

Dok 39



Incident Report

The Bidder's Email

Reference: EMICTD110119/1

Enemalta Corporation
Church Wharf
Marsa MRS1000
Malta

Document Control

Classification: Restricted

1. Document Reference

EMICTD110119/1

2. Document Type

Incident Report

3. Security Classification

RESTRICTED – contains sensitive information and access is limited to the names listed in the Distribution list only.

4. Synopsis

This document describes the business case for a Diesel Generator to be installed for protection of the Marsa Power Station Data centre and SCADA Control Room.

5. Change & Distribution

Author	Change Controller	Distribution Controller
Dione Gravino (Manger, ICT)	Arnold Stellini (CIO)	Arnold Stellini (CIO)

6. Distribution List

Ing. Karl Camilleri (CEO, Enemalta)
 Arnold Stellini (CIO)

7. Modification History

Version	Date	Comments
Version 1.0	19 th January 2011	

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1. Incident Report

1.1 Background

A Bidder has filled a complaint because his offer was not considered during yesterday’s bidding process. The bidder explained that he had sent an email to the chairman.emc in time for the bid but Ms. Bronia Mercieca, the current custodian of the chairman.emc mailbox, denied its receipt. The bidder has forwarded proof of message delivery and Ms. Bronia Mercieca contacted ICT helpdesk as she thought that the said email was accidentally misplaced or deleted

1.2 Investigation

We have conducted a series of operations to recover deleted emails however the email in question was not deleted. We have used advanced search to see whether the email was misplaced however no results were returned. After we have discounted the deletion/misplacement theory, we opened the chairman.emc mailbox through webmail and the said email was found marked as unread in the webmail inbox. We have discussed this matter with MITA IGS however they had never encountered such incident and couldn’t come up with a resolution or plausible suggestion.

We looked at the email properties and discovered that the submitted email had the sensitivity flag marked as private. This was what distinguished this email from the rest and hence we searched for a possible explanation in a Microsoft site. The below snippet described this behaviour:

Private If the recipient displays the **Sensitivity** column in the main Outlook window, the item’s label is **Private**.
When the recipient opens the message, the following text is displayed at the top:
Please treat this as Private.
The recipient can reply to or forward the message (including automatic forwarding using rules) but cannot edit its original content. The recipient cannot change the sensitivity setting before forwarding the message.

NOTE If the recipient uses Word as their e-mail editor, they won’t be able to open attachments to the message. To open attachments, they can temporarily turn off Word as their editor.

The following applies to Exchange Server users:

Delegates or anyone given permission to access the owner’s Inbox folder cannot see private messages. However, the owner can Give a delegate permission to see private items.

<http://office.microsoft.com/en-us/outlook-help/items-marked-private-personal-or-confidential-in-outlook-HA001054900.aspx>

1.3 Conclusion

We normally request mailbox delegation to MITA however since we open the delegated mailboxes as secondary together with the primary mailbox, the private items will not show unless additional permissions are delegated. We will urgently discuss this matter with MITA and investigate any server side methods that can apply the additional permissions where applicable.