Email & Internet-Use Policies

CSH6 Chapter 48
"Email and Internet-Use Policies"
M. E. Kabay & Nicholas Takacs

Plan for Today

- Video:
  The Plugged-in Mailbox
- Discussion
- Chapter Review

Topics in CSH6 Ch 48

- Damaging the Reputation of the Enterprise
- Disseminating and Using Incorrect Information
- Hoaxes
- Threats
- Viruses and Other Malicious Code
- Junk Email
- Chain Letters and Ponzi Schemes
- Get-Rich-Quick Schemes
- Mail Storms
- Stolen Intellectual Property
- Plagiarism
- Criminal Hacking and Hacktivism
- Online Auctions
- Online Gambling
- Buying on the Web
- Games
- Spyware
- Internet Addiction
- Online Dating and Cybersex
- Hate Groups
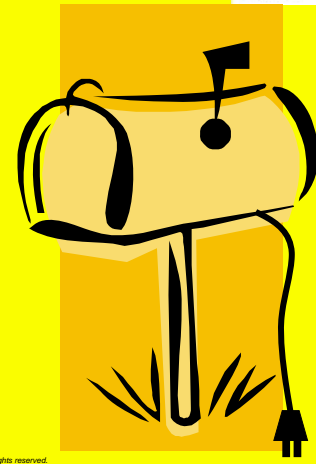- Pornography
- Pedophiles

Training Video

The Plugged-In Mailbox
Commonwealth Films

Followed by
Class Discussion

Damaging the Reputation of the Enterprise

- Principle:
  - The USENET is forever
  - Email is almost forever
- Violating netiquette
- Violating laws
- Ill-advised email
  - Creating hostile work environment
  - Libeling people or organizations
- Inappropriate use of corporate identifiers
  - Corporate email = corporate letterhead

Disseminating and Using Incorrect Information

- Disintermediation and quality
- Libel
- Practical guidelines
  - Judge credibility of source
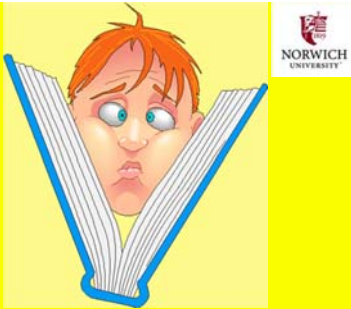 - Do not pass on information without checking validity

Hoaxes

- Urban myths
- Virus myths
- Clues
  - Style
  - No date
  - No authoritative source
  - Demand to disseminate widely
  - Claims of prizes / money
  - Threats of bad consequences for failing to circulate

Threats

- Do not take lightly
  - NEVER destroy email of this type
  - Need evidence
- Should usually contact internal security
  - Security personnel will call law enforcement according to established procedures
- Threats of terrorist action (bombs, poison) particularly serious and may require immediate action as part of incident response plan

Viruses and Other Malicious Code

- Policies forbid all voluntary involvement with malware
  - No Vx sites
  - No writing, exchange, distribution
  - No disabling of AV software
- Safety guidelines known to all
  - Automatic updates
  - Don't use illegal / rogue software
  - Don't accept executable attachments to email

Junk Email

- The SPAM®* skit (Monty Python)!
- Major problem – 80% of all email in world
- Guidelines
  - No employee to create / send spam
  - Never allow response to spam
  - Never buy anything from spammers
  - Don't click on addresses in spam
  - Make sure your SMTP server forbids spam relay

* SPAM® is a registered TM. Use *Spam* or *spam* but not SPAM for junk email.

Chain Letters and Ponzi Schemes

- Pyramid fraud
  - Send money to people higher (earlier) on list
  - Amounts increase as long as new victims recruited
  - When no more new victims, pyramid collapses
  - Last in lose all their money
  - Originators run away rich
- Illegal in USA (USPS regs)
- No employee should be allowed to participate

Get-Rich-Quick Schemes

- Infinite variety of schemes for suckers
- Too good to be true = not true
- Nigerian 4-1-9 (advance-fee) scams a plague
  - I have lots of stolen/unclaimed money
  - "I'll give you some if you help me steal it"
- Policy: constant awareness
  - Ensure employees know about scams
  - Make fun of scams in your newsletters
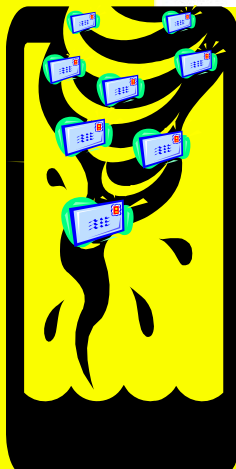 - Tell employees about gullible (stupid) victims

Mail Storms

- Autoforwarding between 2 email addresses
- List servers that allow autoresponse to entire list
  - Full mailboxes
  - Out-of-office replies
- Reply to entire list instead of to single person
- Quoting entire messages instead of extracts
  - Especially quotations
    - ✓ Of quotations
      - Of quotations
        - Of quotations….

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Stolen Intellectual Property

- Serious legal issues for employers
  - RIAA has threatened companies, universities with lawsuits
  - SPA / BSA have sued organizations
- Webmasters get employers into trouble by posting materials without permission
  - Embarrassing, risky
  - Politicians have found stolen text on competitors' Websites
- Must train employees to respect legal restrictions for software, music, text

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Stolen Intellectual Property

- Production software can never be allowed to be stolen versions!
  - Serious legal liability
  - Vulnerability to blackmail
  - Public humiliation
  - Expensive penalties
- Undermines credibility of management principles
- Demoralizing to honest employees

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Plagiarism

- Unattributed / misattributed information
- Copyright violation
- Extreme embarrassment
- Discredits organization

- Policies
  - Absolutely forbidden
  - Check materials using GOOGLE etc.
  - Tools available for automated checking
    - ✓ E.g., < http://doccop.com >

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Criminal Hacking and Hacktivism

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Other Risks to Employees and Families

- Online Auctions
- Online Gambling
- Buying on the Web
- Games
- Spyware
- Internet Addiction
- Online Dating and Cybersex
- Hate Groups
- Pornography
- Pedophiles

Review Questions (1)

1. Why should an organization expend any effort at all in teaching employees how to protect themselves and their families against Internet & Email dangers? What does this have to do with information assurance?
2. How can something as minor as violating customs in discussion groups cause harm to an organization?
3. Why do we say that USENET and corporate email have a potentially permanent lifespan?
4. Should corporate email be used for non-professional messages? Why or why not?
5. How can someone reasonably decide whether to forward an email containing alarming information?
6. What does "disintermediation" mean in discussions of information quality on the Internet?

Review Questions (2)

7. What are some key signs that message is a hoax?
8. How can you check a message to find out if it is a hoax?
9. How should employees respond to threats of violence received in email?
10. What are the most important principles to teach employees about preventing virus / worm infections?
11. How should employees respond to junk email?
12. What is a Ponzi scheme and how should employees respond to one?
13. Explain how mail storms can arise from autoreplies and mailing lists.
14. Why should organizations ban the use or exchange of pirated music, software and text?

DISCUSSION