COMMONWEALTH
OFFICE OF
TECHNOLOGY

COT Security Alert – Full Mailbox Phishing Email

COT Office of the Chief Information Security Officer (CISO) has been made aware of a phishing attack that has been successful within our network. The email attempts to appear to come from email administrators.

Several items in the email indicate it could be a phishing email.

1. The email is unexpected.
2. The email has a generic introduction, such as "Dear user".
3. The email is not from an internal source in most cases. Emails from COT are all from "@ky.gov".
4. The email link indicates it is not as it states when the user's mouse hovers over it. A good site to help you understand the difference between legitimate and fake links in emails is http://www.microsoft.com/security/online-privacy/phishing-symptoms.aspx.
5. The email prompts the user to click the link using a social engineering tactic that takes advantage of the fact that people are generally cooperative and heavily dependent on their email service. Social engineering tactics use natural human responses rather than technical weaknesses in a system to gain the desired access or information.

COT technical staff or services will **never** require your credentials in response to an email for any type of service. Do not complete online forms with your login credentials under any circumstances. If you receive an email as described, do not reply to it or click on the links it contains.

NOTICE: COT is providing this information so that you are aware of the latest security threats, vulnerabilities, etc. If you need to report an incident or breach of security resulting from the threat or vulnerability in this alert, contact the CommonwealthServiceDesk@ky.gov or call 502-564-7576 so that a ticket can be generated for the appropriate COT technical staff.

Office of the CISO
Commonwealth Office of Technology
100 Airport Rd.
Frankfort, KY 40601
http://technology.ky.gov/CISO/

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