

Case Study

How kommunit Measurably Strengthens Security Awareness in Municipal Administrations with KnowBe4

**Industry**

Public Sector /
Municipal IT

Location

Schleswig-
Holstein, Germany

Challenge

Regularly and effectively raise employee awareness of cyber risks while measurably improving security awareness

kommunit is a municipal IT service association in Schleswig-Holstein, Germany. The public-law organization operates critical IT infrastructure for numerous municipal administrations and public institutions, providing services such as data center operations, workplace infrastructure and specialized administrative applications.

The affiliated administrations have transferred large parts of their IT infrastructure to kommunit. With this responsibility comes a critical task. Managing sensitive citizen data requires a particularly high level of security awareness and responsibility. “We manage a large amount of sensitive citizen data. That’s why it’s essential for us to lead by example when it comes to security awareness,” says Volker Jeß, Head of Governance, Risk & Compliance at kommunit.

In addition to technical security measures, raising employee awareness also plays a critical role.

At a Glance

- ▶ Awareness score from 58% to 69%
- ▶ More than 60% of employees reported a simulated phishing email
- ▶ 0.8% phishing click rate
- ▶ 1,110 phishing emails simulated



The Need to Strengthen Security Awareness in the Public Sector

kommunit had already implemented security awareness training but found that the content and learning formats of the previous product were not ideally suited to the specific needs of municipal administrations.

In addition, the organization needed to establish a training program that:

- provides regularly updated content
- can be flexibly integrated into employees' daily work routines
- remains scalable for numerous affiliated municipal administrations

“We manage a large amount of sensitive citizen data. That’s why it’s essential for us to lead by example when it comes to security awareness”

— Volker Jeß,
Head of Governance, Risk & Compliance at kommunit

Flexible Security Awareness Training Achieved with KnowBe4

When searching for a new product, kommunit evaluated several providers. Following a public tender process, the municipal IT association selected KnowBe4.

Key factors in the decision were the wide variety of learning formats and the continuously updated content. The training program includes short micro learning modules, videos, as well as interactive elements and games. Employees responded particularly positively to the security awareness series “The Inside Man.” The new training formats led to noticeably higher engagement among employees.

“After we launched The Inside Man, the first question we heard was: ‘When is the next episode coming?’” Jeß says.

In addition to traditional training modules, kommunit also uses phishing simulations and the Phish Alert Button. This enables employees to report suspicious emails directly from their inbox.

Another advantage is the high level of flexibility. Employees can complete the training independently and on their own schedule, including on mobile devices via the KnowBe4 Learner App.

Implementing an Awareness Program for Thousands of Employees

kommunit operates the platform in a multi-tenant structure, allowing multiple organizations to use it securely. In addition to its own employees, numerous affiliated municipal administrations also benefit from the awareness training. The implementation process was quick and required minimal effort from the team.

“The rollout was surprisingly fast. Once the environment was set up, we were able to import the users and start the training immediately,” Jeß says.

The awareness program extends well beyond kommunit’s own organization. In addition to the approximately 300 kommunit employees, numerous affiliated municipal administrations also benefit from the training. Altogether, the program now reaches several thousand employees across the municipal sector.

The training program follows a clear structure: over the course of the year, employees complete around 10 training sessions, each lasting approximately 30 minutes.

The goal is to regularly raise employees’ awareness of cyber risks through manageable training modules. Instead of relying on one-off training sessions, kommunit deliberately focuses on continuous learning with KnowBe4. The short training modules can be easily integrated into employees’ daily routines, helping ensure that security knowledge remains top of mind.

New content is first tested internally and then rolled out to the affiliated municipal administrations.

“After we launched The Inside Man, the first question we heard was: ‘When is the next episode coming?’”

— Volker Jeß, Head of Governance, Risk & Compliance at kommunit



“The rollout was surprisingly fast. Once the environment was set up, we were able to import the users and start the training immediately.”

— Volker Jeß, Head of Governance, Risk & Compliance at kommunit

kommunit Sees Measurable Improvement in Security Awareness

kommunit did not start from scratch. Even before introducing KnowBe4, the municipal IT association had already worked with another provider in the area of security awareness. As a result, many employees already had a basic understanding of common cyber risks and secure behavior in their day-to-day work.

However, with KnowBe4, kommunit was able to significantly improve employees’ security awareness compared to the previous vendor.

The impact of the training is clearly reflected in the results of the security assessments. The employees’ average awareness score increased from 58% at the start of the program to 69%.

Security awareness also improved significantly across individual knowledge areas. The most notable gains were seen in the areas of passwords and authentication, mobile devices and social media.

The results show that regular awareness training not only increases employees’ understanding of cyber risks but also positively influences their behavior in their day-to-day work. With each round of training, employees’ security awareness continues to grow.

In addition to training, kommunit regularly runs phishing simulation campaigns to assess how employees respond to realistic attack scenarios.

In a recent campaign, 1,110 phishing emails were sent to employees:

- 716 emails opened
- 9 clicks on phishing links
- 2 QR codes scanned
- 672 suspicious emails reported

The improvements are clearly reflected in measurable results and data. The high number of reports shows that many employees are able to recognize potential attacks and actively contribute to the organization's security.

"It's not just a feeling — we have the proof. Our employees' security awareness has measurably improved," Jeß says.



"It's not just a feeling — we have the proof. Our employees' security awareness has measurably improved."

— Volker Jeß, Head of Governance,
Risk & Compliance at kommunit

"Flexibility for employees is key: they can complete the training at their own pace and still take away valuable knowledge."

— Volker Jeß, Head of Governance,
Risk & Compliance at kommunit

Ensuring Security Awareness Stays a Core Part of the Security Strategy

For kommunit, security awareness is now a core element of its IT security strategy. The combination of diverse training formats, regular phishing simulations and measurable results helps ensure that employees remain continuously aware of cyber risks. Flexibility plays a crucial role in ensuring long-term adoption of the training program.

"Flexibility for employees is key: they can complete the training at their own pace and still take away valuable knowledge," Jeß says.

With KnowBe4, kommunit has found a partner that can scale both for its own organization and for numerous affiliated municipal administrations while contributing to a stronger security culture in the long term.



KnowBe4, Inc. | 33 N Garden Ave, Suite 1200, Clearwater, FL 33755
855-KNOWBE4 (566-9234) | www.KnowBe4.com | Sales@KnowBe4.com

Other product and company names mentioned herein may be trademarks and/or registered trademarks of their respective companies.