

From: [Browne, Lisa](#)
To: [Osmond, Michelle](#); [Whelan, Meaghan](#); [Randell, Alison](#); [McDougall, Greg](#)
Subject: RE: Grenfell ASMs not able to access FAQs page on the IT "issue"
Date: Thursday, January 4, 2024 4:03:00 PM

Good from my end! thanks!

From: Osmond, Michelle <mlosmond@mun.ca>
Sent: Thursday, January 4, 2024 3:57 PM
To: Whelan, Meaghan <mcwhelan@mun.ca>; Browne, Lisa <lisa.browne@mun.ca>; Randell, Alison <alrandell@mun.ca>; McDougall, Greg <gmcdougall@mun.ca>
Subject: RE: Grenfell ASMs not able to access FAQs page on the IT "issue"

Here's the message we've drafted for the main updates page. This should also be shared with faculty, staff and students via the email addresses we have. We're also working on posters to post around Grenfell Campus that includes QR codes that link directly.

I'd like to get this up and disseminated as quickly as possible.

Michelle

MICHELLE OSMOND
 MANAGER, COMMUNICATIONS PLANNING
 Marketing and Communications
 Memorial University of Newfoundland
 St. John's, NL, Canada A1C 5S7
 P 709 864 2455
 M [REDACTED] s. 40(1)

From: Whelan, Meaghan <mcwhelan@mun.ca>
Sent: Thursday, January 4, 2024 3:53 PM
To: Browne, Lisa <lisa.browne@mun.ca>; Randell, Alison <alrandell@mun.ca>; McDougall, Greg <gmcdougall@mun.ca>; Osmond, Michelle <mlosmond@mun.ca>
Subject: Re: Grenfell ASMs not able to access FAQs page on the IT "issue"

Yes - this is linked to their MUN.ca logins.

Michelle is working with ITS on instructions to reset or access their log-ins and we will put that prominently on the main page while also distributing hard copies at Grenfell.

On Jan 4, 2024, at 3:49 PM, Browne, Lisa <lisa.browne@mun.ca> wrote:

FYI

From: Williams, Geoff <geoffwilliams@mun.ca>

Sent: Thursday, January 4, 2024 3:48 PM

s. 40(1)

To: [REDACTED] McDougall, Greg <gmcDougall@mun.ca>;

Lokash, Jennifer <jlokash@mun.ca>; Browne, Lisa <lisa.browne@mun.ca>

Subject: FW: Grenfell ASMs not able to access FAQs page on the IT "issue"

Hi folks,

Please see message below from Josh. I was able to open the link.

Geoff

From: munfa.pres <munfa.pres@mun.ca>

Sent: Thursday, January 4, 2024 3:45 PM

To: Williams, Geoff <geoffwilliams@mun.ca>

Cc: MUNFA <munfa@mun.ca>; MUNFA Membership and Communications <membership.munfa@mun.ca>

Subject: Grenfell ASMs not able to access FAQs page on the IT "issue"

Hi Geoff,

We are hearing from ASMs at the Grenfell campus that they have been directed to an FAQ page about the cyber security incident. However, when Grenfell based ASMs try to access the link they are blocked from it. I just accessed the link myself and it works for me here in St. John's: <https://mun.ca/updates/faq/>

We're not sure what if any messages that we send to Grenfell based administrators are getting through. If you have some way to alert IT staff of this problem, that would be much appreciated.

Thanks,

Josh

Dr. Josh Lepawsky, President MUNFA
he/him [[Why is this here?](#)]
settler [[Why is this here?](#)]

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Fitzgerald, Renee
To: VP Research; Allen, Tana; Andersen, Catharyn; Avery, Angela; Indigenous Research; Beh, Patricia; Blackwood, Penny; President, The; Brett, Dr. Paul; Brown, Trevor; Brown, Margot; Browne, Lisa; Bugden, Shawn; Karen Bulmer; Butler, Kelly Anne; Carter, Ken; Casey, Cristin; Cheema, Dr. Mumtaz; Chief Information Officer; Clarke, Dr. Angie; Colbourne, Peggvy; Collins, Victoria; Collis, Deborah; Craig, Ailsa; Ashlee Cunsolo; Dean - Faculty of Business Administration; Dean of Education; feasean; deansgs; HKR Dean; Dean of Humanities & Social Sciences; Dean of Libraries; musicdean; Dean of Science; deansocialwork; AVPA Students; Dove, Jennifer; Dyke, Paula; Edwards, Laura; Fridgen, Travis; Garnier, Kevin; Giwa, Sulaimon; Gosine, Raymond; Haghiri, Dr. Morteza; Hardy Cox, Donna; Hutchings, Dr. Veronica; Jacobsen, Dr. Ken; Jennlex, Shanna; Kavanagh, Jillian; Keeping, Dianne; Keyte, Jennifer; Knutson, Sonja; Lokash, Jennifer; Luther, Rayna Jenevieve; Matthews, Keith; Chief Risk Officer; Dean of Medicine; McKeen, Dr. Dolores; McKivor, Lee Ann; Meaney, Richard; Millan, Roxanne; Miller, David; Mullings, Delores; Myrick, Kim; Nie, Jinghua; Parsons, Carolyn; Associate VP (Academic); Pike, April; Pike, Lori; Pritchett, Newton; Vice-President (Academic); Randell, Alison; Ride, Dr. Peter; Rose, Crystal; Shipp, Kim; Simmons, Bonnie; Skinner, Laurie; Sullivan, Anne-Marie; Sutherland, Dr. Ian; Tibbo, Carol; ViceProvostEDJAR; Amy M Warren; Williams, Geoff; Wooley, Emily; Worsfold, Scott; Wright, Jordan
Subject: Update on IT incident at Grenfell Campus
Date: Thursday, January 4, 2024 4:13:04 PM
Attachments: Update January 4.pdf

Good afternoon. Please see attached update on the IT incident at Grenfell Campus. This will be shared via Newsline and the Gazette shortly.

Regards,
 Renee

NOTE TO APPLICANT: The attachment is located on the subsequent page.

IAP Office

Renee Fitzgerald, Executive Assistant to the President (Scheduling)
 President's Office, Room A-2028
 Arts and Administration Building | 230 Elizabeth Avenue
 Memorial University | St. John's | Newfoundland and Labrador | A1C 5S7
 t: 709.864.8212 | f: 709.864.2059 | email: reneef@mun.ca



We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

Update January 4, 2024

Embargoed until released by Memorial University

Subject: Work continues to prepare for the return of in-person classes at Grenfell Campus

We want to start by acknowledging the patience and cooperation from each faculty member, staff member and student in the last few days. We recognize this incident has interrupted your regular academic processes and we greatly appreciate your understanding as we navigate this incident.

Since the cybersecurity incident at Grenfell Campus was identified less than a week ago, teams in Corner Brook and St. John's have been diligently working on multiple fronts to support the start of the winter 2024 semester. As previously announced, classes at Grenfell Campus (in person and remote) will begin on Monday, Jan. 8.

Grenfell vice-president Ian Sutherland has met with faculty, staff and students to keep them up-to-date on the situation and to listen to their concerns. These meetings will continue to share information and to collect feedback that will inform our short, medium and long-term planning.

Academic and business continuity planning to support instructors and students is critically important. We appreciate the feedback and continued collaboration of everyone as we navigate this challenging time together. We have been advised by our external cybersecurity experts that we will likely feel the impacts of this incident for at least a few weeks. Please know that we are doing everything we can to minimize these impacts and support your return to campus.

Priorities such as providing laptops for faculty and staff and securing internet and Wi-Fi hotspots are being addressed. To support the incredible team of Grenfell Campus IT professionals in their efforts, additional information technology (IT) personnel have arrived at Grenfell to assist with on-campus needs, while IT staff in St. John's are also working with the colleagues to support the needs at Grenfell Campus.

Brightspace, the learning management system used to support online and in-person classes, was not impacted by this issue and remains active.

Almost half of all residence students have moved in, and work is underway to provide internet access for residence students as soon as possible. The Grove cafeteria is open and fully functional. Work is underway to provide payment terminals for credit and debit transactions in the campus bookstore and the Bursar's Office. In the meantime, items can be purchased with cash.

Safely returning IT services will take time and the university recognizes the challenges created for all members of the Grenfell Campus community. Patience and willingness to collaborate to find workable solutions is appreciated.

Information has been posted to www.mun.ca/updates. That site will continue to be updated as new information is available. As we move forward, please know that your hard work and contributions are deeply appreciated.

Pearcey, Krista Marie

From: Constantine, Nicole
Sent: Thursday, January 4, 2024 4:37 PM
To: [REDACTED] andrea.stack@cibc.ca; Andrew Mercer [REDACTED]; Anik Rahman (m.anik@mun.ca); Arshad Shaikh [REDACTED]; Hossain, Ashrafee T.; Bob Hallett; Brendan Mitchell [REDACTED]; Carter McNelly; Earl Ludlow; Eleanor Swanson [REDACTED]; Glenn Barnes [REDACTED]; Lokash, Jennifer; Justin Ladha (justin.ladha@kmmcapital.ca); Leigh Borden [REDACTED]; Lloydetta Quaicoe; Lynn Zurel [REDACTED]; Michelle Baikie [REDACTED]; Nathalie Pender (npender@grenfell.mun.ca); Bose, Neil; President, The; Vice-President (Academic); Worsfold, Scott; Tim Powers [REDACTED]; Scott, Tina (Regents); Trudy Morgan-Cole [REDACTED]; Collins, Victoria; Aiden Parsons; Andrea Stack; Andrew Mercer; Bob Hallett; Brendan Mitchell; Earl Ludlow; Eleanor Swanson; Glenn Barnes; Justin Ladha; Leigh Borden; Lynn Zurel; Michelle Baikie; President, The; Tim Powers; Trudy Morgan-Cole
Cc: Dyke, Paula; adminpres; White, April; Williams, Cherie; Squires, Colleen Margaret; Pike, Darlene; Debbie Janes; Styles, Jill; Kimberly Jones; Brothers, Melissa; Constantine, Nicole; Elliott, Renee; Fitzgerald, Renee; VP Admin Finance & Advancement
Subject: January 4, 2024 Update for the Board
Importance: High

Good Afternoon,

An update regarding the on going IT matter has been uploaded for your review in the Diligent portal.

Regards,
 Nicole

President, The

From: Marcomm Information <NEWSLINE@CLIFFY.UCS.MUN.CA> on behalf of Newspost <newspost@MUN.CA>
Sent: Thursday, January 4, 2024 5:02 PM
To: NEWSLINE@CLIFFY.UCS.MUN.CA
Subject: [NEWSLINE] Work continues to prepare for the return of in-person classes at Grenfell Campus

We want to start by acknowledging the patience and cooperation from each faculty member, staff member and student in the last few days. We recognize this incident has interrupted your regular academic processes and we greatly appreciate your understanding as we navigate this incident.

Since the cybersecurity incident at Grenfell Campus was identified less than a week ago, teams in Corner Brook and St. John's have been diligently working on multiple fronts to support the start of the winter 2024 semester. As previously announced, classes at Grenfell Campus (in person and remote) will begin on Monday, Jan. 8.

Grenfell vice-president Ian Sutherland has met with faculty, staff and students to keep them up-to-date on the situation and to listen to their concerns. These meetings will continue to share information and to collect feedback that will inform our short, medium and long-term planning.

Academic and business continuity planning to support instructors and students is critically important. We appreciate the feedback and continued collaboration of everyone as we navigate this challenging time together. We have been advised by our external cybersecurity experts that we will likely feel the impacts of this incident for at least a few weeks. Please know that we are doing everything we can to minimize these impacts and support your return to campus.

Priorities such as providing laptops for faculty and staff and securing internet and Wi-Fi hotspots are being addressed. To support the incredible team of Grenfell Campus IT professionals in their efforts, additional information technology (IT) personnel have arrived at Grenfell to assist with on-campus needs, while IT staff in St. John's are also working with their colleagues to support the needs at Grenfell Campus.

Brightspace, the learning management system used to support online and in-person classes, was not impacted by this issue and remains active.

Almost half of all residence students have moved in, and work is underway to provide internet access for residence students as soon as possible. The Grove cafeteria is open and fully functional. Work is underway to provide payment terminals for credit and debit transactions in the campus bookstore and the Bursar's Office. In the meantime, items can be purchased with cash.

Safely returning IT services will take time and the university recognizes the challenges created for all members of the Grenfell Campus community. Patience and willingness to collaborate to find workable solutions is appreciated.

Information has been posted to www.mun.ca/updates. That site will continue to be updated as new information is available. As we move forward, please know that your hard work and contributions are deeply appreciated.

Butler, Kaitlin Sophia

From: Randell, Alison <alrandell@mun.ca>
Sent: Thursday, January 4, 2024 6:31 PM
To: McDougall, Greg
Subject: Privileged and Confidential - Prepared at the Request of Legal Counsel FW: Key messages regarding the Grenfell Campus cyber security incident

s. 29(1) (a)

Thanks
 Alison

ALISON RANDELL | Interim Chief Information Officer
 Office of the Chief Information Officer
 Memorial University of Newfoundland
 Spencer Hall - SP4015
 220 Prince Philip Drive, St. John's, NL, A1C 5S7
 T 709.864.2063
Alison.Randell@mun.ca | www.mun.ca/cio

From: Lake, Chris <c.lake@mun.ca>
Sent: Thursday, January 4, 2024 4:42 PM
To: Randell, Alison <alrandell@mun.ca>
Subject: Fwd: Key messages regarding the Grenfell Campus cyber security incident

FYI. [REDACTED] s. 29(1) (a)

Thanks, Chris

Chris Lake
 Director, Information Management & Protection
 Office of the Chief Information Officer
 Memorial University of Newfoundland
 St. John's | Newfoundland and Labrador | A1C 5S7
 709.864.4894
c.lake@mun.ca

From: Chaulk, Dwane <dwane.chaulk@c-core.ca>
Sent: Thursday, January 4, 2024 4:29:29 PM
To: Lake, Chris <c.lake@mun.ca>
Subject: FW: Key messages regarding the Grenfell Campus cyber security incident

Hi Chris,

Please see Carla's email below regarding concerns that our executives have regarding the Grenfell Campus cyber security incident.

Feel free to contact me if you have any questions.

Thanks,

Dwane

From: Russell, Carla <carla.russell@c-core.ca>
Sent: Thursday, January 4, 2024 4:21 PM
To: Chaulk, Dwane <dwane.chaulk@c-core.ca>
Subject: RE: Key messages regarding the Grenfell Campus cyber security incident

Hi Dwane,

s. 29(1) (a) s. 31(1)(l)

[REDACTED] Hopefully I've
 worded that correctly or at least enough that you get the gist of what I'm asking.

s. 29(1) (a)

Thanks
 Carla

CARLA RUSSELL, CPA, CA
 Vice-President, Finance and Corporate Services

T 709-864-8354 | C [REDACTED] | c-core.ca

s. 40(1)

From: Chaulk, Dwane <dwane.chaulk@c-core.ca>
Sent: January 4, 2024 4:10 PM
To: Russell, Carla <carla.russell@c-core.ca>
Subject: FW: Key messages regarding the Grenfell Campus cyber security incident

fyi

From: CIOS Discussion List <CIOS-L@CLIFFY.UCS.MUN.CA> On Behalf Of Arnott, Sarah
Sent: Wednesday, January 3, 2024 9:29 AM
To: CIOS-L@CLIFFY.UCS.MUN.CA
Subject: Key messages regarding the Grenfell Campus cyber security incident

Hi everyone,

Happy new year! [REDACTED] s. 40(1)

Here are the key messages you can use when responding to questions from students or other employees regarding the cyber security incident at Grenfell Campus.

Note that all media requests are to be managed by Meaghan Whelan, associate director, communications, mcwhelan@mun.ca or [REDACTED] s. 40(1)

- Grenfell Campus is currently experiencing a cyber security incident. I do not have any information about the incident or the response. What I can tell you is that work is ongoing to determine the cause and scope of the issue. This investigation is in its early stages and will likely take some time to complete.

- Memorial is actively working with cybersecurity experts to ensure appropriate response. These experts have confirmed that actions taken by Memorial's team align with industry best practices.
- Memorial's central IT team also temporarily shut down IT services at the Marine Institute as a precautionary measure and as part of the investigation. There is no indication at this stage that IT services or data on other campuses are impacted.
- The incident has been reported to law enforcement, including both the RCMP and the Canadian Centre for Cyber Security.
- Memorial's Emergency Operations Centre has been activated.
- Information about this issue will be posted on mun.ca.

Thanks,
Sarah

Sarah Arnott (she/her/hers) | Manager Strategy, Planning & Liaison

Office of the Chief Information Officer
Memorial University of Newfoundland
St. John's, Newfoundland
T 709 864 2984

www.mun.ca

Butler, Kaitlin Sophia

From: Whelan, Meaghan <mcwhelan@mun.ca>
Sent: Thursday, January 4, 2024 7:49 PM
To: Marisa Kwan; Karen White; Randell, Alison; McDougall, Greg; Dyke, Paula
Subject: RE: Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)

Hi folks,

s. 29(1) (a)

[REDACTED]

[REDACTED]

s. 29(1) (a)

From: Marisa Kwan <marisa.kwan@nortonrosefulbright.com>
Sent: Thursday, January 4, 2024 6:50 PM
To: Whelan, Meaghan <mcwhelan@mun.ca>; Karen White <kwhite@national.ca>; Randell, Alison <alrandell@mun.ca>;
 McDougall, Greg <gmcdougall@mun.ca>; Dyke, Paula <pdye@mun.ca>
Subject: RE: Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)

Hi Meaghan,

s. 30(1) (a)

[REDACTED]

Marisa Kwan
 Associate

Norton Rose Fulbright Canada LLP / S.E.N.C.R.L., s.r.l.
 222 Bay Street, Suite 3000, P.O. Box 53, Toronto ON M5K 1E7 Canada
 T: +1 416.202.6710 | F: +1 416.216.3930

marisa.kwan@nortonrosefulbright.com

NORTON ROSE FULBRIGHT

From: Whelan, Meaghan <mcwhelan@mun.ca>

Sent: January 4, 2024 5:15 PM

To: Karen White <kwhite@national.ca>; Randell, Alison <alrandell@mun.ca>; Marisa Kwan

<marisa.kwan@nortonrosefulbright.com>; McDougall, Greg <gmcDougall@mun.ca>; Dyke, Paula <pdye@mun.ca>

Subject: RE: Privileged and Confidential - Prepared at the request of counsel - [REDACTED]

s. 29(1) (a)

I'm back at my computer now and can take care of any approvals or dissemination on the Memorial side.

From: Karen White <kwhite@national.ca>

Sent: Thursday, January 4, 2024 6:40 PM

To: Randell, Alison <alrandell@mun.ca>; Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; McDougall, Greg

<gmcDougall@mun.ca>; Dyke, Paula <pdye@mun.ca>

Cc: Whelan, Meaghan <mcwhelan@mun.ca>

Subject: RE: Privileged and Confidential - Prepared at the request of counsel - [REDACTED]

s. 29(1) (a)

Thanks Alison, we'll take a look and revert back!

Karen White (She/Her)

Vice President

M - [REDACTED] s. 40(1)

From: Randell, Alison <alrandell@mun.ca>

Sent: Thursday, January 4, 2024 5:43 PM

To: Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; McDougall, Greg <gmcDougall@mun.ca>; Karen White

<kwhite@national.ca>; Dyke, Paula <pdye@mun.ca>

Cc: Whelan, Meaghan <mcwhelan@mun.ca>

Subject: RE: Privileged and Confidential - Prepared at the request of counsel - [REDACTED]

s. 29(1) (a)

Hi folks,

s. 29(1) (a) s. 31(1)(l)

Sorry for the delay. [REDACTED]

Thanks
Alison

ALISON RANDELL | Interim Chief Information Officer
Office of the Chief Information Officer
Memorial University of Newfoundland
Spencer Hall - SP4015
220 Prince Philip Drive, St. John's, NL, A1C 5S7
T 709.864.2063
Alison.Randell@mun.ca | www.mun.ca/cio

From: Marisa Kwan <marisa.kwan@nortonrosefulbright.com>
Sent: Thursday, January 4, 2024 5:03 PM
To: McDougall, Greg <gmcDougall@mun.ca>; Karen White <kwhite@national.ca>; Dyke, Paula <pdike@mun.ca>
Cc: Randell, Alison <alrandell@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>
Subject: [EXTERNAL SENDER] RE: Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)

[REDACTED]

Best, s. 30(1) (a)

Marisa Kwan
Associate

Norton Rose Fulbright Canada LLP / S.E.N.C.R.L., s.r.l.
222 Bay Street, Suite 3000, P.O. Box 53, Toronto ON M5K 1E7 Canada
T: +1 416.202.6710 | F: +1 416.216.3930
marisa.kwan@nortonrosefulbright.com

NORTON ROSE FULBRIGHT

From: McDougall, Greg <gmcDougall@mun.ca>
Sent: January 4, 2024 3:23 PM
To: Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; Karen White <kwhite@national.ca>; Dyke, Paula <pdike@mun.ca>
Cc: Randell, Alison <alrandell@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>
Subject: Re: Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)

[REDACTED]

[REDACTED] s. 29(1) (a) s. 31(1)(l)
Greg

Greg McDougall
 Office of the Chief Risk Officer
 Memorial University of Newfoundland
 FM 1020, 14 Phelan Road
 St. John's, Newfoundland | A1C 5S7
 Cell: [REDACTED] s. 40(1)
 Email: gmcDougall@mun.ca

We acknowledge that the lands on which Memorial University's campuses are situated in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Marisa Kwan <marisa.kwan@nortonrosefulbright.com>
Date: Thursday, January 4, 2024 at 4:51 PM
To: Karen White <kwhite@national.ca>, "Dyke, Paula" <pdike@mun.ca>
Cc: "Randell, Alison" <alrandell@mun.ca>, "McDougall, Greg" <gmcDougall@mun.ca>, "Whelan, Meaghan" <mcwhelan@mun.ca>
Subject: RE: Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)

Hi Paula,

s. 30(1) (a)

Best,

Marisa Kwan
 Associate

Norton Rose Fulbright Canada LLP / S.E.N.C.R.L., s.r.l.
 222 Bay Street, Suite 3000, P.O. Box 53, Toronto ON M5K 1E7 Canada
 T: +1 416.202.6710 | F: +1 416.216.3930
marisa.kwan@nortonrosefulbright.com

NORTON ROSE FULBRIGHT

From: Karen White <kwhite@national.ca>
Sent: January 4, 2024 3:08 PM
To: Dyke, Paula <pdike@mun.ca>; Marisa Kwan <marisa.kwan@nortonrosefulbright.com>
Cc: Randell, Alison <alrandell@mun.ca>; McDougall, Greg <gmcDougall@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>
Subject: RE: Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)

[External Email – Use Caution]

s. 40(1)

s. 29(1) (a)

s. 29(1) (a)

s. 29(1) (a)

Karen White (She/Her)

Vice President

M [REDACTED] s. 40(1)

From: Dyke, Paula <pdyke@mun.ca>**Sent:** Thursday, January 4, 2024 3:59 PM**To:** Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; Karen White <kwhite@national.ca>**Cc:** Randell, Alison <alrandell@mun.ca>; McDougall, Greg <gmcdougall@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>**Subject:** FW: Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)**Importance:** High

[REDACTED] s. 29(1) (a)

Thanks,
Paula (for Meaghan)**From:** Kim Thornhill <kim.thornhill@mi.mun.ca>**Date:** Thursday, January 4, 2024 at 4:27 PM**To:** 'Dyke Paula' <pdyke@mun.ca>**Subject:** FW: Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)

Hi Paula,

Meaghan just asked me to send to you this to you for review.

Thanks
Kim**From:** Kim Thornhill**Sent:** January 4, 2024 3:34 PM**To:** mcwhelan@mun.ca**Subject:** Privileged and Confidential - Prepared at the request of counsel - [REDACTED] s. 29(1) (a)**Importance:** High

Hi Meaghan,

[REDACTED] s. 29(1) (a)

Thanks,

This email is governed by the Terms and Conditions found in our [Disclaimer](#).

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by Mimecast, a leader in email security and cyber resilience. Mimecast integrates email defenses with brand protection, security awareness training, web security, compliance and other essential capabilities. Mimecast helps protect large and small organizations from malicious activity, human error and technology failure; and to lead the movement toward building a more resilient world. To find out more, visit our website.

Law around the world
nortonrosefulbright.com

Confidentiality notice

This email is confidential and may be privileged. If you are not the intended recipient please notify the sender immediately and delete it.

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by Mimecast, a leader in email security and cyber resilience. Mimecast integrates email defenses with brand protection, security awareness training, web security, compliance and other essential capabilities. Mimecast helps protect large and small organizations from malicious activity, human error and technology failure; and to lead the movement toward building a more resilient world. To find out more, visit our website.

From: [Browne, Lisa](#)
To: [Pelley, Chad](#); [Whelan, Meaghan](#)
Cc: [Dyke, Paula](#); [Ian Sutherland](#)
Subject: RE: Media response approval
Date: Thursday, January 4, 2024 10:02:00 PM

Thanks for this. [REDACTED]

s. 29(1) (a)

Lisa

From: Pelley, Chad <chad.pelley@mun.ca>
Sent: Thursday, January 4, 2024 6:46 PM
To: Whelan, Meaghan <mcwhelan@mun.ca>; Browne, Lisa <lisa.browne@mun.ca>
Cc: Dyke, Paula <pdye@mun.ca>; Ian Sutherland [REDACTED] s. 40(1)
Subject: Media response approval

Hi all, [REDACTED] is a general IT freelance journalist, asking in this case for an article in "IT World Canada." s. 40(1)

[REDACTED] s. 29(1) (a)

Was this ransomware in that it involved encrypted data

As this is an active incident with an ongoing investigation, we're unable to answer this question as it could jeopardize the ongoing investigation. We have engaged third-party cybersecurity experts to investigate the matter, and as information becomes available it will be posted on mun.ca/updates as it becomes available.

Was data copied by the attackers, and if so how much

We are still in the early stages of the investigation. Part of the investigation is to determine what data, if any, has been accessed. At this point this is unknown.

If so, did it involve personal data of students, faculty and/or staff

N/A

Has the university determined how the attack happened

The university has engaged third-party experts to conduct a forensic investigation into the cybersecurity incident. Due to the sensitive nature of the investigation, further details will not be disclosed.

In addition to providing laptops to staff and securing WiFi has remedial work included rebuilding the IT network?

Due to the sensitive nature of the investigation, details on this matter cannot be disclosed. However,

to support the team of Grenfell Campus IT professionals in their efforts, additional information technology personnel have arrived at Grenfell to assist with on-campus needs, while IT staff in St. John's are also working with their colleagues to support the needs at Grenfell Campus.

CHAD PELLEY | MANAGER OF COMMUNICATIONS AND MEDIA RELATIONS

Marketing and Communications
Memorial University of Newfoundland
St. John's, Newfoundland A1C 5S7
T 709 864-2143 | O A-1024

Butler, Kaitlin Sophia

From: McDougall, Greg <gmcdougall@mun.ca>
Sent: Friday, January 5, 2024 7:33 AM
To: Randell, Alison; Whelan, Meaghan; McKivor, Lee Ann; Lokash, Jennifer; Tobin, Holly
Subject: Fwd: Issues Related to Cyber Incident

Closing the loop! But confirmation this is closed on the IAP.
 Thanks for giving this so much attention.
 Greg

Sent from my iPhone

Begin forwarded message:

From: "Feaver, Robert" <robertfeaver@gov.nl.ca>
Date: January 5, 2024 at 8:18:03 AM NST
To: "McKivor, Lee Ann" <lamckivor@mun.ca>
Cc: "McDougall, Greg" <gmcdougall@mun.ca>
Subject: RE: Issues Related to Cyber Incident

Hey;

Everything went smoothly overnight on the file transfers. We are now up to date and operating as normal.

Rob Feaver, Director
Student Financial Services Division
 Department of Education

T: 709-729-1553
 C: [REDACTED] s. 40(1)
 E: robertfeaver@gov.nl.ca
 W: www.gov.nl.ca/studentaid/
 StudentAidNL

From: Feaver, Robert
Sent: Thursday, January 4, 2024 1:46 PM
To: 'McKivor, Lee Ann' <lamckivor@mun.ca>
Cc: McDougall, Greg <gmcdougall@mun.ca>
Subject: RE: Issues Related to Cyber Incident

Hey Lee Ann;

Quick update.

I have confirmed that it was the Province that disconnected Student Aid from MUN systems. This was done once there was a cyber-attack in play as a precautionary step – [REDACTED]

[REDACTED] s. 29(1) (a) s. 31(1)(l)

I'll advise tomorrow once we have a chance to review the results of the overnight processes.

Regarding the student from this morning.

Students are able to apply for student aid as early as May of each year. Doing so, requires students to provide an estimate of earned income over the summer months. We issue funding for the fall semester based on the estimates provided – [REDACTED] s. 29(1) (a)

We will not issue any additional funding (i.e., winter semester) until students have submitted confirmation of summer earnings – we use a form – Income Confirmation Form.

At the end of September each fall and subsequently at the end of October, November and a final reminder in December, an email is sent to any student who has failed to submit the Income Confirmation Form. This student [REDACTED] s. 29(1) (a)

[REDACTED] and it had nothing to do with the cyber issue. [REDACTED] s. 40(1)

[REDACTED] s. 29(1) (a) s. 40(1)

Secondly, this student [REDACTED] This action alone, even if all systems were working as normal, and there were no outstanding issues with the application, would have resulted in a delay – 4 business days.

The cyber-attack and the actions by the Province alone did not have anything to do with delays in this student receiving funding for the winter semester.

[REDACTED] s. 29(1) (a) s. 40(1)

I'll send a further update tomorrow.

Rob Feaver, Director
Student Financial Services Division
Department of Education

T: 709-729-1553 [REDACTED] s. 40(1)
C: [REDACTED]
E: robertfeaver@gov.nl.ca
W: www.gov.nl.ca/studentaid/
StudentAidNL

From: McKivor, Lee Ann <lamckivor@mun.ca>
Sent: Thursday, January 4, 2024 10:07 AM
To: Feaver, Robert <robertfeaver@gov.nl.ca>
Cc: McDougall, Greg <gmcDougall@mun.ca>
Subject: RE: Issues Related to Cyber Incident

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello Rob

Thanks for the note.

s. 29(1) (a)

Questions:

Thanks

LA

s. 40(1)

Lee Ann McKivor, Ed.D. [she/her]
University Registrar and interim Secretary to Senate
Memorial University of Newfoundland
St. John's, NL, Canada
E: lamckivor@mun.ca
C: [REDACTED] s. 40(1)
P: (709) 864-4437

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

This communication is intended for the use of the recipient to whom it is addressed, and may contain confidential, personal, and/or privileged information. Please contact the sender by reply email immediately if you are not the intended recipient of this communication, and do not copy, distribute, or take action relying on it. Any communication received in error should be deleted or destroyed.

From: Feaver, Robert <robertfeaver@gov.nl.ca>
Sent: Thursday, January 4, 2024 9:51 AM
To: McKivor, Lee Ann <lamckivor@mun.ca>
Subject: Issues Related to Cyber Incident

Hey Leann;

Challenging times!!!

I wanted to reach out as since the weekend, due to the cyber incident, our IT system has been disconnected from the MUN system. [REDACTED] s. 29(1) (a)

However, any student who was not registered full-time on or before December 28, 2023, will be impacted as we are unable to confirm enrolment which means funding will not be released.

Any student who was not registered full-time on or before December 28 would be delayed in receiving funding regardless. The cyber issue is adding to the length of that delay. [REDACTED]

[REDACTED]
[REDACTED] s. 29(1) (a)

I realize that MUN IT personnel are most likely tied up in dealing with the cyber issue [REDACTED]
[REDACTED]

s. 29(1) (a)

[REDACTED]
Feel free to call to discuss further. Look forward to hearing from you. s. 29(1) (a)

Rob Feaver, Director
Student Financial Services Division
Department of Education

T: 709-729-1553 s. 40(1)

C: [REDACTED]

E: robertfeaver@gov.nl.ca

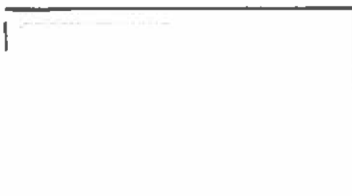
W: www.gov.nl.ca/studentaid/

StudentAidNL

“This email and any attached files are intended for the sole use of the primary and copied addressee(s) and may contain privileged and/or confidential information. Any distribution, use or copying by any means of this information is strictly prohibited. If you received this email in error, please delete it immediately and notify the sender.”

President, The

From: Pelley, Chad
Sent: Friday, January 5, 2024 7:53 AM
To: Bose, Neil
Subject: Media Round-up: January 5

**Today in summary**

Hi all,

I have separated coverage on the Grenfell cybersecurity incident into its own section, in chronological order of when they were published. The most recent interview, with CTV, doesn't appear to have aired yet.

s. 29(1) (a)

Below the Grenfell coverage is all other Memorial media hits since Jan.1

Grenfell cybersecurity incident**OCM Open Line****MUNFA President call in: Open Line**

. Lepawsky speculated that budget cuts might be to blame (e.g. departments not able to afford newer, more secure devices, or MUN not being able to pay/retain IT experts). He stated the university's budget is down roughly 10% since 2015, and government needs to restore this. Additionally, he stated concerns about using personal devices as a stopgap measure (mainly: putting personal files/devices at risk), as well as feeling instructors have been given "just hours of notice" to rejig their teaching plans by Monday and "have been put in this untenable situation of scrambling once again" because he says faculty weren't consulted on university's plan to respond to the incident. [Clip 1](#) | [clip 2](#)

OCM radio**Ocurring VOCM news update (featuring MUNFA president)**

Lepawsky quoted as saying, faculty members have been "put in an impossible situation" of having to teach without their work-issued devices. "How do you do computer science without the computers? How do you do digital and design without the software?" [Isolated clip here](#).

3C radio

Recurring radio news update (featuring MUNFA president)

Largely a clip of MUNFA president stating concerns about resuming classes on Monday. "It is unclear how the employer expects its employees to do the work they need to do to deliver those classes ... it's feeling like this is a plan that's being made up as we go along." [Isolated clip here](#).

OCM radio with subsequent online article

Interview with MUNFA president

MUNFA president states MUNFA received advance notice, but weren't made part of decision making. States there's really no way to deliver the core function of the university in terms of teaching and research in many cases." [Clip 1](#) | [clip 2](#). And [online article](#).

The Telegram

Memorial University's Grenfell Campus vice-president says IT issues have been contained

This is an interview with Dr. Sutherland answering questions about the incident, what the university knows and the work being done to mitigate impacts.

Academica Group

Memorial responds to cybersecurity incident, delays in-person classes at Grenfell campus

Very brief summary that there's been an incident and slight delay in classes starting.

OCM radio

Recurring news update

This update is clips of Dr. Sutherland explaining what the university knows of the incident and where it is in the investigation. [Isolated clip here](#).

World Canada

Ransomware gang starts leaking data stolen from Quebec university

This article, about the "LockBit ransomware gang" releasing data stolen from University of Sherbrooke, mentions Memorial's Grenfell campus is the latest university experiencing a cyber attack.

TV News

MUN speaks out about cyberattack affecting Grenfell campus

Mentions a cybersecurity firm investigating what data might have been accessed and scope of incident. Largely an interview with Dr. Sutherland, answering questions on what has happened, and where the university is in responding to the incident. Assurances were provided that if anyone's personal information has been compromised they will be notified as soon as possible.

IC online

JN investigating Grenfell cyberattack as classes pushed back a week

is long online article features Dr. Sutherland speaking to the incident at Grenfell; "computer security expert" and faculty member Jonathan Anderson saying Memorial handling the incident well; Dr. Lepawsky (MUNFA) expressing concerns on return to teaching; MHA Joedy Wall's opinion on the matter.

IC Here & Now

Here & Now "Top Story" on Wednesday evening

features Dr. Sutherland answering questions on the matter, Dr. Lepawsky critiquing the plan to begin classes actively on time; and a cybersecurity expert sharing potential motives. [Isolated clip here](#).

ICM online

Cyber security investigation ongoing at Grenfell Campus, in-person classes to resume Monday

brief summary article summarized by headline

IC On the Go

Dr. Sutherland interview with On the Go guest host Martin Jones

Dr. Sutherland summarized the incident and where the university is on the matter (e.g. incident contained to Grenfell, IT experts engaged to investigate the issue, unknown what data, if any, was accessed, a continuity planning team is in place, etc). Assurance provided that if any personal data was breached, those individuals will be notified directly. It was explained IT services are down while investigation is ongoing and to ensure containment to Grenfell only. [Clip 1](#) | [clip 2](#).

IC online

A plenty of questions, few answers for MUN faculty in ongoing cybersecurity incident: MUNFA

tended video clip of Dr. Lepawsky (MUNFA) from the Here & Now segment

TV news

Memorial University working to bring systems back online after Grenfell Campus cyberattack

headline summarizes the coverage

Canadian Press (appeared in ~20 papers, including Toronto Star)

Cybersecurity issue delays in-person classes at Memorial University of N.L. campus

headline summarizes content of article, which concludes on mentioning recent cyber attacks on other Canadian universities.

ie Telegram

MUN working to determine the cause of a cybersecurity incident at Grenfell Campus in Corner Brook"

is is a summary of information Memorial posted as Gazette articles.

Grenfell Campus reports cybersecurity incident resulting in change of start date for classes"

rief summary of messages in Gazette updates on the matter.

3C Here & Now clip from Jan.2

tial Here & Now segment.

s. 29(1) (a)

3C online

Cybersecurity issue causes Grenfell Campus to delay return to classes

eliminary coverage announcing an ongoing cybersecurity incident at Grenfell

Memorial in the news

3C online

Are students taking artificial intelligence too far? Accusations of plagiarism are up at MUN

is is a recycled online story from previous coverage on this matter back in December. It speaks to how AI is blurring lines between being a handy tool and being plagiarism. A MUNSU rep reports "a big increase in accusations of plagiarism against students, and it's urging caution to those who choose to use the help of AI."

ie Telegram

New Memorial University study aiming to identify lived cancer experiences of members of the 2SLGBTQIA+ community in N.L."

om the article, "Upon a cancer diagnosis, members of the 2SLGBTQIA+ community may be experiencing similar different social and workplace experiences compared to other patient groups. Our study aims to learn about these experiences particularly, as it is estimated that one million Canadians identify as 2SLGBTQIA+ individuals.

3C online

Paradise spends \$360K on sand for Canada Games beach volleyball courts"

ie article mentions, "The provincial government has earmarked \$40 million for a new track and field facility, as well as at least \$9 million in upgrades to the Aquarena and Field House — a pair of facilities on Memorial University's campus in St. John's."

ademica Group

The Indigenous Top Ten Year in Review: 2023"

Butler, Kaitlin Sophia

From: Lokash,Jennifer <jlokash@mun.ca>
Sent: Friday, January 5, 2024 8:46 AM
To: McDougall, Greg
Cc: Randell, Alison; Whelan, Meaghan; McKivor, Lee Ann; Tobin, Holly
Subject: Re: Issues Related to Cyber Incident

s. 29(1) (a)

Thank you,
 JL

Sent from my iPhone

On Jan 5, 2024, at 8:32 AM, McDougall, Greg <gmcdougall@mun.ca> wrote:

Closing the loop! But confirmation this is closed on the IAP.
 Thanks for giving this so much attention.
 Greg

Sent from my iPhone

Begin forwarded message:

From: "Feaver, Robert" <robertfeaver@gov.nl.ca>
Date: January 5, 2024 at 8:18:03 AM NST
To: "McKivor, Lee Ann" <lamckivor@mun.ca>
Cc: "McDougall, Greg" <gmcdougall@mun.ca>
Subject: RE: Issues Related to Cyber Incident

Hey;

Everything went smoothly overnight on the file transfers. We are now up to date and operating as normal.

Rob Feaver, Director
Student Financial Services Division
Department of Education

T: 709-729-1553
 C: s. 40(1)
 E: robertfeaver@gov.nl.ca
 W: www.gov.nl.ca/studentaid/
StudentAidNL

From: Feaver, Robert
Sent: Thursday, January 4, 2024 1:46 PM
To: 'McKivor, Lee Ann' <lamckivor@mun.ca>
Cc: McDougall, Greg <gmcdougall@mun.ca>
Subject: RE: Issues Related to Cyber Incident

1

NOTE TO APPLICANT: The remainder of this email thread is located previously in the records.

IAP Office

From: [Whelan, Meaghan](#)
To: [Browne, Lisa](#)
Subject: Whelan, Meaghan replied to a comment in "MUNFA Jan 5"
Date: Friday, January 5, 2024 8:47:00 AM
Attachments: [6960738c-dfc8-4d30-87e1-5a6b36202bdd](#)
[9425c11f-a4e2-4f80-a5b3-59b70c88b7b7](#)
[ab2f3f73-c75b-4faf-a96a-717f9faabca4](#)
[d36b7087-acdf-41b8-871f-c017d05d7a95](#)
[237367fb-93f3-44b6-9d03-7e8ea5e7edba](#)
[ba9a1ad9-1355-48df-bf48-3d02b9432414](#)
[6e819fab-4ab2-4adf-b3f4-e310a46e76ee](#)
[b541ea98-d28c-4761-ab2b-cb5c6965b801](#)
[c89ffd56-64d3-4e16-931a-b7c3130d2989](#)
[5d3d6389-5523-4cf6-bf01-5b63717c3eaf](#)
[a8329bcb-e8f2-4781-9f5d-58a37b391108](#)
[f002a027-32a6-4601-beb0-7dee1507c438](#)
[2d3f65ca-760c-49d8-af4e-b122750a71cd](#)
[50c9214b-cd59-401b-ab97-e1f4eab877a5](#)



MUNFA Jan 5.docx



BL

You left a comment

s. 29(1) (a)

WM

Whelan, Meaghan replied

s. 29(1) (a)

s. 29(1) (a)

Go to comment

Why am I receiving this notification from Office?



[Privacy Statement](#) | [Notification Settings](#)

From: Beh, Patricia
To: Browne, Lisa
Subject: Beh, Patricia replied to a comment in "MUNFA Jan 5"
Date: Friday, January 5, 2024 11:46:36 AM
Attachments: [ac7b6fbb-0bcc-46f5-ae7a-54927286d68e3f8fbaff-2929-4a30-99f0-7a2e6e8f5a34a7501f71-f524-40fc-b95e-c00e13065cc3c8006cf5-2f70-4767-bab4-2d6b3c95aa451a211a52-cc6f-41fe-bc0e-ec4cca2090144374a574-465d-4a82-8fc2-e1224be02d98908433ff-4ebe-4c73-9726-b49b473696cdce274186-4805-4bde-9ae5-597ac53a45a988447abe-2c00-4692-8f15-432ba171d5968ae67ef2-83bb-4870-91b3-04d538d313b0aa76b99f-a092-4daa-8d2b-7367746bf92d57f5da05-ecae-4810-8a7b-f82e2b94fc5e232241db-accd-410f-80ef-711219dc44c5790d9567-3cbf-4875-a378-cd5c326891ff9e487718-cde0-4c1c-9334-a122e84bafd51b97e9fb-cc88-4c90-8c8b-1329daf81f4e4096a694-7b6a-4ae0-ad2c-4676a5759fab a1051dc1-a61e-4307-9d0e-9b47aa511c15](#)



MUNFA Jan 5.docx



BL You left a comment

[REDACTED] s. 29(1) (a)

WM Whelan, Meaghan left a comment

[REDACTED] s. 29(1) (a)

BP Beh, Patricia replied

[REDACTED] s. 29(1) (a)

WM Whelan, Meaghan replied

Added

s. 29(1) (a)

[REDACTED]

[REDACTED]

s. 29(1) (a)

s. 29(1) (a)

Go to comment

Why am I receiving this notification from Office?



[Privacy Statement](#) | [Notification Settings](#)

From: [Whelan, Meaghan](#)
To: [Browne, Lisa](#); [Dyke, Paula](#); [Osmond, Michelle](#)
Subject: FW: Traditional and Social Media Analysis - January 5, 2024
Date: Friday, January 5, 2024 12:06:00 PM
Attachments: [image002.png](#)
[image007.png](#)
[image008.png](#)
[image009.png](#)
[image010.png](#)

From: Marie Labrosse <mlabrosse@national.ca>
Sent: Friday, January 5, 2024 11:59 AM
To: McDougall, Greg <gmcdougall@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>; Pelley, Chad <chad.pelley@mun.ca>; Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; Travis Walker (he/him) <travis.walker@nortonrosefulbright.com>
Cc: Karen White <kwhite@national.ca>; Kenny Cameron <kcameron@National.ca>; Tobin, Holly <htobin@mun.ca>; Beh, Patricia <patricia.beh@mun.ca>
Subject: Traditional and Social Media Analysis - January 5, 2024

Good morning everyone,

Please find below today's analysis of traditional and social media activity concerning the cybersecurity incident affecting Memorial University's Grenfell Campus.

s. 29(1) (a)

Key insights for today include:



Please don't hesitate to reach out with any comments or questions.

Thanks,

Marie

Marie Labrosse (she/her)

Senior Consultant

C

s. 40(1)

++

Memorial University – Traditional and Social Media Analysis Friday, January 5, 2024 – 12:00 PM NT	
Key Insights	
The volume of traditional and social media surrounding the cyberattack on Memorial University [REDACTED] since yesterday's report with more than 60 mentions captured in the past 24 hours.	

s. 29(1) (a)

s. 29(1) (a)

- [REDACTED]
- [REDACTED]
- Today, CBC's The Morning Show included interviews with three students already on campus who shared they found the consequences of the cyberincident, including the delay of the return to classes and the lack of wifi and payment options on campus, to be stressful.
- [REDACTED]
- IT World Canada highlighted these concerns in an article focused on a data leak affecting the University of Sherbrooke, which experienced a cybersecurity incident last month. The article cites the prevalence of incidents in the education sector and names Memorial University's Grenfell Campus as the most recently affected Canadian university.

s. 29(1) (a)

- [REDACTED]
- [REDACTED]
- [REDACTED]

s. 29(1) (a)

Social Media

Volume	[REDACTED] 12 mentions have been captured across social media since yesterday late morning. [REDACTED]
s. 29(1) (a)	[REDACTED]
Tone	[REDACTED]
s. 29(1) (a)	[REDACTED]
[REDACTED] s. 29(1) (a)	
Themes of Discussion	MUNFA expresses concern about return to teaching next week No confirmation of whether any personal information has been impacted Opposition expresses concern about Liberal government's refusal to comment on the incident

Traditional Media

Volume	[REDACTED] 40 traditional media mentions have been captured since the previous reporting period, including syndication and duplication.
s. 29(1) (a)	[REDACTED]
Tone	[REDACTED]
s. 29(1) (a)	[REDACTED]

s. 29(1) (a)

	s. 29(1) (a)
Themes of Coverage	No access to MUN wifi, email, or ATMs on Grenfell campus Start of classes delayed Stressful experience for students Concern about impact to teaching ability MUNFA takes issue with suggestion to use personal devices as a stop gap Comparison to other cybersecurity incidents, including one affecting the University of Sherbrooke

N|A|T|I|O|N|A|L

1625 Grafton Street, Suite 1600, South Tower

Halifax, Nova Scotia B3J 0E8

Follow us: [X](#) [in](#) [f](#) [@](#)

Fresh perspectives from some of the best minds in the business. [Click here.](#)

Please [click here](#) to unsubscribe from the receipt of future commercial electronic messages.

The information in this email is confidential. It is intended solely for the addressee. If you are not the intended recipient, please notify us immediately and delete this email from your system. Any unauthorized use, disclosure or reproduction of this email is prohibited.

L'information contenue dans ce message est confidentielle. Elle est destinée uniquement aux personnes à qui le message a été adressé. Si ce message ne vous était pas destiné, veuillez nous prévenir immédiatement puis supprimer ce message de votre système. Toute utilisation, communication ou reproduction non autorisée du présent message est interdite.

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by Mimecast, a leader in email security and cyber resilience. Mimecast integrates email defenses with brand protection, security awareness training, web security, compliance and other essential capabilities. Mimecast helps protect large and small organizations from malicious activity, human error and technology failure; and to lead the movement toward building a more resilient world. To find out more, visit our website.

Butler, Kaitlin Sophia

From: Beh, Patricia <patricia.beh@mun.ca>
Sent: Friday, January 5, 2024 12:32 PM
To: Tobin, Holly; Ian Sutherland; Browne, Lisa; Lokash, Jennifer; President, The; Andersen, Catharyn; Allen, Tana; Paul Brett; Bose, Neil
Cc: McDougall, Greg; Janes, David Charles; Whelan, Meaghan; Chief Risk Officer
Subject: RE: EOC Update

Hi Holly,

Thanks for this – could you add Dr. Bose’s email to your dist list (I have added in To line).

Thanks,

Trish

From: Tobin, Holly <htobin@mun.ca>
Sent: Friday, January 5, 2024 11:32 AM s. 40(1)
To: Ian Sutherland [REDACTED]; Browne, Lisa <lisa.browne@mun.ca>; Lokash, Jennifer <jlokash@mun.ca>; President, The <munpres@mun.ca>; Andersen, Catharyn <s62cda@mun.ca>; Allen, Tana <tallen@mun.ca>; Paul Brett <Paul.Brett@mi.mun.ca>
Cc: McDougall, Greg <gmcdougall@mun.ca>; Janes, David Charles <dcjanes@mun.ca>; Beh, Patricia <patricia.beh@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>; Chief Risk Officer <cro@mun.ca>
Subject: RE: EOC Update

Privileged and Confidential - Prepared at the request of Counsel

Good morning!

Our EOC team met this morning at 9:30 AM. The updated incident action plan can be found at this link [REDACTED]

s. 31(1)(l)

Below you will find a summary of the meeting and decision points for the Executive Policy Group to consider:

Situation Report:

s. 31(1)(l)

s. 31(1)(l)

1. Work continues with [REDACTED] and IT staff on Grenfell and St. John’s campus [REDACTED]
2. Operations Section
 1. OCIO staff returned from Grenfell last evening. Will send out second team on Sunday to continue to support.
 2. [REDACTED]
 3. [REDACTED]
 4. [REDACTED]. ITS to send staff on Sunday to complete work.
 5. [REDACTED]
 6. Service desks open throughout weekend.

s. 31(1)(l)

s. 29(1) (a) s. 31(1)(l)

7. Student Aid network connection re-established and confirmed to be working as per normal.
3. Grenfell Continuity Planning continues.
 1. Section group re-organized and split into 3 teams – academic/research, students and operations.
 2. Faculty are more engaged and working towards solutions.
 3. Assessing computer lab requirements and software needs with ASMs.
 4. Questions raised regarding pass/fail options and deadlines for students. [REDACTED] s. 29(1) (a)
 5. Brightspace shells being set up for each faculty/school at Grenfell to aid in communication/collaboration. s. 31(1)(l)
 6. Payment terminals received and additional ones being shipped.
 7. [REDACTED]
 8. City of Corner Brook providing space at Civic Centre with wi-fi access for internet café, printing services and possible instructional space.
 9. Newfoundland Power looking to schedule short power outage. Working with them on a date to minimize impacts and possibility of disruption to forensic investigation.
4. Finance compiling expenses and will have report for next meeting.

Communications Summary:

1. Media interviews continue to be held.
2. [REDACTED] s. 29(1) (a)
3. Update released yesterday with a focus on continuity planning. s. 29(1) (a)
4. Additional content added to www.mun.ca/updates
5. [REDACTED]

Decision Points:

1. None at this time.

Next Steps:

- Planning and supports for faculty
- Operations section to continue to deploy solutions to establish IT systems at the Grenfell campus (i.e. residence internet, labs, etc.)
- [REDACTED] s. 29(1) (a) s. 31(1)(l)
- [REDACTED]

Our next EOC meeting will be Sunday, Jan 7 at 9:30 AM. Another update will follow at that time. Additional EOC meetings may be called over the weekend if necessary. Operations and Continuity Planning groups continue to meet and work throughout the weekend.

Holly

HOLLY TOBIN | MANAGER, EMERGENCY PLANNING AND BUSINESS CONTINUITY

Office of the Chief Risk Officer
 Memorial University of Newfoundland
 Facilities Management Building FM1024
 St. John's, Newfoundland | A1C 5S7
 T 709 864 7661 | C [REDACTED] | F 709 864 8823

www.mun.ca/emergency s. 40(1)

Where people and ideas become.

From: Tobin, Holly s. 40(1)
Sent: Thursday, January 4, 2024 11:18 AM
To: 'Ian Sutherland' [REDACTED]; Browne, Lisa <lisa.browne@mun.ca>; Lokash, Jennifer <jlokash@mun.ca>; President, The <munpres@mun.ca>; Andersen, Catharyn <s62cda@mun.ca>; Allen, Tana <tallen@mun.ca>; Paul Brett <Paul.Brett@mi.mun.ca>
Cc: McDougall, Greg <gmcDougall@mun.ca>; Janes, David Charles <dcjanes@mun.ca>; Beh, Patricia <patricia.beh@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>; Chief Risk Officer <cro@mun.ca>
Subject: RE: EOC Update

Privileged and Confidential - Prepared at the request of Counsel

Our EOC team met this morning at 9:30 AM. The updated incident action plan can be found at this link [REDACTED]

[REDACTED] s. 31(1)(l)
 Below you will find a summary of the meeting and decision points for the Executive Policy Group to consider:

Situation Report:

1. Priority for today is for groups to focus on the academic and student experience for Grenfell. s. 31(1)(l)
2. Work continues with [REDACTED] and IT staff on Grenfell and St. John's campus [REDACTED]
3. Operations section working with Bell to have internet restored in residence at Grenfell.
4. [REDACTED] s. 29(1) (a) s. 31(1)(l)
5. Operations section will be focusing on computer labs on the Grenfell campus today.
6. Grenfell BCP continues. s. 29(1) (a)
 1. [REDACTED]
 2. The academic calendar is being reviewed [REDACTED]
 3. Asset prioritization has been completed and assignment of laptops/hotspots underway.
 4. More laptops have been sourced and being shipped to Grenfell immediately. s. 29(1) (a)
 5. Standalone printing/copying being set up.
 6. [REDACTED]
7. Government made a decision to proactively cut internet to Student Aid on the St. John's Campus. [REDACTED] s. 29(1) (a)
8. Finance has created activity code to track expenses.

Communications Summary:

1. Six interviews with media were completed yesterday.
2. [REDACTED] s. 29(1) (a)
3. Content being created for the Grenfell website redirect.
4. Marketing team on standby to create assets for website, flowcharts, etc.
5. Plan to issue an update today with a focus on Continuity Planning and what steps has been done to date to restore functionality for Grenfell.

Decision Points:

1. None at this time.

Next Steps:

- Planning and supports for faculty

- Re-org Grenfell BCP group with 3 sections – Students, Academic/Research, and Operations. Continue with implementation and supports.
- Operations section to continue to deploy solutions to establish IT systems at the Grenfell campus (i.e. residence internet, labs, etc.)

s. 29(1) (a)

s. 31(1)(l)

Our next EOC meeting will be tomorrow, Jan 5 at 9:30 AM. Another update will follow at that time.

Holly

HOLLY TOBIN | MANAGER, EMERGENCY PLANNING AND BUSINESS CONTINUITY

Office of the Chief Risk Officer
Memorial University of Newfoundland
Facilities Management Building FM1024
St. John's, Newfoundland | A1C 5S7
T 709 864 7661 | C [REDACTED] | F 709 864 8823

www.mun.ca/emergency

s. 40(1)

Where people and ideas become.

From: Tobin, Holly

Sent: Wednesday, January 3, 2024 11:52 AM

s. 40(1)

To: 'Ian Sutherland' [REDACTED] Browne, Lisa <lisa.browne@mun.ca>; Lokash, Jennifer <jlokash@mun.ca>; President, The <munpres@mun.ca>; Andersen, Catharyn <s62cda@mun.ca>; [REDACTED]; Allen, Tana <tallen@mun.ca>

Cc: McDougall, Greg <gmcdougall@mun.ca>; Janes, David Charles <dcjanes@mun.ca>; Beh, Patricia <patricia.beh@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>

Subject: RE: EOC Update

Privileged and Confidential - Prepared at the request of Counsel

Our EOC team met this morning at 9:30 AM. The updated incident action plan can be found at this link [REDACTED]

s. 31(1)(l)

Below you will find a summary of the meeting and decision points for the Executive Policy Group to consider:

Situation Report:

s. 31(1)(l)

1. Work continues with [REDACTED] Meeting to be scheduled with them for another technical update.
2. Marine Institute internet restored. Marine Institute BCP planning team stood down. Smaller MI group will continue to meet to ensure no further issues or concerns as a result of the shutdown.
3. Assets arrived at Grenfell campus
 1. 4 people from OCIO
 2. 1 person from [REDACTED] (2nd arriving later today)
 3. 15 laptops
 4. 5 hotspots
4. Grenfell campus holding town hall with employees.
5. Grenfell owned assets being collected (i.e. laptops)
6. Grenfell BCP planning continuing on a department/unit level. Prioritization of assignment of assets occurring.
7. [REDACTED]

s. 31(1)(l)

s. 29(1) (a)

s. 31(1)(l)

8. NL Power contacted Grenfell regarding a planned power outage. Grenfell has asked NL Power to delay to avoid any power bumps or interruptions while [redacted] investigation ongoing.
9. Payroll for Grenfell employees has been keyed for this period. Process for St. John's campus staff to support is in place now and can be done for next payroll period as well.
10. Process for purchasing/procurement in place for Grenfell.
11. Stand along Moneris machines being collected from Alumni to send to Grenfell to use in Bookstore and Cashiers Office. Able to accept cash in meantime with paper receipts. St. John's campus staff to assist with reconciliation and data entry. s. 29(1) (a)
12. CBC Here and Now [redacted] reported that the RNC had not been engaged. The Public Information officer has requested the news report to review and will provide further information to CBC for clarification and also contact the RNC spokesperson.

Communications Summary:

1. Multiple media inquiries have been received.
2. Media interviews being scheduled for today.
3. Dr Sutherland will be media spokesperson
4. Additional content being added to update website.
5. MI message regarding services restored released yesterday.

Decision Points:

s. 29(1) (a) s. 31(1)(l)

1. [redacted]
2. [redacted]

Next Steps:

- [redacted] s. 29(1) (a)
- [redacted] s. 31(1)(l)
- Implement Grenfell BCP
- Inventory and collect all Grenfell assets.
- Create FAQs for website

Our next EOC meeting will be tomorrow, Jan 4 at 9:30 AM. Another update will follow at that time.

Holly

HOLLY TOBIN | MANAGER, EMERGENCY PLANNING AND BUSINESS CONTINUITY

Office of the Chief Risk Officer
Memorial University of Newfoundland
Facilities Management Building FM1024
St. John's, Newfoundland | A1C 5S7

T 709 864 7661 | C [REDACTED] | F 709 864 8823

www.mun.ca/emergency*Where people and ideas become.***From:** Tobin, Holly**Sent:** Tuesday, January 2, 2024 11:21 AM

s. 40(1)

To: 'Ian Sutherland' [REDACTED]; Browne, Lisa <lisa.browne@mun.ca>; Lokash, Jennifer <jlokash@mun.ca>; President, The <munpres@mun.ca>; Andersen, Catharyn <s62cda@mun.ca>; [REDACTED]; Allen, Tana <tallen@mun.ca>

Cc: McDougall, Greg <gmcDougall@mun.ca>; Janes, David Charles <dcjanes@mun.ca>; Beh, Patricia <patricia.beh@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>

Subject: RE: EOC Update

Privileged and Confidential - Prepared at the request of Counsel

Our EOC team met this morning at 9:30 AM. The updated incident action plan can be found at this link [REDACTED]

[REDACTED] Below you will find a summary of the meeting and decision points for the Executive Policy Group to consider:

s. 31(1)(l)

Situation Report:

s. 31(1)(l)

s. 29(1) (a) s. 31(1)(l)

1. EOC reminded of structure and decision making process.
2. Work continues with [REDACTED] Update provided yesterday to Exec and key EOC members. [REDACTED]
3. [REDACTED] s. 29(1) (a) s. 31(1)(l)
4. [REDACTED] Follow up meeting taking place today at 11 am. Final approval required from exec.
5. Staff from St. John's campus ITS team travelling to Grenfell along with assets (laptops and hot spots) on Jan 3.
6. Additional resources to support Grenfell have been sourced from Norton Rose Fullbright – [REDACTED] Statement of work from [REDACTED] has been reviewed and ok'd by [REDACTED] Alison Randell and Breach Coach. Final approval required from exec. s. 31(1)(l) s. 31(1)(l)
7. Grenfell classes delayed until January 8th. Employees returning to campus as per normal. Business continuity planning continues.
8. Use of Grenfell assets (laptops and desktop computers) to cease. Communications needed to get out to users. Assets must be returned to campus. Planning meeting being held today at 10:30 on this.
9. Human resources preparing messaging to be sent to Unions.

Communications Summary:

1. Message released re: delayed start for Grenfell.
2. Multiple media inquiries have been received.
3. Minimal social media posts.
4. Website for updates is live. FAQs are being prepared.
5. Messaging for MI being drafted.

s. 29(1) (a) s. 31(1)(l)

Decision Points:

1. [REDACTED]
2. [REDACTED]

Next Steps:

- 6 NOTE TO APPLICANT: The remainder of this email thread is located previously in the records.

IAP Office

President, The

From: Whelan, Meaghan
Sent: Friday, January 5, 2024 12:54 PM
To: Bose, Neil
Cc: President, The; Brown, Margot
Subject: For review - response to MUNFA (privileged and confidential at request of counsel)
Attachments: MUNFA Jan 5.docx

NOTE TO APPLICANT: The attachment is located on the subsequent page.

Hi Dr. Bose,

IAP Office

Happy New Year!

s. 29(1) (a)

Thanks,
Meaghan

MEAGHAN WHELAN she/her
 ASSOCIATE DIRECTOR, COMMUNICATIONS
 Marketing and Communications
 Memorial University of Newfoundland
 St. John's, NL, Canada A1C 5S7
 M [REDACTED]

s. 40(1)

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the histories and cultures of the Beothuk, Mi'kmaq, Innu and Inuit of this province.

Privileged and confidential – prepared at request of counsel

MUNFA Jan 5

Update to MUNFA: Jan. 5

Distribution:

- Advance notice: Board of Regents, gov, SLC, faculty relations
- Distribution: MUNFA leadership

s. 29(1) (a)

Subject: Grenfell Campus – Update

s. 29(1) (a)

Further to the conversation between Dr. Jennifer Lokash, acting president, and Dr. Josh Lepawsky, MUNFA president, on Jan. 1, and the updates provided on Dec. 29, 31, Jan. 1, 2 and 4th regarding the cybersecurity incident at Grenfell Campus, we wanted to provide you with an overview of our [REDACTED] to ensure a safe return to classes for faculty, staff and students on Monday, Jan. 8, 2024. The decision to delay the start of classes was not taken lightly and we are mindful that further delay could seriously disrupt the academic success of our students.

s. 29(1) (a)

We want to [REDACTED] acknowledge [REDACTED] the patience and cooperation from each faculty member in the last few days. We recognize that this incident has interrupted [REDACTED] regular academic processes and schedules.

s. 29(1) (a)

We expect we will continue to feel the impacts of this incident for at least a few weeks. Academic and business continuity planning to support instructors and students has been prioritized as we work to both minimize these impacts and support your members as much as possible.

s. 29(1) (a)

s. 29(1) (a)

We have also received questions about the use of personal computers. This is not mandatory and is a voluntary option if [REDACTED] do not have access to a computer or laptop. The network and IT systems impacted by the cybersecurity incident are offline and personal devices would not be connected to any impacted systems. We have also reached out to our Privacy Office to share guidance on best practices when using a personal device to ensure we uphold our privacy obligations.

s. 29(1) (a)

Brightspace, the learning management system used to support online and in-person classes was not impacted by this issue and remains active and available to faculty and students. Work is underway to provide Brightspace shells to Grenfell faculty and staff to improve communications and we thank Grenfell faculty for this recommendation.

As we are reviewing cybersecurity, please note that we will be disabling access via Remote Desktop Protocol (RDP) at all campuses immediately. [REDACTED]

[REDACTED] Employees who used RDP to remotely connect to their desktop computers, and still require a remote connection, are asked to contact their IT Services department for assistance. More information about this will be forthcoming to the university community.

s. 29(1) (a)

Safely returning IT services to Grenfell Campus will take time and the university recognizes the challenges this creates for all members of [REDACTED] community.

s. 29(1) (a)

We will continue to connect with faculty at Grenfell to understand and respond to their needs, and we will continue to keep MUNFA informed as this work continues. [REDACTED]

s. 29(1) (a)

s. 29(1) (a)

We particularly want to acknowledge with appreciation [REDACTED] at Grenfell Campus, whose collaborative approach to working together in the interests of our students is inspiring.

Sincerely,

Ian Sutherland

From: Browne, Lisa
To: Bose, Neil; Ian Sutherland; Paul Brett; Allen, Tana; "Andersen, Cathryn"; Lokash, Jennifer
Subject: FW: Traditional and Social Media Analysis - January 5, 2024
Date: Friday, January 5, 2024 1:28:00 PM
Attachments: image002.png
image007.png
image008.png
image009.png
image010.png

FYI

From: Marie Labrosse <mlabrosse@national.ca>
Sent: Friday, January 5, 2024 11:59 AM
To: McDougall, Greg <gmcdougall@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>; Pelley, Chad <chad.pelley@mun.ca>; Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; Travis Walker (he/him) <travis.walker@nortonrosefulbright.com>
Cc: Karen White <kwhite@national.ca>; Kenny Cameron <kcameron@National.ca>; Tobin, Holly <htobin@mun.ca>; Beh, Patricia <patricia.beh@mun.ca>
Subject: Traditional and Social Media Analysis - January 5, 2024

Good morning everyone,

Please find below today's analysis of traditional and social media activity concerning the cybersecurity incident affecting Memorial University's Grenfell Campus. s. 29(1) (a)

Key insights for today include:



Please don't hesitate to reach out with any comments or questions.

Thanks,

Marie

Marie Labrosse (she/her)
Senior Consultant
C + [redacted] s. 40(1)

++

Memorial University – Traditional and Social Media Analysis Friday, January 5, 2024 – 12:00 PM NT	
Key Insights	
• The volume of traditional and social media surrounding the cyberattack on Memorial	

NOTE TO APPLICANT: The remainder of this email is located previously in the records.

IAP Office

From: Browne, Lisa
To: Whelan, Meaghan
Cc: Randell, Alison
Subject: RE: RDP update (privileged and confidential at request of counsel)
Date: Friday, January 5, 2024 1:30:00 PM
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image004.png](#)
[image005.png](#)

Ok

From: Whelan, Meaghan <mcwhelan@mun.ca>
Sent: Friday, January 5, 2024 1:08 PM
To: Browne, Lisa <lisa.browne@mun.ca>
Cc: Randell, Alison <alandell@mun.ca>
Subject: RDP update (privileged and confidential at request of counsel)

FYI – see below from context from Alison [REDACTED]

[REDACTED] s. 29(1) (a)

[REDACTED]
[REDACTED] s. 29(1) (a)

External Remote Desktop Protocol (RDP) access has been disabled on all campuses of Memorial University in order to implement changes to further strengthen security measures. Employees will not be able to remotely connect to their desktop computers on campus, effective immediately.

Employees who used RDP to remotely connect to their desktop computers on campus, and still require a remote connection, are asked to contact their IT Services department for assistance. If you have questions or concerns, please contact the respective resources for further support: Employees on the St. John's, Signal Hill, Labrador and Harlow campus with questions or concerns should contact the IT Service Desk at 709-864-4595, help@mun.ca or [chat support](#). Employees at the Marine Institute should contact servicedesk@mi.mun.ca

From: Randell, Alison <alandell@mun.ca>
Sent: Friday, January 5, 2024 1:02 PM
To: Whelan, Meaghan <mcwhelan@mun.ca>; Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; Karen White <kwhite@national.ca>; McDougall, Greg <gmcDougall@mun.ca>; Travis Walker (he/him) <travis.walker@nortonrosefulbright.com>
Subject: RE: Whelan, Meaghan shared "RDP update Jan 5" with you

Hi – [REDACTED]

s. 29(1) (a)

s. 31(1)(l)

s. 29(1) (a)

s. 31(1)(l)



s. 29(1) (a)

s. 31(1)(l)

Thank you all,

Alison

ALISON RANDELL | Interim Chief Information Officer

Office of the Chief Information Officer

Memorial University of Newfoundland

Spencer Hall - SP4015

220 Prince Philip Drive, St. John's, NL, A1C 5S7

T 709.864.2063

Alison.Randell@mun.ca | www.mun.ca/cio

From: Whelan, Meaghan <mcwhelan@mun.ca>

Sent: Friday, January 5, 2024 10:50 AM

To: Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; Karen White <kwhite@national.ca>; McDougall, Greg <gmcDougall@mun.ca>; Randell, Alison <alrandell@mun.ca>; Travis Walker (he/him) <travis.walker@nortonrosefulbright.com>

Subject: RE: Whelan, Meaghan shared "RDP update Jan 5" with you

Thanks, Marisa.

s. 29(1) (a)

From: Marisa Kwan <marisa.kwan@nortonrosefulbright.com>

Sent: Friday, January 5, 2024 9:53 AM

To: Karen White <kwhite@national.ca>; Whelan, Meaghan <mcwhelan@mun.ca>; McDougall, Greg <gmcDougall@mun.ca>; Randell, Alison <alrandell@mun.ca>; Travis Walker (he/him) <travis.walker@nortonrosefulbright.com>

Subject: RE: Whelan, Meaghan shared "RDP update Jan 5" with you

Hi Meaghan,

s. 30(1) (a)

Best,

Marisa Kwan
Associate

Norton Rose Fulbright Canada LLP / S E N C R L, s.r.l.
222 Bay Street, Suite 3000, P.O. Box 53, Toronto ON M5K 1E7 Canada
T: +1 416.202.6710 | F: +1 416.216.3930
marisa.kwan@nortonrosefulbright.com

NORTON ROSE FULBRIGHT

From: Karen White <kwhite@national.ca>
Sent: January 5, 2024 8:19 AM
To: mcwhelan@mun.ca; gmcDougall@mun.ca; alrandell@mun.ca; Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; Travis Walker (he/him) <travis.walker@nortonrosefulbright.com>
Subject: RE: Whelan, Meaghan shared "RDP update Jan 5" with you

[External Email – Use Caution]

s. 29(1) (a)

From: Whelan, Meaghan <no-reply@sharepointonline.com>
Sent: Friday, January 5, 2024 9:17 AM
To: gmcDougall@mun.ca; alrandell@mun.ca; Karen White <kwhite@national.ca>; marisa.kwan@nortonrosefulbright.com; travis.walker@nortonrosefulbright.com
Cc: Whelan, Meaghan <mcwhelan@mun.ca>
Subject: Whelan, Meaghan shared "RDP update Jan 5" with you



Whelan, Meaghan shared a file with you

Privileged and confidential at request of counsel

Hi folks - revised version of RDP. Can you please review? Thanks,
Meaghan



RDP update Jan 5



This link only works for the direct recipients of this message.

Open



[Privacy Statement](#)

Disclaimer

The information contained in this communication from the sender is confidential. It is intended solely for use by the recipient and others authorized to receive it. If you are not the recipient, you are hereby notified that any disclosure, copying, distribution or taking action in relation of the contents of this information is strictly prohibited and may be unlawful.

This email has been scanned for viruses and malware, and may have been automatically archived by Mimecast, a leader in email security and cyber resilience. Mimecast integrates email defenses with brand protection, security awareness training, web security, compliance and other essential capabilities. Mimecast helps protect large and small organizations from malicious activity, human error and technology failure; and to lead the movement toward building a more resilient world. To find out more, visit our website.

Law around the world
nortonrosefulbright.com

Confidentiality notice

This email is confidential and may be privileged. If you are not the intended recipient please notify the sender immediately and delete it.

President, The

From: Andersen, Catharyn
Sent: Friday, January 5, 2024 1:34 PM
To: Browne, Lisa; Bose, Neil; Ian Sutherland; Paul Brett; Allen, Tana; Lokash, Jennifer
Subject: RE: Traditional and Social Media Analysis - January 5, 2024

Thanks Lisa.

Catharyn Andersen
 Vice-President (Indigenous)
 Memorial University of Newfoundland
 St. John's, NL, Canada A1C 5S7
 T 709 864 6243

We acknowledge that the lands on which Memorial University's campuses are situated in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Browne, Lisa <lisa.browne@mun.ca>
Sent: Friday, January 5, 2024 1:29 PM
To: Bose, Neil <nbose@mun.ca>; Ian Sutherland [REDACTED]; Paul Brett <Paul.Brett@mi.mun.ca>; Allen, Tana <tallen@mun.ca>; Andersen, Catharyn <s62cda@mun.ca>; Lokash, Jennifer <jlokash@mun.ca>
Subject: FW: Traditional and Social Media Analysis - January 5, 2024

s. 40(1)

FYI

From: Marie Labrosse <mlabrosse@national.ca>
Sent: Friday, January 5, 2024 11:59 AM
To: McDougall, Greg <gmcDougall@mun.ca>; Whelan, Meaghan <mcwhelan@mun.ca>; Pelley, Chad <chad.pelley@mun.ca>; Marisa Kwan <marisa.kwan@nortonrosefulbright.com>; Travis Walker (he/him) <travis.walker@nortonrosefulbright.com>
Cc: Karen White <kwhite@national.ca>; Kenny Cameron <kcameron@National.ca>; Tobin, Holly <htobin@mun.ca>; Beh, Patricia <patricia.beh@mun.ca>
Subject: Traditional and Social Media Analysis - January 5, 2024

Good morning everyone,

Please find below today's analysis of traditional and social media activity concerning the cybersecurity incident affecting Memorial University's Grenfell Campus.

s. 29(1) (a)

Key insights for today include:

[REDACTED]

Please don't hesitate to reach out with any comments or questions.

Thanks,

1

NOTE TO APPLICANT: The remainder of this email is located previously in the records.

IAP Office

President, The

From: Bose, Neil
Sent: Friday, January 5, 2024 2:46 PM
To: Whelan, Meaghan
Cc: President, The; Brown, Margot
Subject: RE: For review - response to MUNFA (privileged and confidential at request of counsel)
Attachments: MUNFA Jan 5 nb.docx NOTE TO APPLICANT: The attachment is located on the subsequent page.

Thanks Meaghan,

IAP Office

Neil

s. 29(1) (a)

Neil Bose
 President and Vice-Chancellor *pro tempore*
 Memorial University
 Newfoundland and Labrador's University
 St. John's, NL, Canada A1C 5S7
 Tel: 709-864-8212
nbose@mun.ca



We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the diverse histories and cultures of the Beothuk, Mi'kmaq, Innu, and Inuit of this province.

From: Whelan, Meaghan <mcwhelan@mun.ca>
Sent: Friday, January 5, 2024 12:54 PM
To: Bose, Neil <nbose@mun.ca>
Cc: President, The <munpres@mun.ca>; Brown, Margot <mbrown@mun.ca>
Subject: For review - response to MUNFA (privileged and confidential at request of counsel)

Hi Dr. Bose,

Happy New Year!

s. 29(1) (a)

Thanks,
 Meaghan

Privileged and confidential – prepared at request of counsel

MUNFA Jan 5

Update to MUNFA: Jan. 5

Distribution:

- Advance notice: Board of Regents, gov, SLC, faculty relations
- Distribution: MUNFA leadership

s. 29(1) (a)

Subject: Grenfell Campus – Update

s. 29(1) (a)

Further to the conversation between Dr. Jennifer Lokash, acting president, and Dr. Josh Lepawsky, MUNFA president, on Jan. 1, and the updates provided on Dec. 29, 31, Jan. 1, 2 and 4th regarding the cybersecurity incident at Grenfell Campus, we wanted to provide you with an overview of our [REDACTED] to ensure a safe return to classes for faculty, staff and students on Monday, Jan. 8, 2024. The decision to delay the start of classes was not taken lightly and we are mindful that further delay could seriously disrupt the academic success of our students.

s. 29(1) (a)

We want to [REDACTED] acknowledge [REDACTED] the patience and cooperation from each faculty member in the last few days. We recognize that this incident has interrupted [REDACTED] regular academic processes and schedules.

We expect we will continue to feel the impacts of this incident for at least a few weeks. Academic and business continuity planning to support instructors and students has been prioritized as we work to both minimize these impacts and support your members as much as possible. [REDACTED]

s. 29(1) (a)

We have also received questions about the use of personal computers. This is not mandatory and is a voluntary option if [REDACTED] individuals [REDACTED] do not have access to a computer or laptop. The network and IT systems impacted by the cybersecurity incident are offline and personal devices would not be connected to any impacted systems. We have also reached out to our Privacy Office to share guidance on best practices when using a personal device to ensure we uphold our privacy obligations.

s. 29(1) (a)

Brightspace, the learning management system used to support online and in-person classes was not impacted by this issue and remains active and available to faculty and students. Work is underway to provide Brightspace shells to Grenfell faculty and staff to improve communications and we thank Grenfell faculty for this recommendation.

s. 29(1) (a)

As we are reviewing cybersecurity, please note that we will be disabling access via Remote Desktop Protocol (RDP) at all campuses immediately.

Employees who used RDP to remotely connect to their desktop computers, and still require a remote connection, are asked to contact their IT Services department for assistance. More information about this will be forthcoming to the university community.

s. 29(1) (a)

Safely returning IT services to Grenfell Campus in a cyber-secure manner will take time and the university recognizes the challenges this creates for all members of the community.

s. 29(1) (a)

We will continue to connect with faculty here at Grenfell to understand and respond to all needs, and we will continue to keep MUNFA informed as this work continues.

s. 29(1) (a)

We particularly want to acknowledge with appreciation everyone at Grenfell Campus, whose collaborative approach to working together in the interests of our students is inspiring.

s. 29(1) (a)

Sincerely,

Ian Sutherland

s. 40(1)

From: Whelan, Meaghan
To: Ian Sutherland;
Cc: Browne, Lisa; Beh, Patricia; McDougall, Greg; Williams, Geoff; President, The; Fitzgerald, Renee
Subject: Memo for distribution
Date: Friday, January 5, 2024 3:55:39 PM
Attachments: MUNFA0105.pdf

NOTE TO APPLICANT: The attachment is located on the subsequent page.

Hi Ian,

s. 29(1) (a)

IAP Office

I've attached the memo as a PDF (Thank you, Renee, for formatting!)

This can be sent via email to:

munfapres@mun.ca, munfa@munfa.ca, geoffwilliams@mun.ca and president@mun.ca

Thanks,
 Meaghan

MEAGHAN WHELAN she/her
 ASSOCIATE DIRECTOR, COMMUNICATIONS
 Marketing and Communications
 Memorial University of Newfoundland
 St. John's, NL, Canada A1C 5S7
 M s. 40(1)

We acknowledge that the lands on which Memorial University's campuses are situated are in the traditional territories of diverse Indigenous groups, and we acknowledge with respect the histories and cultures of the Beothuk, Mi'kmaq, Innu and Inuit of this province.

Office of the Vice-President

To: Dr. J. Lepawsky, President, MUNFA
From: Dr. I. Sutherland, Vice-President (Grenfell Campus)
Date: January 5, 2024
Subject: Grenfell Campus - Update

Further to the conversation between Dr. Jennifer Lokash, acting president, and Dr. Josh Lepawsky, MUNFA president, on January 1, 2024, and the updates provided on December 29, 31, 2023 and January 1, 2 and 4, 2024 regarding the cybersecurity incident at Grenfell Campus, we wanted to provide you with an overview of our work to ensure a safe return to classes for faculty, staff and students on Monday, January 8, 2024. The decision to delay the start of classes was not taken lightly and we are mindful that further delay could seriously disrupt the academic success of our students.

We want to acknowledge the patience, cooperation and engagement from each faculty member in the last few days. We recognize that this incident has interrupted regular academic processes and schedules.

We expect we will continue to feel the impacts of this incident for at least a few weeks. Academic and business continuity planning to support instructors and students has been prioritized as we work to both minimize these impacts and support your members as much as possible. Part of this work includes:

- Engagement of additional IT professionals to supplement the Grenfell Campus team,
- Priority scanning faculty IT assets (primarily laptops)
- Setting up WIFI hotspots for students, faculty and staff
- Setting up an internet cafe, primarily for students

Additionally, and since Wednesday, January 3, 2024, we have been holding daily meetings with faculty. Academic Program Chairs are also being engaged in academic continuity planning and implementation work.

We have also received questions about the use of personal computers. This is not mandatory and is a voluntary option if individuals do not have access to a computer or laptop. The network and IT systems impacted by the cybersecurity incident are offline and personal devices would not be connected to any impacted systems. We have also reached out to our Privacy Office to share guidance on best practices when using a personal device to ensure we uphold our privacy obligations.

Office of the Vice-President

Brightspace, the learning management system used to support online and in-person classes was not impacted by this issue and remains active and available to faculty and students. Work is underway to provide Brightspace shells to Grenfell faculty and staff to improve communications and we thank Grenfell faculty for this recommendation.

As we are reviewing cybersecurity, please note that we will be disabling access via Remote Desktop Protocol (RDP) at all campuses immediately. Employees who used RDP to remotely connect to their desktop computers, and still require a remote connection, are asked to contact their IT Services department for assistance. More information about this will be forthcoming to the university community.

Of course, we are also looking to the wider student, faculty and staff experience on campus. Part of this work includes:

- Orientation activities for new students
- A variety of social activities (e.g. movie nights at the library)
- Ensuring sports and other recreational activities continue as normal

In terms of other operations, Grenfell Campus' cafeteria (the Grove) is operational, the Bursars Office and Book Store are operational (with debit/credit payments active), along with a variety of other regular services.

Safely returning IT services to Grenfell Campus in a cyber-secure manner will take time and the university recognizes the challenges this creates for all members of the community.

We will continue to connect with faculty here at Grenfell to understand and respond to their needs, and we will continue to keep MUNFA informed as this work continues.

We particularly want to acknowledge with appreciation everyone at Grenfell Campus, whose collaborative approach to working together in the interests of our students is inspiring.

Yours sincerely,



s. 40(1)

Dr. Ian Sutherland

c.c. Mr. G. Williams, Director, Faculty Relations