



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>

12 June 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-123)

We have now considered your request of 12 May 2017 for information relating to cyberattacks made upon UEA.

Our response is on pages 3-4 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 cyberattacks that occurred within the specified time period. This is due to the fact that records within our security software that detects such attacks are only kept for a limited time.

Additionally, we confirm that the University does not hold information on whether any attack was reported to police or other responsible authority, or whether the attacker was traced or convicted. Further information is on page 4 of this letter.

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_17-123)

I would like to make a Freedom of Information request relating to cyber attacks to your organisation. By cyber attack I am referring to the unauthorised access or deliberate disruption of a computer system or a device. Types of cyber attack could include, but are not limited to: ransomware, denial of service, phishing and spear phishing etc. By data, I am referring to any information held on your computer systems or devices

Please could you answer the following:-

1. Does your organisation keep an incident log of cyber attacks?

UEA does maintain records of cyberattacks in a variety of locations. A misuse log is maintained by the Security, Policy and Compliance unit. We also maintain an IT call logging system which would contain reported incidents. Where the attack resulted in the loss of personal data, it should have been treated as a data breach, with a record of the breach held by the Security, Policy and Compliance unit.

2. How many cyber attacks - attempted and successful - were recorded against your organisation in the last three financial years, year-by-year (ie 2014/15, 2015/16, 2016/17)?

3. Where cyber attacks were successful, what kind of data and what amount of data, if any, was lost or stolen? Was it confidential?

4. For each case, please confirm:- the type of attack (eg ransomware, denial of service etc)

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

We do not hold complete data on the number of attempted attacks within the specified time period for the reasons noted in the above letter.

However, we do hold data on the number of phishing attacks within our IT incident reporting system as follows:

Year	No. attacks	Successful	Data stolen	Attack type
2014/15	41	30	Unknown	Phishing
2015/16	49	106	Unknown	Phishing
2016/17	612	17	Unknown	Phishing

Please note that the way in which phishing attacks were classified was changed in 2016/17 from counting just the unique 'parent' attack (which might affect multiple users) to counting the number of affected users. The count of successful attacks is based upon the number of accounts disabled as a result of an attack and there may be a number of accounts disabled that pertain to one singular attack.

Additionally, data held within our misuse log in response to the above questions is presented below:

Year	No. attacks	Successful	Data stolen	Attack type
2014	1	1	Unknown	Unknown
2015	4	2	None	2 web application hacking 2 malware
2016	18	18	None	2 web application hacking 16 malware

This data is, however, merely a subset of the overall number of cyberattacks, using the definition you have provided within your request and would represent an understatement of the actual number of attacks.

5. What demand, if any, was made to resolve the attack? Did the organisation comply?

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

We hold no information to indicate that any demand was made to resolve the attack.

6. Whether the attack was reported to police or other responsible authority? Was the attacker traced/convicted?

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

We hold no information to indicate that any attack was reported to the police or another authority nor any information relating to the fate of any perpetrator of such an attack.