Joint Information Technology
Service Provider-Pentagon
(JITSPP)

Phishing

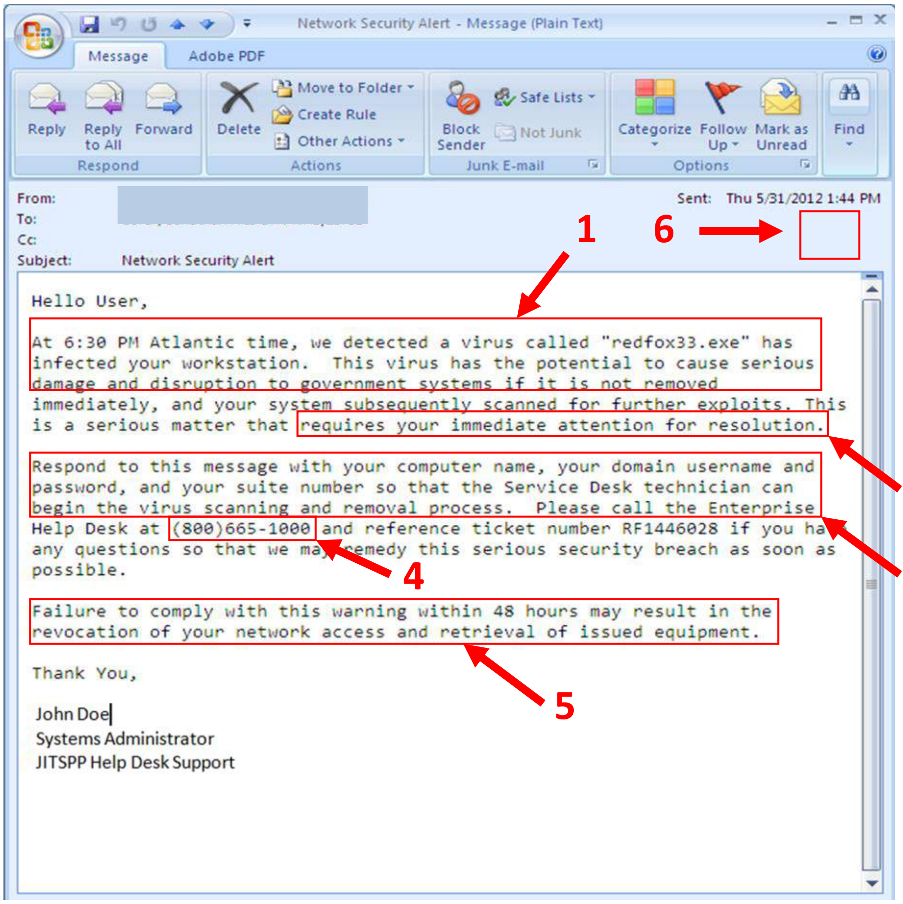
How can I identify Phishing Emails? Let's go over an Example!

1. This description is very detailed, very direct, individualized, and gives information that is not included in Service Desk emails.
2. Language indicating that the matter is extremely serious, but requires YOU to resolve the threat.
3. **[**BIG CLUE**:]** Actual Service Desk technicians and System Administrators will ***NEVER*** ask you for your domain password. They do not need it
4. Look at the phone number. It is not the official Service Desk phone number, but an "800" toll number.
5. Phishers often use threatening language to lead the victim to believe they will face adverse consequences if they fail to comply.
6. **No digital signature**; if the message had come from the Service Desk, it would be signed.

Situation

How many emails do you receive every day? 50? 100? For some users, significantly more! From both internal and external sources, our inboxes are flooded with messages, most of which are legitimate. However, every now and then an email shows up in our inbox that looks legitimate… but it is meant to deceive. With just a few mouse clicks and keystrokes, this fraudulent message can gather your credit card or bank information, install malware or viruses onto your machine, steal your identity, or gain access to government systems.

Phishing is an attempt to acquire information such as usernames, passwords, account numbers, and credit card details by masquerading as a trustworthy entity in an electronic communication. When in doubt, examine the message for clues to its authenticity!



From: [redacted]
To:
Cc:
Subject: Network Security Alert
Sent: Thu 5/31/2012 1:44 PM

Hello User,

At 6:30 PM Atlantic time, we detected a virus called "redfox33.exe" has infected your workstation. This virus has the potential to cause serious damage and disruption to government systems if it is not removed immediately, and your system subsequently scanned for further exploits. This is a serious matter that requires your immediate attention for resolution.

Respond to this message with your computer name, your domain username and password, and your suite number so that the Service Desk technician can begin the virus scanning and removal process. Please call the Enterprise Help Desk at (800)665-1000 and reference ticket number RF1446028 if you ha any questions so that we may remedy this serious security breach as soon as possible.

Failure to comply with this warning within 48 hours may result in the revocation of your network access and retrieval of issued equipment.

Thank You,

John Doe
Systems Administrator
JITSPP Help Desk Support

How can I avoid being the victim of a Phishing attack on my domain account?

Do:

- Take the time to carefully read emails that request any type of information from you, in order to determine their authenticity.
- Be careful of divulging PII (Personally Identifiable Information) in email form unless the recipient has been verified and the message itself is properly protected (encryption).
- Contact the service desk directly utilizing previously tested methods (saved phone numbers, Global Address List) if you receive email messages requesting account information (contact information provided below). As a matter of policy, most legitimate entities will never ask for your account information, username, or password in an email message.
- Be suspicious of unsolicited messages that seem "custom tailored" to you and your role within the organization ***(Spear Phishing)***, or are not digitally signed.
- If you receive an e-mail that is obviously SPAM or inappropriate for government systems, or if you believe that you have been the target of a phishing attempt, **please conduct the following**:
    - Send the email as an attachment to OSD.SPAM@mail.mil , so that analysis can be conducted on the message to determine its nature, and to enable us to block messages from those malicious sources in the future.
    - **For further information regarding the suspected phishing attempt please contact**:
        - **The JITSPP – WHS EITSD Computer Incident Response Team (CIRT) by phone: (571)372-8000 or by email: whs.pentagon.eitsd.list.cirt@mail.mil**
        - **The JITSPP – ITA Pentagon Computer Incident Response Team (PENTCIRT) by phone: (703)695-2478 or by email: usarmy.pentagon.hqda-ita-eima.mbx.pentcirt-ndwo@mail.mil**
        - **The JITSPP – WHS EITSD Service Desk (24 Hours) by phone: (703)693-9600 or by email: eitsdcustsupport@osd.mil**
        - **The JITSPP – ITA Service Desk (24 Hours) by phone: (703)571-4482 or by email: usarmy.pentagon.hqda-ita.mbx.ita-service-desk@mail.mil**

Do Not:

- Click on or open links embedded into an email if you cannot verify the authenticity of the message and of the sender.
- Open or forward chain emails or strange offers. Not only does this expose other users to phishing attempts, it also causes unnecessary traffic on internal government networks which can degrade performance.
- Input information into any form fields, either within the message or at any site to which the message links, unless you have verified the site and the source.
- Auto-forward email between your personal and government accounts. Not only is this dangerous from a phishing perspective, it is also prohibited by the Acceptable Use Policy (AUP).

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Remember, vigilance is our first line of Defense. The best way to defend against attacks to government infrastructure is to prevent unauthorized access from occurring in the first place!

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JITSPP – WHS EITSD CIRT
(571)372-8000
whs.pentagon.eitsd.list.cirt@mail.mil

JITSPP – ITA PENTCIRT
(703)695-2478
usarmy.pentagon.hqda-ita-eima.mbx.pentcirt-ndwo@mail.mil

QUESTIONS ABOUT THIS FLYER?
CONTACT
Cyber Security Division
(571)372-0400
whs.pentagon.eitsd.list.isso@mail.mil

JITSPP – WHS EITSD Service Desk
(703)693-9600
eitsdcustsupport@osd.mil

JITSPP – ITA Service Desk
(703)571-4482
usarmy.pentagon.hqda-ita.mbx.ita-service-desk@mail.mil