

E-mail & Internet Use Policies

CSH5 Chapter 48

“E-mail and Internet Use Policies”

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Plan for Today

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



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Topics in CSH5 Ch 48

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



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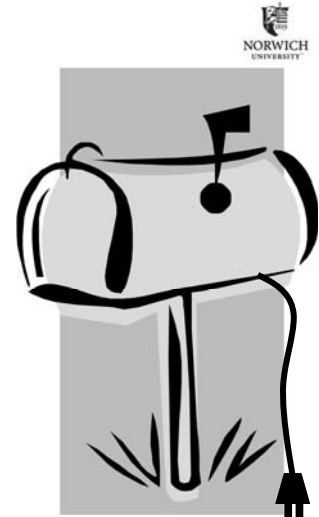
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Training Video

The Plugged-In Mailbox

Commonwealth Films

Followed by Class Discussion



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Damaging the Reputation of the Enterprise

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

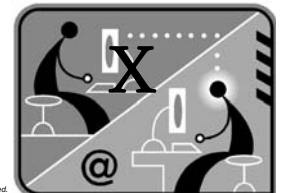


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Disseminating and Using Incorrect Information

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

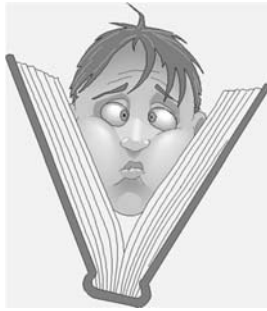


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Hoaxes

- 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



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Threats

- Do not take lightly
 - ❑ NEVER destroy e-mail 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



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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 e-mail



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Junk E-mail

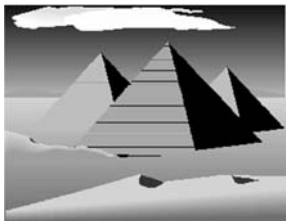
- The SPAM skit (Monty Python)!
- Major problem – 80% of all e-mail in world (2005)
- Guidelines
 - ❑ No employee to create / send spam
 - ❑ Never allow response to spam
 - ❑ Never buy anything from spammers
 - ❑ Don't click on addresses in spam
 - ❑ Make sure your SMTP server forbids spam relay



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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

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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

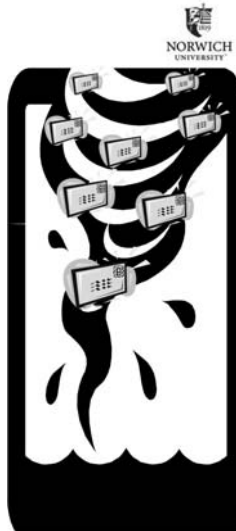


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Mail Storms

- Autoforwarding between 2 e-mail 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

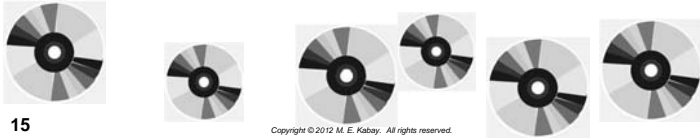


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Stolen Intellectual Property

- 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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What is DOC Cop?
DOC Cop is a plagiarism, cryptomnesia and collusion detection tool that creates reports displaying the correlation and matches between documents or a document and the Web.
DOC Cop does not take copyright or ownership of your material. It does not retain your material beyond the time it takes to generate your report.
DOC Cop gathers the evidence, and provides the information required for you to judge whether plagiarism, cryptomnesia or collusion has occurred.

Features

- Check .doc and .pdf files
- Comprehensive FAQ
- Detailed reports
- Detect plagiarism and collusion
- Easy to use
- Fast turnaround
- Free
- Multiple string lengths
- Online support
- Real-time Processing Indicator
- Two report formats (.doc and .html)
- Web based, no installation necessary

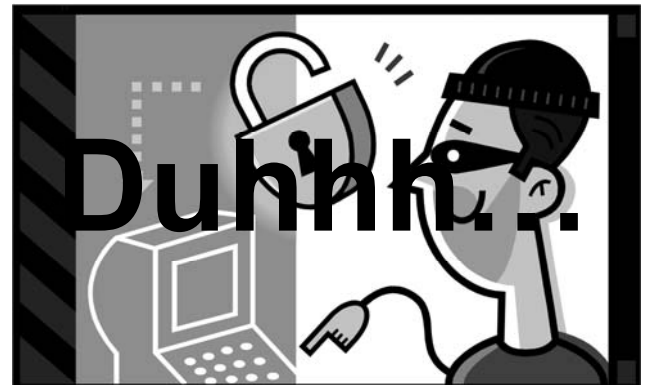
Recommended Sequence of Use

1. Read the Terms
2. Register e-mail address to obtain Guest ID
3. Submit material for processing (File Check or Web Check)
4. Receive report via e-mail as a .doc or .html file

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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



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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 & E-mail 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 e-mail have a potentially permanent lifespan?
4. Should corporate e-mail be used for non-professional messages? Why or why not?
5. How can someone reasonably decide whether to forward an e-mail containing alarming information?
6. What does "disintermediation" mean in discussions of information quality on the Internet?

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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 e-mail?
10. What are the most important principles to teach employees about preventing virus / worm infections?
11. How should employees respond to junk e-mail?
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?

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DISCUSSION



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