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Metro's Intranet Brought Down Yesterday by Invading Software

- *myMetro.net* brought back online this morning

By NED RACINE, Editor

(Jan. 31, 2008) A nasty piece of invading software brought down Metro's intranet yesterday, highlighting the constant threats to the agency's computer servers.

The intranet1 site was taken offline by ITS late Wednesday morning and brought back up Thursday morning.

According to Elizabeth Bennett, Metro's chief information officer, a piece of "malware" attacked Metro's system and re-routed the links on Metro's intranet site, directing all the links to a single website.

Malware is a general term for software built to infiltrate or damage a computer system without the owner's knowledge. Like "spam*,"* a term for unsolicited or unwanted emails, malware are usually sent in bulk and may have a destructive program attached.

Bennett estimates that *75* percent of the emails received by Metro's email servers are spam.

"All Metro employees need to be aware of the potential dangers of Internet sites, one reason they should be accessing only sites necessary for them to conduct Metro business," Bennett said.

"We do a good job blocking spam before it reaches our employees, but with threats constantly evolving, we need employees' help to keep Metro's communication network safe," Bennett said. "Safeguarding Metro's network is every employee's responsibility.

Bennett asks employees to notify the ITS Help Desk at 2-HELP (2-4357) if they encounter any unfamiliar or suspicious actions occurring on their workstations and to comply with all ITS network broadcast messages.

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