
WHAT DID YOU DO TO MY EMAIL?

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NEW EMAIL SECURITY SOLUTION NOW IN USE

Government email is very attractive to bad actors. Between August 9 and September 7, 2023, there were over 4600 attempted attacks on Delaware government's email network. Approximately 60% of the attacks were phishing attempts where the attacker tries to trick a victim into providing their online credentials to unauthorized parties.

Attacks like these are the reason behind the implementation of a new email security solution launched on June 23. The new security tool is much better at detecting malicious email packets and preventing them from showing up in State, K12 and Criminal Justice employees' mailboxes.

This security tool detects never before seen attacks with no traditional indicators of compromise by analyzing tens of thousands of unique signals to identify anomalies in email messages. It automatically remediates malicious messages within milliseconds, preventing state email users from even seeing these messages. The product provides searchable logs of every email message it categorizes with an in-depth Threat Log. Our security staff members now can review trends, deep dive into attacks, or use search and respond capabilities to remediate misdirected messages.

Solomon Adote
Chief Security Officer

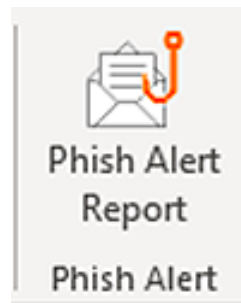
SORTING THE GRAY FROM THE SPAM

The Department of Technology and Information (DTI) is modernizing its email security process. A key feature is the filtering of spam and graymail. Spam is unwanted and unsolicited junk email sent in bulk. Some spam messages can include malware or phishing attempts. Graymail is marketing or promotional email from legitimate senders. The value of these emails depends on the user, very often they originate from signing up for a newsletter, contest or more information on a retail product.

The email security tool routes graymail to a new folder in your mailbox named Promotions. Detected Spam messages will continue to be sent to your Junk folder. If you see mail that you want to view in the Promotions folder, you can easily drag and drop them into your Inbox. Conversely if you drag a message from your Inbox to Promotions, Outlook remembers your choices: subsequent messages from those senders will automatically transfer to the location you prefer. The Promotions folder will be automatically created once you receive an email marked as graymail, but it will not exist until then.

The new security solution also upgrades the Phish Alert Button. It automatically remediates and categorizes communications that are sent to DTI's Abuse mailbox via the Phish Alert button. If you use the Phish Alert to report an abnormal email you will get an automatic response depending on how the message is categorized. If it's determined to be spam or harmful, the solution will delete it from your Inbox. If it is categorized as safe, you will be notified, and the reported email will be found in your Deleted Items folder. As with any new program, there will be some detections that will be inaccurate. DTI's new solution has a very high detection effectiveness rate and an incredibly low false positive record.

If you are not receiving emails that you believe should be in your Inbox, feel free to contact the DTI Service Desk by phone at 302-739-9560 or email dti_servicedesk@delaware.gov so that it can be released, and future emails of this type will be marked as safe and sent to you.



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