



City of Greensboro

Melvin Municipal
Office Building
300 W. Washington Street
Greensboro, NC 27401

Agenda Report

File Number: 2025-518

Agenda Item# G.5.

Agenda Date: 7/15/2025. **Department:** Information Technology
Meeting Type: Council Meeting **Category:** Consent Agenda

Title: 2025 - 518 Resolution to Approve KnowBe4 Renewal in the Amount of \$108,779.94 with Tangible Security Inc.

Council Priority: Place an 'x' in the box.

- | | |
|--|---|
| <input type="checkbox"/> Safest City | <input type="checkbox"/> Most Skilled Workforce |
| <input type="checkbox"/> Easiest Place to Do Business | <input type="checkbox"/> Most Connected City |
| <input type="checkbox"/> Youth Sports Capital | <input type="checkbox"/> Hub of Recreation and Entertainment |
| <input type="checkbox"/> Abundance of Attainable Housing | <input checked="" type="checkbox"/> Other/Admin <u>Ensure Fiscal Stewardship,</u> |
| <u>Transparency, & Accountability</u> | |

Council District: ALL

Public Hearing: No

Advertising Date/By: N/A

Contact 1 and Phone: Rodney Roberts, CIO, 412-6158

Contact 2 and Phone: Naser Yasin, Chief Information Security Officer, 419-3970

PURPOSE:

The City currently uses the KnowBe4 platform to conduct phishing testing on regular basis to identify employees vulnerable to phishing attacks and provide them with additional cybersecurity training. The software subscription requires an annual license agreement for continued use. We wish to renew the subscription for 3yrs this time due to significant cost savings.

BACKGROUND:

KnowBe4 is a cybersecurity platform that helps the City reduce the risk of cyberattacks by improving employee awareness. It offers tools that train employees to recognize email scams and phishing attempts. It also allows the City to run tests that mimic real-world phishing attacks. Employees who fall for these tests receive follow-up training to help them stay alert and avoid similar threats in the future. Using this tool helps protect City systems and confidential information by strengthening our human firewall.

BUDGET IMPACT:

Funding for the ongoing support and training fees are included in the adopted budget.
Support and Training Fees: \$108,779.94 for 3 years.

Vision Statement: "A Community with Endless Economic Opportunities and Exceptional Quality of Life."

ACCOUNT NUMBER:

682-07-0713010.5223

RECOMMENDATION / ACTION REQUESTED:

It is recommended that City Council approve the Information Technology Department to encumber funds for the KnowBe4 cybersecurity training subscription and associated support fees. Tangible Security Inc. is the sole authorized reseller of the KnowBe4 solution, and continuing support and training through this vendor remains the most reasonable and efficient way to meet the organization's needs.