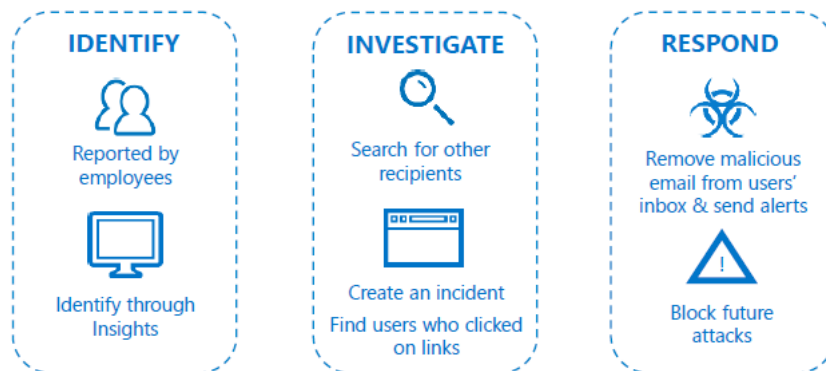




EMAIL PROTECTION INCIDENT RESPONSE

The first stage of email protection incident response, when threats and suspicious activity are identified, relies heavily on end users.



“Incident response can enable IT teams to identify, check and resolve email attacks from outside your organization. These threats can be identified by employees and from within Incident Response itself. These threats can then be tracked on an ongoing basis.

Any allowed email can be searched, by subject or sender, to follow-up on identified threats. Mails that are reported by users as malicious can be immediately investigated and remediation actions can be taken quickly.

Incident Response allows you to identify the scope of the attack and remove all instances of threat-bearing emails by instantaneously removing malicious messages directly from user mailboxes and automatically delivering alerts to all affected users. Remediation options include the ability to delete messages in user’s inboxes. Sender policies can be created in order to counter future attacks.”

Colleagues are encouraged to act as watchdogs for the security of SASSETA's ICT infrastructure and networks, with the first step being to notify the ICT department of any questionable activity. The email address for reporting is icthelpdesk@sasseta.org.za.