



**Wondering Where to Start with Cybersecurity? Start Here !!**  
**In-Person Training**

MWWA Course Seminar (Course ID # MWWA 24-006. Wastewater: BC-2024-3837)

This is the perfect training for those that know something needs to be done about cybersecurity, but are not sure where to start. In this training you will hear from the experts in the field that have conducted dozens of trainings to public sector employees across the state. Joe Flores of Region 1 CISA, and Sargeant Ed Keefe of the Mass. State Police, will provide attendees with useful information to both office staff and field staff on steps to take to avoid ransomware and hacking threats. This training will give real world examples of cybersecurity events that have impacted utilities both nationally and locally from things like losing access to customer metering accounts to treatment facility SCADA takeover. The afternoon session will incorporate hands on exercises involving emergency response plans and a tabletop exercise.

This course is approved for **4.0 TCH** (Training Contact Hours) for MA Water and Wastewater Operators. Morning refreshments and lunch will be provided.

Learning Objectives:

- Learn about the basics of cybersecurity and recommended steps to take to avoid becoming a victim.
- Review case studies of actual events and understand what went wrong on how it could have been avoided.
- Create an Emergency Response Plan and perform a tabletop exercise

**LOCATION:** Mass. Fish & Wildlife Headquarters, 1 Rabbit Hill Rd., Westborough, MA 01581  
**DATE:** Thursday, June 27, 2024  
**TIME:** 9:00 AM – 2:15 PM  
**COST:** \$100 MWWA Members, \$180 Nonmembers  
**INSTRUCTORS:** Sgt. Ed Keefe, Mass. State Police  
Joseph Flores, Cybersecurity Advisor, US DHS CISA, Region 1

**AGENDA:**

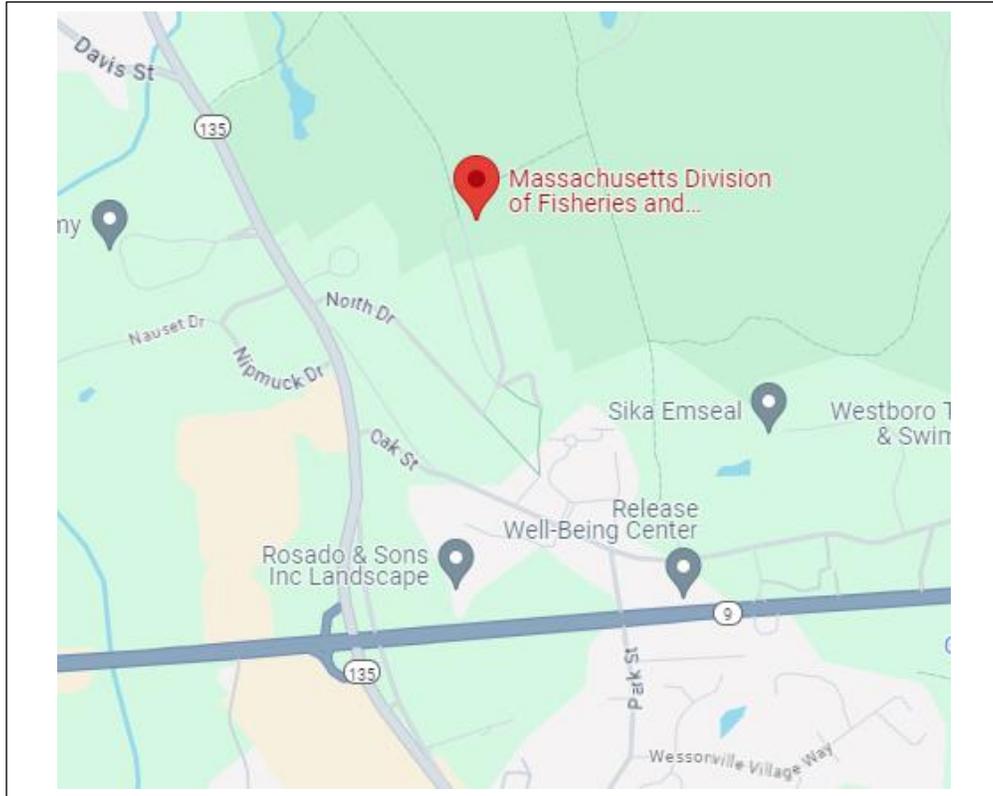
9:00 AM – 9:15 AM	Registration & Introductions
9:15 AM – 10:15 AM	State of Cybersecurity in the Water Utility Sector Types & Phases of Ransomware Email Compromises
10:15 – 10:30 AM	Break
10:30 AM – 11:30 AM	Case Studies Creating Solutions / Available Resources
11:30 AM – 12:00 PM	Lunch (To Be Provided)
12:00 PM – 1:00 PM	Developing An Incident Response Plan
1:00 PM – 1:15 PM	Break
1:15 PM – 2:00 PM	Tabletop Exercise
2:00 PM – 2:15 PM	Conclusions, Assessment Questions & Course Evaluations

**Registrations must be done on-line ([www.masswaterworks.org](http://www.masswaterworks.org)).** If you need registration assistance, please email [adminmwwa@masswaterworks.org](mailto:adminmwwa@masswaterworks.org) or call 978-263-1388.

**ATTENDANCE & TCH POLICY:** Participants must attend 90% of the program and complete an assessment and a session evaluation form to be eligible for TCHs. TCHs will be issued only if full payment has been received.

*See next page for training location map and important participant information.*

**Mass Fish & Wildlife Headquarters**  
**1 Rabbit Hill Rd., Westborough, MA 01581**



**Photograph and Information Release:**

Participation in this training constitutes an agreement by the attendee to allow the Massachusetts Water Works Association (MWWA) to use and distribute the participant's image in any MWWA-related publication or social media site.