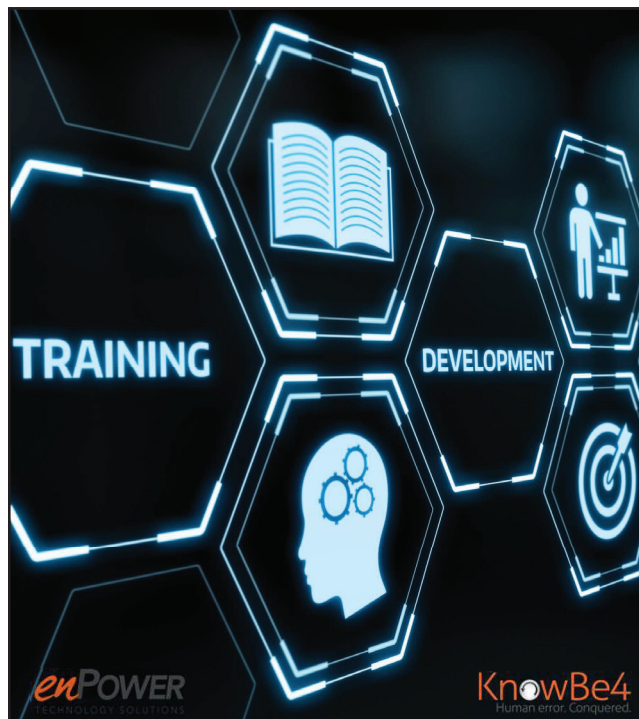
In the transportation industry:

- The average Baseline phishing test tricks 26.3%\* of employees!
- After 90 days of security awareness training, that percentage goes down to 19.9%.
- After 1 year, that number is down to 5.4%!



\* Based on an organization with fewer than 250 employees. Percentages go up the larger the organization!

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## Cybersecurity Awareness Training

Define (and document) your program.

- Assignments/Accountability
- Approach/Platform
- Cadence
- Program tracking/records (HR)

Testing is for everyone!

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## Questions?

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