



COT Security Alert – Reported Vishing Attempts

The Commonwealth Office of Technology Security Administration Branch has become aware of incidents of **vishing** taken upon Commonwealth of Kentucky agencies. Vishing is the act of using the telephone to scam users into surrendering sensitive or proprietary information for use in further criminal activities. In these reported cases, the scammer requests agency purchasing account information and information specific to copiers, such as serial numbers.

Users who receive unsolicited or unexpected calls requesting information of this nature should respond by informing the caller that they must identify themselves and wait for a call back after their identity has been verified through other sources. They will probably hang up at that point if they are not legitimate. If they do not, the caller's identity may be verified using only trusted resources, such as the Outlook Global Address List for anyone claiming to be from within state government, or a phone book for calls that originate from outside state government. Do not ask for or use any number that the caller may provide. It should be noted that even if someone's identity is verified, it does not necessarily indicate they have the authority to receive the information requested.

Users who are able to obtain the number of a caller suspected of vishing should report it to their supervisor and to CommonwealthServiceDesk@ky.gov so that Security personnel can investigate.

NOTICE: COT is providing this information so that you are aware of the latest security threats, vulnerabilities, software patches, etc. You should consult with your network administrator or other technical resources to ensure that the appropriate actions for these alerts are followed. If you are a network administrator and need additional information, please call the Help Desk at 502.564.7576.

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