

# Ransomware Attack-ICT Systems on the Tallaght Campus

## Frequently Asked Questions for Staff

### What happened?

Updated 4/5/21

The work continues apace on our ICT recovery plan, as we continue to restore the systems on campus, securely and safely.

Considerable progress in the restoration of Active Directory has been made, and this will allow us to add services in the coming days.

The threat of the ransomware attack has been curtailed, and each system is being checked carefully and thoroughly to understand the extent of the threat and to identify any damage. Our Critical Incident Team is working hard on the ICT recovery plan in order to restore the systems securely, and as quickly as possible.

In the meantime, purchase orders are being issued, payroll and expense claims are being processed, and student payments via the Student Assistant Fund have been made on time

Our staff recruitment system is operating normally and we are able to handle queries promptly.

Student support services are available as normal for remote access, and we are progressing plans for the reopening of campus-based facilities

On Thursday, April 1st, 2021, the Tallaght campus of the Technological University Dublin was subject to a significant ransomware attack affecting many of its onsite ICT systems. With the support of external cybersecurity, technical and legal experts, the University is currently investigating the source and impact of this attack on our systems and working to return access for all users as soon as possible.

The investigation of the attack and securing the network phases are currently running in parallel. At this time, it is expected the major element of the investigation phase will complete next week. Securing the network and recovering or systems will then be the priority.

## What ICT Systems can I access on-campus?

Updated 4/5/21

More than 60% of the M Drive data has been migrated to the OneDrive. Assistance for staff members in relation to this change is ongoing as the relevant drives are restored and moved to the OneDrive or Teams. In addition, we have included four short screencasts for your attention on the topic of using the OneDrive at:

<https://web.microsoftstream.com/channel/eb89a216-f501-4895-aa7c-da75ba9e0f12>

**Eduroam Wifi** is now available on campus, so access to WIFI for laptops and mobile devices has been enabled. Please use your TU Dublin log-in ([firstname.lastname@tudublin.ie](mailto:firstname.lastname@tudublin.ie)) to access Eduroam.

Further information on the Eduroam Wifi service can be found here:

<https://www.tudublin.ie/connect/it-services/guides/wifi/>

Please note, you should still not attempt to logon to your PC on campus.

It is also now permitted to include, and click on, links within emails. However, as always, please exercise caution when clicking on any links within emails and do not click on unfamiliar or suspicious links or attachments.

Scanning facilities has been enabled on printers, and there are dedicated PC's in place for staff members working in critical areas in the Registrar's Office, Finance and HR.

Agresso, CORE Payroll, and Banner are working on dedicated machines on campus, and student payments via the Student Assistant Fund are being made on time.

Staff cannot access ICT systems on the Tallaght campus. Without exception, staff members who must attend on campus **MUST NOT** attempt to access the network until further notice.

Colleagues are advised, in addition to the current Level 5 Covid 19 restrictions on our activities on campus and as we are primarily operating and providing our services remotely to not attend on campus to use or attempt to use any of the on-site ICT equipment (desktops etc.) for the coming week commencing 12 April until advised further.

## Which ICT systems can I access off-campus?

Updated 22/4/21

Office365 including email, One Drive and Teams is working well and our lectures, meetings and communications are working normally.

Moodle, and the TU Dublin website is working normally also.

At this time, remote user access for the following ICT services remains operational:

- Office 365 (Email, One Drive, and Teams),

- Moodle,
- TU Dublin Website
- Library Website.
- Gradebook will be available from noon Monday 12 April 12th.

Please note that due to the ongoing review of our systems, there may be disruptions to these services in the coming days.

## Can I access Shared Network Drives (I, J, K, L, R & M)?

Updated 4/5/21

More than 60% of the M Drive data has been migrated to the OneDrive. Assistance for staff members in relation to this change is ongoing as the relevant drives are restored and moved to the OneDrive or Teams. In addition, we have included four short screencasts for your attention on the topic of using the OneDrive at:

<https://web.microsoftstream.com/channel/eb89a216-f501-4895-aa7c-da75ba9e0f12>

Work is in progress on the shared network drives, and several of the M Drives are now back in operation with M Drive data being migrated to the One Drive. Assistance for staff members in relation to this change will be available when required.

To provide access to these drives Computer Services must move the content of these drives to OneDrive or Teams. You will be notified when access to your content is available.

## Which ICT systems cannot be accessed?

Updated 4/5/21

- Agresso working on dedicated machines
- Authentication proxy service
- Banner is available in prioritised functional areas.
- CMIS
- Connect365 Remote Access - Student & Staff Remote Access
- CoreHR
- Core Payroll working on dedicated machines
- Eduroam Wireless **working on campus**
- File Shares
- Intranet
- KOHA
- Library Room Booking
- Module Builder
- Oracle Business Intelligence
- Past Exam Papers **available up to January 2020**
- Printing Services (**Printing from USB's in place**)
- Track IT Card Printing –Staff & Students

## When will things get back to normal?

The University continues to work as a matter of urgency to restore safely students and staff access to all our onsite ICT systems as soon as possible.

We have invoked our Critical Incident Response plan and appointed consultants and legal experts to assist colleagues from the three campuses. They are working on completing the assessment on the scope of this attack, minimising and stabilising the situation, and recovering the University's systems and services as safely as possible. A limited number of staff will be provided with access to key ICT systems such as Payroll and Banner so that certain critical functions can continue whilst the main recovery project continues.

We will keep you updated throughout our investigation, and as soon as we have further relevant information, we will share it with you. The University does not yet have a definite timeline for when full ICT services will be available on the Tallaght campus.

### **Is my personal information safe?**

Updated 4/5/21

There is no indication that any data, including personal data, has been accessed, amended, copied or exfiltrated due to this incident.

At this early stage in our investigation, there is no indication that any data, including personal data, has been accessed, amended, copied or exfiltrated due to this incident.

The University is collating all relevant information and has reported this event to the relevant statutory authorities, including the Data Protection Commission and An Garda Síochána.

### **Are classes, assessments and exams affected?**

Updated 4/5/21

Assessments are on-going, and exams are proceeding as planned commencing on Monday, May 10<sup>th</sup>. <https://www.it-tallaght.ie/spring-semester-exams>

Office365 including email, One Drive and Teams is working well, and Moodle is working normally also.

Our lectures, meetings and communications are working normally. Moodle, and the TU Dublin website is working normally also. Assessments and exams are proceeding as planned

- All planned online lectures and laboratory classes commencing 12 April will proceed per the schedule. The relevant academic Department will notify students if there is any change to timetables.
- All student assessments and May 2021 examinations (May 10-18<sup>th</sup> for most exams) delivered through Moodle will proceed as planned.

- May Exam timetables are accessible on the webpage at:  
<https://www.it-tallaght.ie/spring-semester-exams>

### **Can students access on-campus ICT systems?**

Students have been informed that on-campus IT systems are not currently accessible, including Wi-Fi. They **must not** attempt to connect any device to any campus network, as it is not safe to do so at this time.

## **Library Access**

Updated 4/4521

### **Which library services are available?**

Past exam papers can be obtained by emailing the library team at [library.tallaght@tudublin.ie](mailto:library.tallaght@tudublin.ie) with the details of module, semester and year. The library does not have any papers available after January 2020. For enquiries about these papers, please contact the relevant School Office. Past exam papers cannot be accessed through the library website at this time.

As WIFI access is available on campus from today, students will have access to WIFI in the library via Eduroam.

Temporary access to a few more online databases has been added, students and staff should contact the [Library](#) to be sent temporary access details.

Details on the library service update are available at:  
<https://tudublin.libguides.com/visit#.YJEBfrVKguU>

A comprehensive update related the library service has been circulated via Moodle, and while access to online library databases remains impacted, some of our online database providers have set up temporary username and password access to assist you to gain full text access to articles and papers while authentication to our online databases and FindIT search is restored. Please email the library team [library.tallaght@tudublin.ie](mailto:library.tallaght@tudublin.ie) for the temporary access instructions for the resources you need access to.

- **Study spaces** are available. Our online booking system is not available, so as an interim measure, students can book a study space in the library by emailing [library.tallaght@tudublin.ie](mailto:library.tallaght@tudublin.ie) with the time slots they wish to book.
- The **Click & Collect** service is available. To search for print books in the library, please visit: <https://librarysearch.it-tallaght.ie/>
- If you wish to borrow an item, we can place a hold on an item on your behalf and arrange a time for collection during library opening hours.
- Library staff are available for **online research consultations**. We are limited with what we can demonstrate until access to online databases is restored, so the focus would be on open access journals and resources such as Arrow, ResearchGate, Google Scholar and citation tools like Mendeley.
- Library opening hours are available on the Library Website.

### **Which library facilities are not available?**

Online access to databases is not available.

Our online booking system is not available, but students can book study spaces by emailing [library.tallaght@tudublin.ie](mailto:library.tallaght@tudublin.ie) with the time slots they wish to book.

Access to past exam papers online is not available.

For library queries, please email the library team at [library.tallaght@tudublin.ie](mailto:library.tallaght@tudublin.ie) or use the library online chat facility available: <https://librarysearch.it-tallaght.ie/>

### **Can I still apply for vacancies through Core HR for the Tallaght Campus?**

Yes. This facility is currently still available through the TU Dublin Website.

### **Can I access TU Dublin policies and procedures?**

Yes, you can access policies and procedure: [https://www.it-tallaght.ie/human\\_resources](https://www.it-tallaght.ie/human_resources)

### **Who should I contact if I have queries?**

Please do not contact by email, phone or any other method, colleagues in computer services with individual queries or request for services. They are currently exclusively working on protecting our ICT systems and recovering our services for all users as soon as possible. If it is a serious issue, please send your request to your line manager in the first instance.