

Urgent Communication: Action Required

HU Communications <ouc@howard.edu>

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To: Alfred, Marcus <marAlfred@Howard.edu>

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Enterprise Technology Services (ETS)



September 9, 2021

Dear Howard University Community,

We are in the final stages of placing our servers online and restoring campus WiFi. **We are in dire need of your assistance TONIGHT in maximizing our security posture in anticipation of our systems being up.**

Thank you to everyone that did their part today by bringing in compromised desktops. Through our remote monitoring, we are able to tell that only 35% of

desktops with encrypted files were turned in. While the effort was much appreciated, the risk to starting up our contained network with compromised devices being connected to them is far too great.

We must now explore a more direct strategy.

- If you are currently on campus, and you are able to unplug ALL desktops and laptops from an electrical source, please do so by 10 p.m. tonight.
- If you are able to return to campus to do so, please do so tonight.
- It is important that all laptop and desktop devices are off and unplugged, and not in sleep mode. (Laptops that are unplugged may still have battery life that allows them to connect to the network, hence the reason we are asking you to turn them off in addition to unplugging. Please take your laptops home.)
- If you are a building manager and you are able to access all offices that have a desktop or laptop, please do so tonight and unplug them from their electrical source.
- Please unplug desktops and laptops in all iLabs and libraries.
- We are not concerned about phones or printers at this time.
- If there is a known device that is encrypted, please unplug it from the network and from an electrical source, where applicable.
- For now, and until further notification, please do not VPN into the network when it comes on. Please do not attempt to join the network until we give the green light to do so.
- Workday and other apps remain accessible.

Tonight, PFM and DPS will be sweeping every building and entering offices to ensure these actions are completed.

All of these actions must be completed by 10 p.m. tonight.

We ask that you **do not post** this communication on social media to ensure HU faculty and staff are the only people who get this message as a part of our critical data recovery efforts.

We wholeheartedly apologize for the inconvenience. The system recovery strategy remains dynamic, and after the systems are up, the IT security strategy does not end there. It's a long haul. We will get past this moment of adversity together.

Excellence in Truth and Service,

Enterprise Technology Services (ETS)



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