

FOI Ref

**10014**

Response sent

**08 Dec 2021**

### **(CCC) Malicious email volume**

The date range for the requests is from 2018 to present day. The data shall include a breakdown by year.

1. How many malicious emails (e.g. phishing emails) have been successfully blocked?
2. What percentage of malicious emails were opened by staff?
3. What percentage of malicious links in the emails were clicked on by staff?
4. How many ransomware attacks were blocked?
5. How many ransomware attacks were successful?

### **Response**

Note to requester - our reporting counts 'an email' as 'per unique recipient' therefore a single email (in common usage) to ten people is recorded as ten distinct entries. The figures in the attached are the combined totals for City, HDC and SCDC as we are unable to split these out per authority.

Question 1 - How many malicious emails (e.g. phishing emails) have been successfully blocked?

Answer 1 - Please see attached table

Question 2 - What percentage of malicious emails were opened by staff?

Answer 2 - We do not routinely log the opening/reading of emails.

Question 3 - What percentage of malicious links in the emails were clicked on by staff?

Answer 3 - We implement a continuous url check which scans links in email every time they are clicked. This detects where inbound blocks are circumvented by malicious actors changing the target of the link after delivery. As we cannot log links that are not clicked (cannot record something that did not happen) we cannot provide a percentage figure.

To answer the spirit of the question, the table attached includes the number of clicked url's and how many were subsequently detected as potentially malicious and blocked.

Further queries on this matter should be directed to <a href="mailto:foi@cambridge.gov.uk">foi@cambridge.gov.uk</a>
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