

Your RMSCare Package

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As this month's newsletter is going to press, the city of Atlanta is dealing with a ransomware attack. Malware attacks and techniques continue to increase and evolve, and so must we. We are dedicated to keeping your business safe and offer many new security services designed to prevent and mitigate attacks. I encourage you to reach out to see how we can up the level of security for your business. Happy Spring everyone!

A Hostage Situation



AT TIME OF PUBLICATION — Atlanta has been brought to its knees since Thursday morning March 22 by one of the most sustained and consequential ransomware attacks against a major American city ever. The group behind the attack, SamSam, is known as one of the most prevalent and meticulous ransomware groups. It is reported to have collected nearly \$1 million in ransoms from victims in health care, education, and government in 2018 alone.

It locked up the city of Atlanta's network and gave seven days to pay the ransom of \$51,000 before computers would be wiped clean and files made permanently inaccessible. The malware in Atlanta has paralyzed several city services: the municipal court can't see cases, residents can't pay bills online, and police officers are writing reports and booking inmates by hand.

An audit of Atlanta's information technology department shows the city was warned this could happen months ago. The audit found a **significant level of preventable risk to the city**. There were long-standing issues city employees got used to and didn't have the time or resources to fix. **Atlanta had no formal processes to manage risk to its information systems.** A cybersecurity firm uncovered data showing a handful of city computers were compromised in April 2017.

Atlanta Mayor Keisha Lance Bottoms has not said whether the city will



Client Spotlight : A Helping Hand

March 16, 2018 marked the seven-year anniversary for A Helping Hand, an in-home caregiving service in Gainesville, GA. Owner Anslee Wilson (pictured right) spent eighteen years in real estate. She has always been a caregiver at heart, so when she decided to make a career change, a caregiving service was the perfect fit.

The years she spent in real estate helped her to develop relationships that have benefited the business she is now administrating — a business that is set apart by their quick response and customer service. Office Manager Dena (pictured left) says, “To do this, it’s really got to be in your heart because it’s hard to take care of people.” However, they’ve been fortunate enough to have girls that have been working with them since the beginning. Anslee says, “People know that we care. We listen to you; we’re with you every step of the way.” They even have an on-call responder which allows them to be available 24/7.

The tasks the caregivers provide include dressing and bathing clients, taking them to and from doctors appointments and hair appointments, house keeping, grocery shopping, and “companionship is probably the biggest one” Dena says. In 2018, Anslee and Dena hope to slowly but steadily grow A Helping Hand and to be the best they can be in the business.



Facebook Taunt Leads to Restaurant Reviews



Here’s what typically happens after a heated football match: fist-pumping and “in your FACE” messages. In a classic social media way, the messages got a lot nastier following a game between the Celtic and Rangers, bitter rivals.

A post appeared on the Facebook page of a local restaurant owner, making fun of Rangers for losing. Somebody working the Facebook account of Shindy Singh, the boss at the Indian Sizzler, called Rangers “zombie scum” and told the players to “get back into ur graves”, inserting a handful of laughing emojis. Fast flew the angry and offensive comments, along with threats to leave bad reviews and to book tables and takeaway to put some financial hurt on the restaurant. They weren’t joking. The furious football fans carried through on the threats, leaving a stream of

1-star reviews on the Indian Sizzler’s Google review page. Singh posted that he wasn’t responsible for the “zombies” taunt; rather, he was hacked, and he’s alerted police.

Plenty other review wars get into issues about ethics, morals, legality, common sense, and privacy. Those are good conversations to have, but at the end of the day, business owners suffer. Your team can’t un-lose a football game with all the 1-star reviews in the world. People who can’t take a bit of post-game jeering should revisit the notion of sportsmanship.



A Hostage Situation Continued...

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pay the ransom. "Everything is up for discussion," she said. "We are a resilient city, and we will get on the other side of this. This is bigger than a ransomware attack; it's an attack on government and therefore an attack on all of us." Bottoms announced a response team including the Federal Department of Homeland Security, the FBI, and the Secret Service was developed to help investigate and resolve the crisis.

Less than half of local governments have a formal cybersecurity policy, and only 34 percent have a strategy to recover from breaches. Officials need to be more aggressive about preventive measures like training employees to spot "phishing" attempts meant to trick them into opening the digital door for ransomware.

If an entire city's network can be hit by a cyber attack, **what makes you think your business isn't susceptible?** Please don't underestimate the importance and likelihood of your risk. Make sure you're safe by asking us about our NEW security solutions.



"Give Me A Job Or Else!"

Todd Michael Gori applied for a cyber security job with TSI Healthcare. You might say it was an application letter. Then again, you could consider it to have been an extortion note. According to court documents, this is what Gori said in his emailed cover letter:

"I am giving you, TSI healthcare two choices. You either lay-off [identity redacted] and replace her with me, an operator 100x better that she is oppressing. Or I will take out your entire company along with my comrades via a cyber attack."

Well! That is one very confident cover letter, Mr. Gori. Could you tell us a bit more about your qualifications? The email continued, misspellings, threats and all:

"Get ride of her and hire me. Or slowly be chipped away at until you are gone. She is a horrible operator that can only manage 2 screens with an over inflated travel budget. I fly at least 10x as many places as this loon on 1/5th of the budget."

Judging by the email, it sounds like it wasn't his first attempt to get hired either. He blamed 'the loon' for her resistance in helping his application proceed:

"I have petitioned for a job with you guys with her as a reference as I am a felon with computer skills and need assistance getting work as technically I have 'no work history'. She declines everytime and burries me even further."

Gori gave them 72 hours to respond before he would unleash the furies of his cyber attack. No avoiding it; TSI was a fly stuck in his web:

"There is nothing that can be done to stop the attacks. I have ran multiple penetration tests on your entire network and your company fails miserably."

Meanwhile, Gori said, 'the loon' with the 'over-inflated travel budget' will also be blocked from working while the attack is underway. Upon finishing reading this missive, TSI Healthcare did what any organization would hopefully do – hopped on the phone to call the authorities straight away. Gori was sentenced to 37 months in federal prison after pleading guilty to threatening to damage computers at TSI. So no, his request for a job did not turn out quite as planned.



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