

From: "Johnston, Sadhu" <Sadhu.Johnston@vancouver.ca>
To: "City Manager's Correspondence Group - DL"
Date: 6/27/2018 2:59:40 PM
Subject: FW: Webmail interruption

From: Johnston, Sadhu
Sent: Wednesday, June 27, 2018 2:29 PM
To: Direct to Mayor and Council - DL; Park Board RSVP; City Leadership Team - DL
Cc: Adcock, Jessie; Mochrie, Paul
Subject: Webmail interruption

Dear Mayor, Council, Commissioners and CLT,

I am writing to advise that our Technology Services team will be taking steps in the next few minutes to deactivate the City's Outlook Web Access (OWA) system. The OWA system enables users who hold a CoV Outlook account to access our email and calendar applications over the web.

The OWA system is being deactivated temporarily as a consequence of a phishing attack targeting City email accounts that occurred last week. Through that attack, malicious parties were successful in obtaining access to City email credentials and are now utilizing those credentials via the Outlook Web Access system to distribute significant volumes of phishing/spam emails to other external targets. We have been contacted by several public agencies in Canada and the US regarding phishing emails emanating from our system.

Technology Services is monitoring traffic to the OWA system and will implement further security measures as required. Tech Services will also be implementing a security update to all City-issued mobile phones to ensure that email access via CoV mobile devices is not compromised. That update takes approximately 15 minutes per phone and entails the temporary removal and reinstallation of email, calendar and contact data.

We do not anticipate any disruption to the use of Outlook on devices within the City's network.

We will be distributing a broadcast message to all staff shortly regarding this matter.

If you have any questions or concerns regarding this matter, please contact Paul Mochrie or Jessie Adcock, both of whom are CC'd above.

Best

Sadhu

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