



Office of the City Manager

**RECESS ITEM**  
**CONSENT CALENDAR**  
May 7, 2024

To: Honorable Mayor and Members of the City Council  
From: Dee Williams-Ridley, City Manager  
Submitted by: Kevin Fong, Director, Information Technology  
Subject: Purchase Order: SHI for KnowBe4 Products and Services

**RECOMMENDATION**

Adopt a Resolution ratifying the action taken by the City Manager during Spring Recess for the approval and authorization to execute a purchase order in the amount of \$135,189 with SHI for continued use of KnowBe4 cybersecurity content, products and tools.

**NEGATIVE EFFECT IF ACTION IS DELAYED UNTIL AFTER COUNCIL RECESS**

The City's Cybersecurity program relies on security awareness training content provided by KnowBe4 and the current 3-year term has reached conclusion. Failure to renew will result in a break in service of the City's Cybersecurity program.

**FISCAL IMPACTS OF RECOMMENDATION**

This product is funded through the IT Cost Allocation (680) fund in the amount of \$135,189.

**CURRENT SITUATION AND ITS EFFECTS**

The current 3-year term for KnowBe4 has reached conclusion, and we would like to continue using their services for the next three (3) years through 2/27/2027. The vendor we have used, Axidome, is no longer in business and we were able to identify an alternative existing reseller partner, SHI.

**BACKGROUND**

The City's Cybersecurity program relies on security awareness training that is vital for educating employees about cybersecurity threats, empowering them to recognize and respond effectively to such risks, ensuring compliance with security best practices, and defending against theft, sabotage, and other insider threats.

KnowBe4 is the service provider the City has been using for at least the previous three (3) years and is integral to the City's ongoing Cybersecurity and Awareness program.

The current 3-year term has reached conclusion, and we would like to continue using their services for the next 3 years through 2/27/2027.

The Cybersecurity program is a Strategic Plan Priority Project, advancing our goal to provide state-of-the-art, well-maintained infrastructure, amenities, and facilities and create a resilient, safe, connected, and prepared city.

#### ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

KnowBe4 is a content and tool provider providing services and tools that are solely delivered electronically, thereby eliminating any associated greenhouse gas emissions related to travel.

#### RATIONALE FOR RECOMMENDATION

KnowBe4 is the service provider the City has been using for at least the previous three (3) years and is integral to the City's ongoing Cybersecurity and Awareness program. The current 3-year term has reached conclusion, and to avoid a break in service to the City's Cybersecurity and Awareness program, we would like to continue using their services for the next 3 years through 2/27/2027.

#### ALTERNATIVE ACTIONS CONSIDERED

Staff considered not using KnowBe4 products but by not utilizing them, we would need to produce our own training content which would be both time and cost prohibitive. While there may be alternative products on the market, KnowBe4 is well integrated with our existing infrastructure and implementing another vendor product would cause a break in our Cybersecurity and Awareness program, increasing the risk of a potential security breach of the City.

#### CONTACT PERSON

Kevin Fong, Director, Information Technology, 510-981-6541

Attachments:

1. Resolution

RESOLUTION NO. ##,###-N.S.

PURCHASE ORDER: PROCUREMENT OF KNOWBE4 PRODUCTS AND SERVICES  
THROUGH SHI

WHEREAS, the City's Cybersecurity and Awareness program relies on security awareness training that is vital for educating employees about cybersecurity threats, empowering them to recognize and respond effectively to such risks, ensuring compliance with security best practices, and defending against theft, sabotage, and other insider threats; and

WHEREAS, the City's Cybersecurity and Awareness program relies on security awareness training content provided by a service provider; and

WHEREAS, KnowBe4 is the service provider the City has been using for at least the previous three (3) years and is integral to the City's ongoing Cybersecurity and Awareness program; and

WHEREAS, the current 3-year term for KnowBe4 has reached conclusion, and we would like to continue using their services for the next three (3) years through 2/27/2027; and

WHEREAS, the vendor we have used, Axidome, is no longer in business but we are able to identify an alternative existing reseller partner, SHI; and

WHEREAS, failure to renew will result in a break in service of the City's Cybersecurity and Awareness program.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the Council ratifies the action taken by the City Manager to approve and authorize the execution of a purchase order with SHI in the amount of \$135,189 for continued use of KnowBe4 cybersecurity content, products and tools.

