Dundee & Angus College Cyber Attack Timeline (Events and Communications)

Incident Timeline

Fri 31 Jan

Cyber attack occurs at 3am

According to Courier Newspaper - students sent home on Friday and classes were closed

Sat 1 Feb

No action or communications

Sun 2 Feb

First Media & Social Media Response

Twitter message
- Telling students campus closed Monday - sign-posted to Facebook for more information

Facebook message
- Detailed information on what was open and closed on the Monday
- Mentioned that the incident was a cyber incident
- Said that classes should be opened as normal on Tuesday
- Gave location , social media accounts and time, 4pm Monday for next update
- Mentioned that personal data they believe is not effected

Mon 3 Feb

Story breaks in news

Facebook update
- Make it clear that it was a cyber attack
- Said that their would be no classes Tuesday
- Gave instructions to students to go onto their nearest campus and reset passwords
- Gave date of next update
- Said the next update would be on their website as well as social media

Twitter
- Saying classes closed Tuesday
- Signposting to further information on the website rather than Facebook

Tue 4 Feb

College still closed

Website
- Very basic information saying classes are closed Tuesday

Facebook
- Decided to open again on Thursday giving them selves time

Twitter
- Confirming opening Thursday

Wed 5 Feb

College still closed

Website - Message from the Principal
- No apology but explained classes would resume on Thursday
- Outlined that they have Cyber Essentials in place
- Described the event as "we have been unfortunate'.
- Asked for patience to get back to normal
- "Said that he had been over-whelmed by the feedback and support from students, staff and colleagues from other organisa-tions"

Facebook
- Basic information that campus opening on Thursday and outlining what was closed on Wednesday

Twitter
- Highlighting the message from the Principle and pointing to fuller message on the website

Thu 6 Feb

College Opens

Facebook
- Welcome back messages
- Students to be given Q & A information on return
- Principle "extends his thanks to all staff and partners for their dedication, commitment and support".
- Further updates Friday

Sat 8 Feb

Courier Newspaper Article
- First mention of a ransom demanded for the hackers
- Principle aid "that is just not going to happen" in re-sponse to thew questions on whether he might pay and ransom.
- First time admitted that students might have had their files encrypted, some backups were infected and students may not get all their files back
- Clear statement on that if students have been disadvantaged due to lost files they will not be disadvantaged