

From: Communications
Sent: 12 March 2021 16:18
To: Communications
Subject: Cyber security incident - student update

*Sent for the attention of all students across the university partnership**

Dear student

We wanted to provide you with an update into the cyber incident which has caused some disruption to our systems and networks across our campuses.

Firstly, we know that this incident has come at a time when you're all facing the daily challenges of working remotely and completing assignments as well as the ongoing COVID-19 worries. We want to reassure you all, that we're here to support you. If you have any questions, please do not hesitate to get in touch with your course leader or campus contact who will be able to support you.

What happened

To recap, this is what has happened and what we know at this early point in the investigation. On 5 March, our IT team noticed suspicious activity and confirmed that we had experienced a cyber incident. Our IT teams and data security colleagues took immediate steps to mitigate the incident and launched a full investigation, which is ongoing. Since becoming aware of the incident, we have been working closely with Police Scotland and a number of external specialists. We've also notified the Information Commissioner's Office (ICO).

System and network disruption

You have all adapted remarkably to the disruption and we're extremely grateful for your ongoing patience while our technical teams continue their work to restore our systems.

It is important to state that thanks to our robust backup systems, we have been able to minimise the impact of this incident. Due to COVID-19 restrictions, the vast majority of classes are currently online and most are continuing as normal. For those of you who are attending campuses for practical classes, you can continue to do so, as directed by your local course or campus contact.

We are making good progress on restoring systems, and many of our systems are back up and running.

For the latest information regarding the incident please go to our website, [here](#), and the status updates page for IT systems, [here](#).

Data and information

We are aware that you may want to know if any data has been impacted as a result of this incident. Our IT infrastructure is complex, and we are currently assessing the full scope of the incident. This investigation is ongoing, so we don't have any further details at this stage. Please rest assured though, that we take all matters of cyber security extremely seriously and we will, of

course, be complying with our regulatory responsibilities as we continue to respond to this incident.

Support available to you

Once again, we recognise that this incident has come in the midst of COVID-19 challenges. We are committed to doing all that we can to support you through this disruption and if you need any additional resource to support you, please let your course leader or campus contact know.

If you can't access the resources or platforms you normally use because of this incident, you will not be penalised for this. We advise that you keep in touch with your usual course or campus contact who are aware of the ongoing disruption and will discuss any problems you have with deadlines.

If a platform or resource has now been restored but you continue to have issues, please log a call with [servicedesk](#).

Please don't forget that our student support teams across the university partnership are here to help and details of local contacts and services can be found on our [support page](#). Finally, we take all matters of cyber security extremely seriously and we are committed to protecting the information of all our staff, students and stakeholders. We will be continuing to update all our staff and the website to ensure you have all the latest information regarding this incident.

Thank you all for your continued patience and we hope you all have a lovely weekend.