

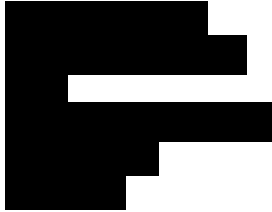


University of East Anglia

Information Services Directorate

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 593 523
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>



21 February 2017

Dear 

Freedom of Information Act 2000 – Information request (ref: FOI_17-025)

We have now considered your request of 24 January 2017 as clarified on 31 January for information regarding ransomware attacks carried out against this institution within the last year.

Our response is on page 2 of this letter, together with a copy of your request.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold complete information on the total number of ransomware attacks that occurred within the specified time period nor on whether a ransom was paid. This is due to the fact that records within the security software that detects such attacks are only kept for a limited time.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website: https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-025)

I am writing to you under the Freedom of Information Act 2000 to request the answer to the following questions:

- *Have you suffered from a ransomware attack in the last year?*

[Clarified on 31 January to define 'last year' as calendar 2016, and to define an 'attack' the number of unique intrusions regardless of the number of staff affected]

Yes. Please note that we are defining an 'attack' as a unique attempt to install ransomware on UEA systems regardless of the success of such an attack.

- *If so, how many?*

[Clarified on 31 January to define the number of attacks as the number of unique intrusions regardless of the number of staff affected]

[Information not held - s.1(1)(a), Freedom of Information Act]

We do not hold records of attacks for the full calendar year 2016 for the reasons noted in the above letter.

However, we have records to indicate that there have been, as a minimum, 231 attempts to penetrate UEA systems and install ransomware within the timeframe of the request. None of these attempts were successful.

- *If so, did you pay the ransom?*

[Information not held - s.1(1)(a), Freedom of Information Act]

We do not hold records of attacks for the full calendar year 2016 for the reasons noted in the above letter.

However, we do not have any recorded information to indicate that a ransom was paid in response to any attempted attack.

- *What level of employee was the target of the initial ransomware attack? Please respond with either junior, management or administrative.*

[Clarified on 31 January to define 'level of employee' according to the UEA classification of staff for the purposes of pay:

(<https://www.uea.ac.uk/hr/employee-information/payscales>).

Employee targets of ransomware attacks include individuals with the following classification:

- RA (Research and Analogous)
- SP (Sportspark)
- SC (Secretarial & Clerical)
- ATS (Academic, Teaching & Scholarship)