Ticket #IS214-926389

Status	Closed	**Name**	G5T5 User
Priority	Emergency	**Email**	hlng.2017@sis.smu.edu.sg
Department	Support	**Phone**	
Create Date	3/17/19 2:49 PM	**Source**	Web

Assigned To	G5T5 Tier 1 Agent	**Help Topic**	Incident
SLA Plan	Default SLA	**Last Response**	3/17/19 11:58 PM
Due Date	3/19/19 2:49 PM	**Last Message**	3/17/19 2:49 PM

Ticket Details

Team: [G5T5](G5T5)

[G5T5] SCP Website Attacked by Ransomware

3/17/19 2:49 PM	G5T5 User

Dear Support,

I tried accessing your SCP website on 17 March 2019, but it simply presented me with some message about the site being encrypted by a ransomware. Please do something about it, as I need to access some important data stored on your service.

Regards,
Dave
VIP Investor

photo_2019-03-17_10-56-29.jpg (103.1 kb)

3/17/19 4:54 PM	G5T5 Tier 1 Agent

Friday, March 29, 2019 10:00 PM

Dear G5T5 User,

We have noted the issue and we are currently looking at it, we will get back to you as soon as possible.

Yours Sincerely,
G5T5 Ops Team

3/17/19 4:56 PM Ticket Assigned to G5T5 Tier 2 Agent	G5T5 Tier 1 Agent

Please assess the incident. Thank you!

3/17/19 5:42 PM Ticket Assigned to G5T5 Tier 3 Agent	G5T5 Tier 2 Agent

The situation's impact is critical. Please assess and rectify the situation. Thank you in advance for your urgency in handling the situation.

3/17/19 11:34 PM Receipt Acknowledgement	G5T5 Tier 3 Agent

We are currently attending to the case and the a status update will be provided in the shortest time possible.

3/17/19 11:38 PM Ticket Assigned to G5T5 Tier 1 Agent	G5T5 Tier 3 Agent

Rollback the working link to the previous version before change request. The ransomware is removed and system is running fine.

3/17/19 11:55 PM	G5T5 Tier 1 Agent

Dear G5T5 User,

Thank you for raising the ticket, we have done a rollback to resolve the issue faced by the ransomware. You may continue to use our corporate website via: https://www.g5t5.tk.

Regards,
IS214-IT Operations (G5T5)

3/17/19 11:58 PM	G5T5 Tier 1 Agent

Friday, March 29, 2019 10:00 PM

End user has approved to close the ticket. Should any issue be found, we will re-open the ticket.