

ETS Recovery Status Update

HU Communications <ouc@howard.edu>

Sun 9/12/2021 1:20 PM

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

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Enterprise Technology Services (ETS)



September 12, 2021

Dear Howard University Community,

Please be sure to read yesterday's [IT Systems Recovery Plan](#) communication that was sent to the campus community. It has detailed instructions on our next steps.

At this time, no one is to come to the Undergraduate Library UNLESS ETS sends an email to you informing you to do so.

Every person that we are serving today has been notified. If you have not been notified via email or phone as yet, it means that it is not your turn to come to campus or to be served by an ETS professional.

Here is how you can help us today:

- Please do not email the Helpdesk asking for a password reset. We will inform you via email/text when the time comes for us to complete hard password resets. We are not at that phase as yet.
- Please do not line up at the UGL or at ETS/Wonder Plaza if we did not send an email to your personal or Howard email address asking you to do so.

Here is a high level summary of actions taken by ETS to harden security (there are other actions that we will not share in this public domain):

- Access to Workday and other apps has been revoked for all employees. We will restore access in phases, starting with employees who must have access in order to serve our University community (faculty, staff, students). Examples of the priority roles that need access to Workday include select members of finance and HR. Others will be given access in phases as we roll out our security plan.
- Access to email was revoked for all faculty, staff and students. If you are still able to access email, it is because your access is cached. Once you log out, you will not be able to log back in until we allow you to. Some users may notice that your calendar is not syncing with your email. All of those issues will be fixed once we push single sign-on privileges to the University faculty, staff and students.

Remember it is imperative that you follow the listed instructions:

- Please unplug all laptops, desktops and external hard drives from the Howard University network. We are in dire need of every person in the organization who has a dormant desktop device to come to campus to unplug the device. If the device has encrypted files, please bring it in to the ETS team located at the iLab at Wonder Plaza on **MONDAY, SEPTEMBER 13, 2021**. We must quarantine all devices that have encrypted files on them.
- Read all HU communications and follow the directives included within at the requested time.
- Do not click on suspicious emails. There has been a significant increase in phishing emails and spoofs. Please read the details [here](#) regarding

practices for [Safeguarding Against Phishing](#).

- We are asking managers to maintain a list of alternate email addresses and mobile phone numbers for their faculty and staff in the event alternative contact information is needed.
- Please contact your key direct reports via phone to convey critical messages as needed.

We thank you for your continued patience and support during this time as we navigate the University's cyber posture recovery.

Excellence in Truth and Service,
Enterprise Technology Services (ETS)



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