

## Thorkelson, Meaghan GCPE:EX

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**From:** Krull, James GCPE:EX  
**Sent:** Tuesday, March 28, 2017 8:48 AM  
**To:** Moser, Walter GCPE:EX  
**Subject:** RE: Important - Facebook profile safety steps

Meeting looks like its over.

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**From:** Moser, Walter GCPE:EX  
**Sent:** Tuesday, March 28, 2017 8:40 AM  
**To:** Krull, James GCPE:EX  
**Subject:** Fwd: Important - Facebook profile safety steps

Begin forwarded message:

s.22

**Cc:** "Gleeson, Kelly T GCPE:EX" <[Kelly.Gleeson@gov.bc.ca](mailto:Kelly.Gleeson@gov.bc.ca)>, "Schollen, Tasha GCPE:EX" <[Tasha.Schollen@gov.bc.ca](mailto:Tasha.Schollen@gov.bc.ca)>, "Moser, Walter GCPE:EX" <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)>  
**Subject:** RE: Important - Facebook profile safety steps

Can you set up a conference call for this? Lance Morgan from OCIO – Security Investigations, would like to be included.

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s.22

**Cc:** Gleeson, Kelly T GCPE:EX; Schollen, Tasha GCPE:EX; Moser, Walter GCPE:EX  
**Subject:** RE: Important - Facebook profile safety steps  
Let's meet in Boardroom 1 this morning. Thx.

---

s.22

**Cc:** Gleeson, Kelly T GCPE:EX; Schollen, Tasha GCPE:EX; Moser, Walter GCPE:EX  
**Subject:** Important - Facebook profile safety steps  
Hi all,

We've regained control of the BC Gov News Facebook page and I have two very important action items I need everyone to follow through on, <sup>s.15</sup>

As recommended by Facebook: First, I need you to change your personal Facebook password (even if you've changed it earlier today, please do it again tonight or as soon as you get this). Your new password needs to be 10 characters, mix words and numbers and special characters. Best practice is for it not to be the same as another account you have. Please also change whatever email address your Facebook account is associated with.

Also, as an aside, you should have Facebook's two-step verification setup via (top right when you log in to FB) Settings > Security > Setting up Extra Security

Second, we have a meeting at 8:30am meeting to debrief.

If you have any questions or concerns we can discuss them after that meeting.

s.22

## Thorkelson, Meaghan GCPE:EX

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**From:** Wrate, David GCPE:EX  
**Sent:** Monday, March 27, 2017 11:19 PM  
**To:** Moser, Walter GCPE:EX  
**Cc:** Krull, James GCPE:EX  
**Subject:** Re: Important - Facebook profile safety steps

Yup, good plan.

David

On Mar 27, 2017, at 10:41 PM, Moser, Walter GCPE:EX <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)> wrote:

Let's let them do their own debrief tomorrow. We will need to do a general procedural reminder to everyone in gcpe about security/ privacy incident response and responsibilities

On Mar 27, 2017, at 10:15 PM, Krull, James GCPE:EX <[James.Krull@gov.bc.ca](mailto:James.Krull@gov.bc.ca)> wrote:

Should I be at the debrief meeting?

---

**From:** Moser, Walter GCPE:EX  
**Sent:** Monday, March 27, 2017 10:04 PM  
**To:** Krull, James GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Nevin, Daniel GCPE:EX; Hewitt, Justin GCPE:EX  
**Subject:** Fwd: Important - Facebook profile safety steps  
The account has been recovered

Begin forwarded message:

s.22

**Cc:** "Gleeson, Kelly T GCPE:EX" <[Kelly.Gleeson@gov.bc.ca](mailto:Kelly.Gleeson@gov.bc.ca)>, "Schollen, Tasha GCPE:EX" <[Tasha.Schollen@gov.bc.ca](mailto:Tasha.Schollen@gov.bc.ca)>, "Moser, Walter GCPE:EX" <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)>  
**Subject: Re: Important - Facebook profile safety steps**

Further, s.22 may be in touch as we will reset the Twitter and Youtube passwords as well tonight. Please confirm through s.22 that you have reset your passwords.

Thanks and see you tomorrow.

s.22

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s.22

**Cc:** Gleeson, Kelly T GCPE:EX; Schollen, Tasha GCPE:EX; Moser, Walter GCPE:EX

**Subject:** Important - Facebook profile safety steps

Hi all,

We've regained control of the BC Gov News Facebook page and I have two very important action items I need everyone to follow through on, because you have various access levels to the page.

As recommended by Facebook: First, I need you to change your personal Facebook password (even if you've changed it earlier today, please do it again tonight or as soon as you get this). Your new password needs to be 10 characters, mix words and numbers and special characters. Best practice is for it not to be the same as another account you have. Please also change whatever email address your Facebook account is associated with.

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s.22

## Thorkelson, Meaghan GCPE:EX

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**From:** Krull, James GCPE:EX  
**Sent:** Monday, March 27, 2017 10:50 PM  
**To:** Moser, Walter GCPE:EX  
**Cc:** Wrate, David GCPE:EX  
**Subject:** Re: Important - Facebook profile safety steps

Please ask them to advise me what has happened so far. We need to be sure that this is contained.

On Mar 27, 2017, at 10:41 PM, Moser, Walter GCPE:EX <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)> wrote:

Let's let them do their own debrief tomorrow. We will need to do a general procedural reminder to everyone in gcpe about security/ privacy incident response and responsibilities

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**Cc:** "Gleeson, Kelly T GCPE:EX" <[Kelly.Gleeson@gov.bc.ca](mailto:Kelly.Gleeson@gov.bc.ca)>, "Schollen, Tasha GCPE:EX" <[Tasha.Schollen@gov.bc.ca](mailto:Tasha.Schollen@gov.bc.ca)>, "Moser, Walter GCPE:EX" <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)>  
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If you have any questions or concerns we can discuss them after that meeting.

s.22

## Thorkelson, Meaghan GCPE:EX

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**From:** s.22  
**Sent:** Monday, March 27, 2017 10:45 PM  
**To:** s.22  
**Cc:**  
**Subject:** s.22 Gleeson, Kelly T GCPE:EX;  
Schollen, Tasha GCPE:EX; Moser, Walter GCPE:EX  
Re: Important - Facebook profile safety steps

All done on my end.

On Mar 27, 2017, at 9:49 PM s.22 wrote:

Further s.22 may be in touch as we will reset the Twitter and Youtube passwords as well tonight. Please confirm through s.22 that you have reset your passwords.

Thanks and see you tomorrow.

s.22

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s.22

**Cc:** Gleeson, Kelly T GCPE:EX; Schollen, Tasha GCPE:EX; Moser, Walter GCPE:EX  
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## Thorkelson, Meaghan GCPE:EX

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**From:** Nevin, Daniel GCPE:EX  
**Sent:** Monday, March 27, 2017 9:26 PM  
**To:** Moser, Walter GCPE:EX; Albert, Steve GCPE:EX  
**Subject:** Re: Gov Facebook account hacked

Walter, Steve,

Not copying all, didn't wish to clutter the main channel, mostly speculation here.

s.13,s.15

Regards,

=dn=

250.514.0564

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**From:** Moser, Walter GCPE:EX  
**Sent:** Monday, March 27, 2017 8:47 PM  
**To:** Perkins, Gary MTIC:EX  
**Cc:** Krull, James GCPE:EX; Kayfish, Curtis GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Nevin, Daniel GCPE:EX  
**Subject:** Re: Gov Facebook account hacked

Sounds like the social media team have made direct contact with Facebook in Austin earlier today and escalated the issue with Facebook VP for western Canada marketing. That appears to have resulted in the main hacked image being removed.

Facebook is working on reinstating s.22 admin account. I should be receiving the gov Facebook account holder's names to be able to support their machines being scanned for potentially vulnerabilities (will forward to Gary asap)

> On Mar 27, 2017, at 7:58 PM, Perkins, Gary MTIC:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)> wrote:

>

> Yes I'm aware, it's a bit of a nuisance/vandalism. s.15

>

.s.15

,

>

> Btw images say: s.15

>

> On one like this need to use any means necessary to get their attention including going right up the tree if necessary.

>

> Entry level tools are not known for being quick for turnaround.

s.15

s.15

>

> Still investigating.

>

> -----Original Message-----

> From: Moser, Walter GCPE:EX

> Sent: Monday, March 27, 2017 7:53 PM

> To: Krull, James GCPE:EX; Kayfish, Curtis GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Perkins, Gary MTIC:EX; Nevin, Daniel GCPE:EX

> Subject: Gov Facebook account hacked

>

> I've just been advised that

> Gov's Facebook account has been hacked. Anyone have any suggestions for expedited recovery?

## Thorkelson, Meaghan GCPE:EX

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**From:** Krull, James GCPE:EX  
**Sent:** Monday, March 27, 2017 9:20 PM  
**To:** Moser, Walter GCPE:EX  
**Subject:** RE: Gov Facebook account hacked

I just spoke with Gary. He suggested I have conversations with everyone with access to this account. I can make time for this tomorrow afternoon, need to know who to interview.

-----Original Message-----

From: Moser, Walter GCPE:EX  
Sent: Monday, March 27, 2017 9:00 PM  
To: Krull, James GCPE:EX  
Subject: Re: Gov Facebook account hacked

Not sure

> On Mar 27, 2017, at 8:52 PM, Krull, James GCPE:EX <[James.Krull@gov.bc.ca](mailto:James.Krull@gov.bc.ca)> wrote:

>

> s.15

>

> -----Original Message-----

> From: Moser, Walter GCPE:EX

> Sent: Monday, March 27, 2017 8:48 PM

> To: Perkins, Gary MTIC:EX

> Cc: Krull, James GCPE:EX; Kayfish, Curtis GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Nevin, Daniel GCPE:EX

> Subject: Re: Gov Facebook account hacked

>

> Sounds like the social media team have made direct contact with Facebook in Austin earlier today and escalated the issue with Facebook VP for western Canada marketing. That appears to have resulted in the main hacked image being removed. Facebook is working on reinstating<sup>s.22</sup> admin account. I should be receiving the gov Facebook account holder's names to be able to support their machines being scanned for potentially vulnerabilities (will forward to Gary asap)

>

>> On Mar 27, 2017, at 7:58 PM, Perkins, Gary MTIC:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)> wrote:

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>> Btw images say: s.15

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>> On one like this need to use any means necessary to get their attention including going right up the tree if necessary.

>>

>> Entry level tools are not known for being quick for turnaround.

>> s.15

s.15

>>

>> Still investigating.

## Thorkelson, Meaghan GCPE:EX

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**From:** Moser, Walter GCPE:EX  
**Sent:** Monday, March 27, 2017 8:07 PM  
**To:** Ozawa, Hide GCPE:EX  
**Subject:** Facebook hack

Hi Hide

Do you know when this got hacked? I've asked Gary Perkins at GCIO security if there's any expediting that could be done to resolve this with Facebook. Any headway there - Denise mentioned you are looking into it

## Thorkelson, Meaghan GCPE:EX

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**From:** Ozawa, Hide GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:13 PM  
**To:** Gleeson, Kelly T GCPE:EX; Champion, Denise GCPE:EX  
**Cc:** Moser, Walter GCPE:EX  
**Subject:** Fw: Thanks!

Just FYI - Gary's been positive to work with and I've let him know we're working with Facebook to solidify a process to mitigate these situations.

---

**From:** Ozawa, Hide GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:11 PM  
**To:** Perkins, Gary MTIC:EX  
**Subject:** Re: Thanks!

No problem, Gary. We are working to review and strengthen protocols regarding Facebook pages across government with Facebook and our CIO (Walter Moser).

I will update you when we land. Through an initial call with Facebook today - it appears that the only way to manage Facebook pages - regardless of process, is via a personal Facebook account and therefore email and authentication.

Hide

---

**From:** Perkins, Gary MTIC:EX  
**Sent:** Tuesday, March 28, 2017 8:56 PM  
**To:** Ozawa, Hide GCPE:EX  
**Subject:** Thanks!

Good evening,

Thanks for calling me back and being available. Because of your quick response was able to provide the information that was needed at the time. Appreciate it and your significant efforts to resolve this issue.

Regards,

**Gary Perkins**

Executive Director, Chief Information Security Officer (CISO)

Information Security Branch

Office of the Chief Information Officer

[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)

250-387-7590



**OCIO**

Office of the  
Chief Information Officer

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## Thorkelson, Meaghan GCPE:EX

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**From:** Moser, Walter GCPE:EX  
**Sent:** Tuesday, March 28, 2017 8:45 AM  
**To:** Wrate, David GCPE:EX  
**Subject:** Fwd: Important - Facebook profile safety steps

I just saw this cycling in. Forwarded to James. Not sure if you're in the office already

Begin forwarded message:

s.22

**Cc:** "Gleeson, Kelly T GCPE:EX" <[Kelly.Gleeson@gov.bc.ca](mailto:Kelly.Gleeson@gov.bc.ca)>, "Schollen, Tasha GCPE:EX" <[Tasha.Schollen@gov.bc.ca](mailto:Tasha.Schollen@gov.bc.ca)>, "Moser, Walter GCPE:EX" <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)>  
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Can you set up a conference call for this? Lance Morgan from OCIO – Security Investigations, would like to be included.

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s.22

**Cc:** Gleeson, Kelly T GCPE:EX; Schollen, Tasha GCPE:EX; Moser, Walter GCPE:EX  
**Subject:** RE: Important - Facebook profile safety steps  
Let's meet in Boardroom 1 this morning. Thx.

---

s.22

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**Cc:** Gleeson, Kelly T GCPE:EX; Schollen, Tasha GCPE:EX; Moser, Walter GCPE:EX  
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Hi all,

We've regained control of the BC Gov News Facebook page and I have two very important action items I need everyone to follow through on, because you have various access levels to the page. As recommended by Facebook: First, I need you to change your personal Facebook password (even if you've changed it earlier today, please do it again tonight or as soon as you get this). Your new password needs to be 10 characters, mix words and numbers and special characters. Best practice is for it not to be the same as another account you have. Please also change whatever email address your Facebook account is associated with.

Also, as an aside, you should have Facebook's two-step verification setup via (top right when you log in to FB) Settings > Security > Setting up Extra Security

Second, we have a meeting at 8:30am meeting to debrief.

If you have any questions or concerns we can discuss them after that meeting.



## Thorkelson, Meaghan GCPE:EX

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**From:** Nevin, Daniel GCPE:EX  
**Sent:** Monday, March 27, 2017 9:28 PM  
**To:** Moser, Walter GCPE:EX; Albert, Steve GCPE:EX  
**Subject:** news article on hack

<http://media.socastsrcm.com/wordpress/wp-content/blogs.dir/112/files/2017/03/bgc-gov-2.jpg>

<http://www.cknw.com/2017/03/27/bc-governments-facebook-page-possibly-hacked/>



## Thorkelson, Meaghan GCPE:EX

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**From:** Moser, Walter GCPE:EX  
**Sent:** Tuesday, March 28, 2017 11:06 AM  
**To:** Kayfish, Curtis GCPE:EX  
**Cc:** Cormack, Garrett GCPE:EX  
**Subject:** Re: Gov Facebook account hacked

Yes there are a few people that can access gov Facebook. The <sup>s.15</sup> has been identified.  
Working with ocio security team and social media team plus James

> On Mar 28, 2017, at 10:54 AM, Kayfish, Curtis GCPE:EX <[Curtis.Kayfish@gov.bc.ca](mailto:Curtis.Kayfish@gov.bc.ca)> wrote:

>  
> s.15

>  
> /Curtis  
>

>> On Mar 27, 2017, at 9:16 PM, Perkins, Gary MTIC:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)> wrote:

>>

>> Facebook page is restored and <sup>s.15</sup> has access again. Images are down.

>>

>> -----Original Message-----

>> From: Cormack, Garrett GCPE:EX

>> Sent: Monday, March 27, 2017 9:05 PM

>> To: Moser, Walter GCPE:EX; Krull, James GCPE:EX; Kayfish, Curtis GCPE:EX; Albert, Steve GCPE:EX; Perkins, Gary MTIC:EX

>> Subject: Re: Gov Facebook account hacked

>>

>> Just picked up my messages as well. Spoke with CSC, and per you later note Walter things appear in hand, outside of the forensics / scanning workstations, password / account resets and so forth.

>>

>> Garrett

>>

>> \_\_\_\_\_

>> From: Moser, Walter GCPE:EX

>> Sent: Monday, March 27, 2017 7:52 PM

>> To: Krull, James GCPE:EX; Kayfish, Curtis GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Perkins, Gary MTIC:EX; Nevin, Daniel GCPE:EX

>> Subject: Gov Facebook account hacked

>>

>> I've just been advised that

>> Gov's Facebook account has been hacked. Anyone have any suggestions for expedited recovery?

## Thorkelson, Meaghan GCPE:EX

---

**From:** Krull, James GCPE:EX  
**Sent:** Monday, March 27, 2017 9:48 PM  
**To:** Wrate, David GCPE:EX; Hume, David GCPE:EX  
**Subject:** FW: Gov Facebook account hacked

In case you have not already been advised. CKNW has reported on it.

I spoke with our CISO, he advised I investigate further tomorrow. Will be my priority outside of interviews.

-----Original Message-----

From: Perkins, Gary MTIC:EX  
Sent: Monday, March 27, 2017 9:17 PM  
To: Cormack, Garrett GCPE:EX; Moser, Walter GCPE:EX; Krull, James GCPE:EX; Kayfish, Curtis GCPE:EX; Albert, Steve GCPE:EX  
Subject: RE: Gov Facebook account hacked

Facebook page is restored and s.<sup>15</sup> has access again. Images are down.

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Sent: Monday, March 27, 2017 9:05 PM  
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Garrett

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## Thorkelson, Meaghan GCPE:EX

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**From:** Cormack, Garrett GCPE:EX  
**Sent:** Monday, March 27, 2017 9:07 PM  
**To:** Wrate, David GCPE:EX  
**Cc:** Moser, Walter GCPE:EX  
**Subject:** Fw: Gov Facebook account hacked

Looping in David. Will connect with yourselves first thing tomorrow.

Garrett

---

From: Moser,  
Walter GCPE:EX  
Sent: Monday, March 27, 2017 8:47 PM  
To: Perkins, Gary  
MTIC:EX  
Cc: Krull, James GCPE:EX; Kayfish, Curtis GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Nevin, Daniel GCPE:EX  
Subject: Re: Gov  
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> at 7:58 PM, Perkins, Gary MTIC:EX <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)> wrote:  
>  
> Yes  
> I'm aware, it's a bit of a nuisance/vandalism. s.15  
>  
> s.15  
> s.15  
>  
> Btw images say: s.15  
> ,s.15  
>  
> On one like this need to use any  
> means necessary to get their attention including going right up the tree if necessary.  
>  
> Entry level tools are not known for being quick for  
> turnaround.  
> s.15  
> s.15  
>  
>  
> Still investigating.  
>  
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GCPE:EX

> Sent: Monday, March 27, 2017 7:53 PM

> To: Krull, James GCPE:EX;

Kayfish, Curtis GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Perkins, Gary MTIC:EX; Nevin, Daniel GCPE:EX

> Subject: Gov Facebook account

hacked

>

> I've just been advised that

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hacked. Anyone have any suggestions for expedited recovery?

## Thorkelson, Meaghan GCPE:EX

---

**From:** Cormack, Garrett GCPE:EX  
**Sent:** Monday, March 27, 2017 9:06 PM  
**To:** Ell, Adam GCPE:EX  
**Subject:** Re: Government Facebook account compromised

Thanks Adam. Just picked up my messages as well. Chat tomorrow.

Cheers,  
Garrett

---

From: Ell, Adam GCPE:EX  
Sent: Monday, March 27, 2017 8:28 PM  
To: Cormack, Garrett GCPE:EX  
Subject: Government Facebook account compromised

Hi Garrett,

Just an FYI, someone from the OCIO phoned the support phone following reports that the government Facebook account was defaced.

The phone never rang but I did get a voicemail notification and returned the call to Natalie at the OCIO. They already have Gary Perkins and his group working on it and contact has been made with someone that can change the credentials and remove the defacement. No action was required by me, but they will be contacting you tomorrow as there is some confusion by the OCIO as to how this should be routed in the future.

## Thorkelson, Meaghan GCPE:EX

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**From:** Cormack, Garrett GCPE:EX  
**Sent:** Monday, March 27, 2017 9:36 PM  
**To:** Wrate, David GCPE:EX  
**Subject:** Fwd: Gov Facebook account hacked

FYI

Sent from my iPhone

Begin forwarded message:

**From:** "Perkins, Gary MTIC:EX" <[Gary.Perkins@gov.bc.ca](mailto:Gary.Perkins@gov.bc.ca)>  
**Date:** March 27, 2017 at 9:16:49 PM PDT  
**To:** "Cormack, Garrett GCPE:EX" <[Garrett.Cormack@gov.bc.ca](mailto:Garrett.Cormack@gov.bc.ca)>, "Moser, Walter GCPE:EX" <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)>, "Krull, James GCPE:EX" <[James.Krull@gov.bc.ca](mailto:James.Krull@gov.bc.ca)>, "Kayfish, Curtis GCPE:EX" <[Curtis.Kayfish@gov.bc.ca](mailto:Curtis.Kayfish@gov.bc.ca)>, "Albert, Steve GCPE:EX" <[Steve.Albert@gov.bc.ca](mailto:Steve.Albert@gov.bc.ca)>  
**Subject:** RE: Gov Facebook account hacked

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Subject: Gov Facebook account hacked

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## Thorkelson, Meaghan GCPE:EX

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**From:** Security Investigations, MTIC  
**Sent:** Friday, March 31, 2017 8:19 AM  
**To:** deLange, Rob GCPE:EX; Cormack, Garrett GCPE:EX  
**Cc:** Krull, James GCPE:EX; Moser, Walter GCPE:EX; Ruemke-Douglas, Gillian GCPE:EX; Security Investigations, MTIC  
**Subject:** RE: 2017-0528 s.15

Thank you very much for this quick response – I will follow up with HPAS on the openinfo server.  
L

### Lance Morgan

Senior Security Specialist | Investigations & Forensics Unit  
250 387-0431

---

**From:** deLange, Rob GCPE:EX  
**Sent:** Thursday, March 30, 2017 5:38 PM  
**To:** Cormack, Garrett GCPE:EX  
**Cc:** Security Investigations, MTIC; Krull, James GCPE:EX; Moser, Walter GCPE:EX; Ruemke-Douglas, Gillian GCPE:EX  
**Subject:** RE: 2017-0528 -s.15

Hi Garrett,

s.15,s.22

Page 24 to/à Page 26

Withheld pursuant to/removed as

s.22;s.15



Thanks,  
...Rob

Rob deLange,  
Technical Architect, Online Service Solutions  
GDx - Government Digital Experience Division  
Government Communications & Public Engagement  
p: 250.952.6820 | m: 250.882.0081 | f: 250.387.2144

---

**From:** Cormack, Garrett GCPE:EX  
**Sent:** Thursday, March 30, 2017 3:51 PM  
**To:** deLange, Rob GCPE:EX  
**Cc:** Security Investigations, MTIC; Krull, James GCPE:EX; Moser, Walter GCPE:EX; Ruemke-Douglas, Gillian GCPE:EX  
**Subject:** RE: 2017-0528 .s.15

Rob, please action this request from Security Investigations. Advise on how long it will take to collect the information.

Thanks,  
Garrett

---

**From:** Security Investigations, MTIC  
**Sent:** Thursday, March 30, 2017 3:47 PM  
**To:** Krull, James GCPE:EX  
**Cc:** Security Investigations, MTIC; Cormack, Garrett GCPE:EX  
**Subject:** FW: 2017-0528 .s.15

FYI

**Lance Morgan**  
Senior Security Specialist | Investigations & Forensics Unit  
250 387-0431

---

**From:** Thornton, Norah FIN:EX  
**Sent:** Thursday, March 30, 2017 3:43 PM  
**To:** Ruemke-Douglas, Gillian GCPE:EX  
**Cc:** Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX; Pye, Janet A FIN:EX; Security Investigations, MTIC  
**Subject:** RE: 2017-0528 - s.15

Gillian,  
s.15

I have copied Security Investigations as they initially sent the request to me.

Are you able to respond to this request?

I will be in the office tomorrow if you need to contact me.

If you have any questions or concerns, please let me know!

Thank you!!

Norah Thornton | Team Lead Business Analyst | Information Management Branch  
Supporting Ministry of Finance and Office of the Premier

Phone: 778 698-3037 | 3<sup>rd</sup> Floor, 617 Government Street

---

**From:** Security Investigations, MTIC  
**Sent:** Thursday, March 30, 2017 1:57 PM  
**To:** Pye, Janet A FIN:EX; Thornton, Norah FIN:EX  
**Cc:** Security Investigations, MTIC; Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX  
**Subject:** 2017-0528 s.15

Norah  
s.22 are you able to s.15 We are looking for the  
s.15

This should be considered a priority request as it may be related to the FaceBook breach from Monday.

<http://www2.gov.bc.ca/enSearch/detail?id=7AFDBC16F15F42E289E9F7DDB0F80C40&recorduid=GCP-2016-62086>  
[http://docs.openinfo.gov.bc.ca/Response\\_Package\\_GCP-2016-62086.pdf](http://docs.openinfo.gov.bc.ca/Response_Package_GCP-2016-62086.pdf)

Thanks  
Lance Morgan

**Lance Morgan**  
Senior Security Specialist | Investigations & Forensics Unit  
Office of the Chief Information Officer  
[Lance.Morgan@gov.bc.ca](mailto:Lance.Morgan@gov.bc.ca)  
250 387-0431



## Thorkelson, Meaghan GCPE:EX

---

**From:** Moser, Walter GCPE:EX  
**Sent:** Thursday, March 30, 2017 6:58 PM  
**To:** deLange, Rob GCPE:EX  
**Cc:** Cormack, Garrett GCPE:EX  
**Subject:** Re: 2017-0528 - s.15

Thank you thank you....it's coming on<sup>s.22</sup>  
s.22

On Mar 30, 2017, at 6:27 PM, Cormack, Garrett GCPE:EX <[Garrett.Cormack@gov.bc.ca](mailto:Garrett.Cormack@gov.bc.ca)> wrote:

Thank you Rob. Once again above and beyond. Have a great weekend.

Garrett

Sent from my iPhone

On Mar 30, 2017, at 5:37 PM, deLange, Rob GCPE:EX <[Rob.deLange@gov.bc.ca](mailto:Rob.deLange@gov.bc.ca)> wrote:

Hi Garrett,  
s.15,s.22

Page 30 to/à Page 32

Withheld pursuant to/removed as

s.22;s.15

Thanks,  
...Rob

Rob deLange,  
Technical Architect, Online Service Solutions  
GDX - Government Digital Experience Division  
Government Communications & Public Engagement  
p: 250.952.6820 | m: 250.882.0081 | f: 250.387.2144

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**Sent:** Thursday, March 30, 2017 3:51 PM  
**To:** deLange, Rob GCPE:EX  
**Cc:** Security Investigations, MTIC; Krull, James GCPE:EX; Moser, Walter GCPE:EX; Ruemke-Douglas, Gillian GCPE:EX  
**Subject:** RE: 2017-0528 - s.15  
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Thanks,  
Garrett

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**From:** Security Investigations, MTIC  
**Sent:** Thursday, March 30, 2017 3:47 PM  
**To:** Krull, James GCPE:EX  
**Cc:** Security Investigations, MTIC; Cormack, Garrett GCPE:EX  
**Subject:** FW: 2017-0528 .s.15

FYI

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit  
250 387-0431

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**From:** Thornton, Norah FIN:EX  
**Sent:** Thursday, March 30, 2017 3:43 PM  
**To:** Ruemke-Douglas, Gillian GCPE:EX  
**Cc:** Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX; Pye, Janet A FIN:EX; Security Investigations, MTIC  
**Subject:** RE: 2017-0528 - s.15

Gillian,  
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I will be in the office tomorrow if you need to contact me.  
If you have any questions or concerns, please let me know!  
Thank you!!

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Supporting Ministry of Finance and Office of the Premier

Phone: 778 698-3037 | 3<sup>rd</sup> Floor, 617 Government Street

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**Sent:** Thursday, March 30, 2017 1:57 PM  
**To:** Pye, Janet A FIN:EX; Thornton, Norah FIN:EX  
**Cc:** Security Investigations, MTIC; Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX  
**Subject:** 2017-0528 s.15

Norah

s.22                      are you able to s.15  
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s.15

This should be considered a priority request as it may be related to the FaceBook breach from Monday.

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[http://docs.openinfo.gov.bc.ca/Response\\_Package\\_GCP-2016-62086.pdf](http://docs.openinfo.gov.bc.ca/Response_Package_GCP-2016-62086.pdf)

Thanks

Lance Morgan

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit  
Office of the Chief Information Officer

[Lance.Morgan@gov.bc.ca](mailto:Lance.Morgan@gov.bc.ca)

250 387-0431

## Thorkelson, Meaghan GCPE:EX

---

**From:** Cormack, Garrett GCPE:EX  
**Sent:** Thursday, March 30, 2017 4:01 PM  
**To:** Ruemke-Douglas, Gillian GCPE:EX; Bird, John Michael GCPE:EX  
**Subject:** RE: 2017-0528 - s.15

Looking into it....

---

**From:** Ruemke-Douglas, Gillian GCPE:EX  
**Sent:** Thursday, March 30, 2017 3:55 PM  
**To:** Bird, John Michael GCPE:EX; Cormack, Garrett GCPE:EX  
**Subject:** FW: 2017-0528 - s.15

Hi Guys,  
Are you able to help the folks below out?

---

**From:** Thornton, Norah FIN:EX  
**Sent:** Thursday, March 30, 2017 3:43 PM  
**To:** Ruemke-Douglas, Gillian GCPE:EX  
**Cc:** Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX; Pye, Janet A FIN:EX; Security Investigations, MTIC  
**Subject:** RE: 2017-0528 - s.15

Gillian,  
s.15

I have copied Security Investigations as they initially sent the request to me.

Are you able to respond to this request?

I will be in the office tomorrow if you need to contact me.

If you have any questions or concerns, please let me know!

Thank you!!

Norah Thornton | Team Lead Business Analyst | Information Management Branch  
Supporting Ministry of Finance and Office of the Premier

Phone: 778 698-3037 | 3<sup>rd</sup> Floor, 617 Government Street

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**From:** Security Investigations, MTIC  
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**To:** Pye, Janet A FIN:EX; Thornton, Norah FIN:EX  
**Cc:** Security Investigations, MTIC; Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX  
**Subject:** 2017-0528 s.15

Norah

s.22  
s.15

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<http://www2.gov.bc.ca/enSearch/detail?id=7AFDBC16F15F42E289E9F7DDB0F80C40&recorduid=GCP-2016-62086>  
[http://docs.openinfo.gov.bc.ca/Response\\_Package\\_GCP-2016-62086.pdf](http://docs.openinfo.gov.bc.ca/Response_Package_GCP-2016-62086.pdf)

Thanks  
Lance Morgan

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit  
Office of the Chief Information Officer  
[Lance.Morgan@gov.bc.ca](mailto:Lance.Morgan@gov.bc.ca)  
250 387-0431





## Thorkelson, Meaghan GCPE:EX

---

**From:** Wrate, David GCPE:EX  
**Sent:** Thursday, March 30, 2017 4:00 PM  
**To:** Cormack, Garrett GCPE:EX  
**Subject:** Re: 2017-0528 - s.15

Thanks Garrett, I appreciate it.

---

**From:** Garrett Cormack <Garrett.Cormack@gov.bc.ca>  
**Date:** Thursday, March 30, 2017 at 3:58 PM  
**To:** David Wrate <david.wrate@gov.bc.ca>  
**Subject:** FW: 2017-0528 - s.15

Keeping you in the loop.

---

**From:** Security Investigations, MTIC  
**Sent:** Thursday, March 30, 2017 3:55 PM  
**To:** Cormack, Garrett GCPE:EX  
**Cc:** Security Investigations, MTIC  
**Subject:** RE: 2017-0528 - s.15

Sooner is better...

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit  
250 387-0431

---

**From:** Cormack, Garrett GCPE:EX  
**Sent:** Thursday, March 30, 2017 3:55 PM  
**To:** Security Investigations, MTIC  
**Subject:** RE: 2017-0528 - s.15

Lance, how critical is the turnaround time? My key resource to pull the information is away until Tuesday.  
Garrett

---

**From:** Security Investigations, MTIC  
**Sent:** Thursday, March 30, 2017 3:52 PM  
**To:** Cormack, Garrett GCPE:EX  
**Cc:** Security Investigations, MTIC  
**Subject:** RE: 2017-0528 - s.15

Thanks Garrett!

L

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit  
250 387-0431

---

**From:** Cormack, Garrett GCPE:EX  
**Sent:** Thursday, March 30, 2017 3:51 PM  
**To:** deLange, Rob GCPE:EX  
**Cc:** Security Investigations, MTIC; Krull, James GCPE:EX; Moser, Walter GCPE:EX; Ruemke-Douglas, Gillian GCPE:EX  
**Subject:** RE: 2017-0528 - s.15

Rob, please action this request from Security Investigations. Advise on how long it will take to collect the information.  
Thanks,  
Garrett

---

**From:** Security Investigations, MTIC  
**Sent:** Thursday, March 30, 2017 3:47 PM  
**To:** Krull, James GCPE:EX

**Cc:** Security Investigations, MTIC; Cormack, Garrett GCPE:EX

**Subject:** FW: 2017-0528 - s.15

FYI

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit

250 387-0431

---

**From:** Thornton, Norah FIN:EX

**Sent:** Thursday, March 30, 2017 3:43 PM

**To:** Ruemke-Douglas, Gillian GCPE:EX

**Cc:** Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX; Pye, Janet A FIN:EX; Security Investigations, MTIC

**Subject:** RE: 2017-0528 - s.15

Gillian,

s.15

I have copied Security Investigations as they initially sent the request to me.

Are you able to respond to this request?

I will be in the office tomorrow if you need to contact me.

If you have any questions or concerns, please let me know!

Thank you!!

Norah Thornton | Team Lead Business Analyst | Information Management Branch  
Supporting Ministry of Finance and Office of the Premier

Phone: 778 698-3037 | 3<sup>rd</sup> Floor, 617 Government Street

---

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**Sent:** Thursday, March 30, 2017 1:57 PM

**To:** Pye, Janet A FIN:EX; Thornton, Norah FIN:EX

**Cc:** Security Investigations, MTIC; Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX

**Subject:** 2017-0528 - s.15

Norah

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We are looking for the

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This should be considered a priority request as it may be related to the FaceBook breach from Monday.

<http://www2.gov.bc.ca/enSearch/detail?id=7AFDBC16F15F42E289E9F7DDB0F80C40&recorduid=GCP-2016-62086>

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Thanks

Lance Morgan

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit

Office of the Chief Information Officer

[Lance.Morgan@gov.bc.ca](mailto:Lance.Morgan@gov.bc.ca)

250 387-0431



## Thorkelson, Meaghan GCPE:EX

---

**From:** Cormack, Garrett GCPE:EX  
**Sent:** Thursday, March 30, 2017 4:00 PM  
**To:** Security Investigations, MTIC  
**Subject:** RE: 2017-0528 -s.15

Will do our best.

---

**From:** Security Investigations, MTIC  
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**Cc:** Security Investigations, MTIC  
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250 387-0431

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Thanks Garrett!  
L

**Lance Morgan**  
Senior Security Specialist | Investigations & Forensics Unit  
250 387-0431

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**Cc:** Security Investigations, MTIC; Krull, James GCPE:EX; Moser, Walter GCPE:EX; Ruemke-Douglas, Gillian GCPE:EX  
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**Subject:** FW: 2017-0528 -s.15

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Senior Security Specialist | Investigations & Forensics Unit  
250 387-0431

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**Sent:** Thursday, March 30, 2017 3:43 PM  
**To:** Ruemke-Douglas, Gillian GCPE:EX  
**Cc:** Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX; Pye, Janet A FIN:EX; Security Investigations, MTIC  
**Subject:** RE: 2017-0528 s.15

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Supporting Ministry of Finance and Office of the Premier

Phone: 778 698-3037 | 3<sup>rd</sup> Floor, 617 Government Street

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**To:** Pye, Janet A FIN:EX; Thornton, Norah FIN:EX  
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**Subject:** 2017-0528 -s.15

Norah  
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<http://www2.gov.bc.ca/enSearch/detail?id=7AFDBC16F15F42E289E9F7DDB0F80C40&recorduid=GCP-2016-62086>

[http://docs.openinfo.gov.bc.ca/Response\\_Package\\_GCP-2016-62086.pdf](http://docs.openinfo.gov.bc.ca/Response_Package_GCP-2016-62086.pdf)

Thanks

Lance Morgan

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit

Office of the Chief Information Officer

[Lance.Morgan@gov.bc.ca](mailto:Lance.Morgan@gov.bc.ca)

250 387-0431



## Thorkelson, Meaghan GCPE:EX

---

**From:** Cormack, Garrett GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:25 AM  
**To:** Moser, Walter GCPE:EX  
**Subject:** Facebook Hack - s.13

Hi Walter,

We did a little information sleuthing on the team to see if anyone could s.15  
s.15 s.13  
s.13

The hack text appears to translate to

Garrett Cormack

**Director, Service Infrastructure, Planning and Standards**  
**GDX - Government Digital Experience Division**  
Government Communications & Public Engagement  
Mobile: 250 516-4179

## Thorkelson, Meaghan GCPE:EX

---

**From:** Cormack, Garrett GCPE:EX  
**Sent:** Thursday, March 30, 2017 6:28 PM  
**To:** Wen, Fred GCPE:EX; Lee, Sam GCPE:EX  
**Subject:** Fwd: 2017-0528 s.15

FYI - no further action at this time.

Sent from my iPhone

Begin forwarded message:

**From:** "deLange, Rob GCPE:EX" <[Rob.deLange@gov.bc.ca](mailto:Rob.deLange@gov.bc.ca)>  
**Date:** March 30, 2017 at 5:37:33 PM PDT  
**To:** "Cormack, Garrett GCPE:EX" <[Garrett.Cormack@gov.bc.ca](mailto:Garrett.Cormack@gov.bc.ca)>  
**Cc:** "Security Investigations, MTIC" <[SecurityInvestigations@gov.bc.ca](mailto:SecurityInvestigations@gov.bc.ca)>, "Krull, James GCPE:EX" <[James.Krull@gov.bc.ca](mailto:James.Krull@gov.bc.ca)>, "Moser, Walter GCPE:EX" <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)>, "Ruemke-Douglas, Gillian GCPE:EX" <[Gillian.Ruemke-Douglas@gov.bc.ca](mailto:Gillian.Ruemke-Douglas@gov.bc.ca)>  
**Subject:** RE: 2017-0528 .s.15

Hi Garrett,  
s.15,s.22

Page 44 to/à Page 46

Withheld pursuant to/removed as

s.22;s.15



Thanks,  
...Rob

Rob deLange,  
Technical Architect, Online Service Solutions  
GDx - Government Digital Experience Division  
Government Communications & Public Engagement  
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**Cc:** Security Investigations, MTIC; Cormack, Garrett GCPE:EX  
**Subject:** FW: 2017-0528 s.15

FYI

**Lance Morgan**

Senior Security Specialist | Investigations & Forensics Unit  
250 387-0431

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**Sent:** Thursday, March 30, 2017 3:43 PM  
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**Cc:** Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX; Pye, Janet A FIN:EX; Security Investigations, MTIC  
**Subject:** RE: 2017-0528 - s.15

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Thank you!!

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Supporting Ministry of Finance and Office of the Premier

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**Cc:** Security Investigations, MTIC; Barlow, Richard O FIN:EX; Perkins, Gary MTIC:EX; Prosser, Ken A MTIC:EX

**Subject:** 2017-0528 s.15

Norah

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We are

looking for the s.15

s.15

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Thanks

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Office of the Chief Information Officer

[Lance.Morgan@gov.bc.ca](mailto:Lance.Morgan@gov.bc.ca)

250 387-0431



## Thorkelson, Meaghan GCPE:EX

---

**From:** Vik Kambli <kambli@fb.com>  
**Sent:** Monday, March 27, 2017 9:24 PM  
**To:** Ozawa, Hide GCPE:EX  
**Cc:** Fraser, John Paul GCPE:EX  
**Subject:** Re: Facebook page - gov of bc

Hi Hide- Thanks for the call just now. As discussed, the issue has been resolved.

Here are the actions and prescribed guidance from our Pages team:

The page is restored and the original admins are now back in charge. To help keep your account and your Page safe moving forward, please review these tips:

- Pick a strong password & don't share it
- Update your email passwords
- Take advantage of our extra security features: <https://www.facebook.com/help/413023562082171>
- Review our security tips: <https://www.facebook.com/help/213481848684090>

Glad we could get this sorted tonight.  
Vik

On 3/27/17, 11:04 PM, "Ozawa, Hide GCPE:EX" <[Hide.Ozawa@gov.bc.ca](mailto:Hide.Ozawa@gov.bc.ca)> wrote:

Facebook page needs to come down: <https://www.facebook.com/BCProvincialGovernment/>?

s.15

s.15

Page 50 to/à Page 52

Withheld pursuant to/removed as

s.15

## Thorkelson, Meaghan GCPE:EX

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**From:** Perkins, Gary MTIC:EX  
**Sent:** Monday, March 27, 2017 8:01 PM  
**To:** Hall, Joshua MTIC:EX; 77000 Shared Services BC Service Desk MTIC:EX; Land, Dale MTIC:EX; Prosser, Ken A MTIC:EX; Kain, Sherri MTIC:EX; GCPE COS Service Desk GCPE:EX  
**Subject:** R-013007

Thanks we're aware and looking into it.

---

**From:** Hall, Joshua MTIC:EX  
**Sent:** Monday, March 27, 2017 7:59 PM  
**To:** 77000 Shared Services BC Service Desk MTIC:EX; Land, Dale MTIC:EX; Prosser, Ken A MTIC:EX; Perkins, Gary MTIC:EX; Kain, Sherri MTIC:EX; GCPE COS Service Desk GCPE:EX  
**Subject:** URGENT - BC Gov Facebook Compromised  
BC Gov Facebook page has been compromised.. see attached images. Photos were uploaded about an hour ago.

## Thorkelson, Meaghan GCPE:EX

---

**From:** van Marum, Karen GCPE:EX  
**Sent:** Tuesday, March 28, 2017 8:59 AM  
**To:** Sturrock, James GCPE:EX  
**Cc:** s.22 GCPE COS Service Desk GCPE:EX  
**Subject:** RE: NOW RESOLVED - BC Gov Facebook Compromised (R-013007)

Please close the ticket. Matter is resolved.  
Thanks, Karen.

---

**From:** Sturrock, James GCPE:EX  
**Sent:** Tuesday, March 28, 2017 8:51 AM  
**To:** van Marum, Karen GCPE:EX  
**Cc:** s.22 GCPE COS Service Desk GCPE:EX  
**Subject:** FW: NOW RESOLVED - BC Gov Facebook Compromised (R-013007)

Hi Karen,

Just wanted to make sure you and the SMDS team are aware of this – the FB account appears to have been secured, the photos deleted.

I believe Gary Perkins at MTIC was looking into this last night around 8pm (see attached email).

Unless you have any objections, I will close the ticket that was created on our end.

Thanks,  
**James Sturrock**

GCPE Service Desk  
GDx - Government Digital Experience Division  
Government Communications & Public Engagement  
250-387-7908

---

**From:** Hall, Joshua MTIC:EX  
**Sent:** Monday, March 27, 2017 7:59 PM  
**To:** 77000 Shared Services BC Service Desk MTIC:EX; Land, Dale MTIC:EX; Prosser, Ken A MTIC:EX; Perkins, Gary MTIC:EX; Kain, Sherri MTIC:EX; GCPE COS Service Desk GCPE:EX  
**Subject:** URGENT - BC Gov Facebook Compromised

BC Gov Facebook page has been compromised.. see attached images. Photos were uploaded about an hour ago.

## Thorkelson, Meaghan GCPE:EX

---

**From:** Macpherson, Charles GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:58 AM  
**To:** Albert, Steve GCPE:EX; Cormack, Garrett GCPE:EX  
**Cc:** Moser, Walter GCPE:EX; Krull, James GCPE:EX; Nevin, Daniel GCPE:EX; Hewitt, Justin GCPE:EX  
**Subject:** RE: Important - Facebook profile safety steps  
**Attachments:** MD44 - Master Document - GCPE - Government Communications and Public Engagement.docx; SP198 - Server - Non-SFP server support for IWS, CLBC, MCF, MTIC, GCPE, PSA, TRAN and SSBC.docx; SP238 - GCPE - LOB Applications for Government Communications and Public Engagement (GCPE).docx; SP239 - GCPE - Intranet and website administration for Government Communications and Public Engagement (GCPE).docx; SP240 - GCPE - Today's News Online (TNO) administration for Government Communications and Public Engagement (GCPE).docx; SP943 - GCPE - Client unable to access Government Communications and Public Engagement (GCPE) intranet.docx; SP1158 - SMARTTool - Information for logging on for Broader Public Sector clients.docx; SP4771 - GCPE - iStore policy for Government Communications and Public Engagement (GCPE).docx

Aside from the Major Incident Response for gov.bc.ca outages, there are 8 files that the help desk uses to triage GCPE managed services. See attachments.

---

**CHARLES MACPHERSON**  
Technical Services Manager  
Direct: 250 387 1796 | Mobile: 250 886 2348

---

**From:** Albert, Steve GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:16 AM  
**To:** Cormack, Garrett GCPE:EX  
**Cc:** Moser, Walter GCPE:EX; Krull, James GCPE:EX; Nevin, Daniel GCPE:EX; Hewitt, Justin GCPE:EX; Macpherson, Charles GCPE:EX  
**Subject:** Re: Important - Facebook profile safety steps

Steve B?

Sent from my iPhone

On Mar 28, 2017, at 7:16 AM, Cormack, Garrett GCPE:EX <[Garrett.Cormack@gov.bc.ca](mailto:Garrett.Cormack@gov.bc.ca)> wrote:

Hi All,

Further to this, I had a follow-up conversation with Natalie Branch, Dir – Incident Management OCIO. They are requesting we set aside some time to work with them clear up the escalation paths for different GCPE services. Including Charles, as the service desk is often the first point of contact and the publisher of the different CSC scripts that are used.

Who else should be involved in this discussion?

Thanks,  
Garrett

---

**From:** Moser, Walter GCPE:EX

**Sent:** Monday, March 27, 2017 10:04 PM

**To:** Krull, James GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Nevin, Daniel GCPE:EX; Hewitt, Justin GCPE:EX

**Subject:** Fwd: Important - Facebook profile safety steps

The account has been recovered

Begin forwarded message:

s.22

**Cc:** "Gleeson, Kelly T GCPE:EX" <[Kelly.Gleeson@gov.bc.ca](mailto:Kelly.Gleeson@gov.bc.ca)>, "Schollen, Tasha GCPE:EX" <[Tasha.Schollen@gov.bc.ca](mailto:Tasha.Schollen@gov.bc.ca)>, "Moser, Walter GCPE:EX" <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)>

**Subject: Re: Important - Facebook profile safety steps**

Further, s.22 may be in touch as we will reset the Twitter and Youtube passwords as well tonight. Please confirm through s.22 that you have reset your passwords.

Thanks and see you tomorrow.

s.22

---

s.22

**Cc:** Gleeson, Kelly T GCPE:EX; Schollen, Tasha GCPE:EX; Moser, Walter GCPE:EX

**Subject:** Important - Facebook profile safety steps



Hi all,

We've regained control of the BC Gov News Facebook page and I have two very important action items I need everyone to follow through on, because you have various access levels to the page.

As recommended by Facebook: First, I need you to change your personal Facebook password (even if you've changed it earlier today, please do it again tonight or as soon as you get this). Your new password needs to be 10 characters, mix words and numbers and special characters. Best practice is for it not to be the same as another account you have. Please also change whatever email address your Facebook account is associated with.

Also, as an aside, you should have Facebook's two-step verification setup via (top right when you log in to FB) Settings > Security > Setting up Extra Security

Second, we have a meeting at 8:30am meeting to debrief.

If you have any questions or concerns we can discuss them after that meeting.

s.22

Page 58 to/à Page 67

Withheld pursuant to/removed as

s.15

## Thorkelson, Meaghan GCPE:EX

---

**From:** Schollen, Tasha GCPE:EX  
**Sent:** Monday, March 27, 2017 8:59 PM  
**To:** van Marum, Karen GCPE:EX; Gleeson, Kelly T GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX  
**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford, Jessica GCPE:EX; Glover, Hannah GCPE:EX  
**Subject:** RE: Statement - Draft

Reporter: Emily Laztain

Outlet: CKNW

Deadline: asap

Phone: 604-331-2766 Email: [Emily@cknw.com](mailto:Emily@cknw.com)

Request: Reporter wanting to know if the government's facebook page has been hacked.

Questions: Has the government's facebook page been hacked? Is this actually government's facebook page?

Hana Nassar, News1130 (604) 877-4400

[Hanamae.nassar@rci.rogers](mailto:Hanamae.nassar@rci.rogers).

---

**From:** van Marum, Karen GCPE:EX  
**Sent:** Monday, March 27, 2017 8:58 PM  
**To:** Gleeson, Kelly T GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX  
**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford, Jessica GCPE:EX; Glover, Hannah GCPE:EX  
**Subject:** Re: Statement - Draft

Thanks...let me know when good to go and I'll take care of sending to any media.

Tasha/Hannah - please send me list of media who have requested thus far.

CKNW and ???

---

**From:** Gleeson, Kelly T GCPE:EX  
**Sent:** March-27-17 8:53 PM  
**To:** van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX  
**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford, Jessica GCPE:EX; Glover, Hannah GCPE:EX  
**Subject:** Re: Statement - Draft

thx all

I just cleaned it up slightly

will run by PO

back asap - so Karen/Hannah can provide to media who are seeking comment

We can confirm that the B.C. Government's Facebook page has been compromised.  
This is a matter isolated solely on our Facebook presence.

We are in contact with Facebook - and are working to resolve the problem as quickly as possible.  
We apologize for any inconvenience this may cause our Facebook users.  
Please note, we will not be updating this page with any posts until this matter is resolved.



Champion, Denise GCPE:EX

Mon 3/27/2017 8:39 PM

Looks great to me! Sent from my BlackBerry 10 smartphone on the TELUS network. From: Gleeson, Kelly T GCPE:EX Sent: Monday, March 27, 2017 8:35 PM To: van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX Cc: Gordon,



Gleeson, Kelly T GCPE:EX

Mon 3/27/2017 8:35 PM

draft GCPE statement. thoughts? We can confirm that the B.C. Government's Facebook page has been compromised. This is a matter solely isolated to our Facebook presence. We are in contact with Facebook - and are working to resolve the problem as quickly as

[Draft] This message hasn't been sent.

Saved on: Mon 3/27/2017 8:19 PM

its the facebook page that has been vandalized



Schollen, Tasha GCPE:EX

Mon 3/27/2017 8:16 PM

There's a repeat in the stmt I will remove

---

**From:** Gleeson, Kelly T GCPE:EX

**Sent:** Monday, March 27, 2017 8:35 PM

**To:** van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX

**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford,

Jessica GCPE:EX

**Subject:** Fw: Statement - Draft

draft GCPE statement.  
thoughts?

We can confirm that the B.C. Government's Facebook page has been compromised.

This is a matter solely isolated to our Facebook presence.

We are in contact with Facebook - and are working to resolve the problem as quickly as possible.

We apologize for any inconvenience this may cause our Facebook users.

We will not be updating this page with any posts until this matter is resolved.

---

**From:** Schollen, Tasha GCPE:EX

**Sent:** Monday, March 27, 2017 8:09 PM

**To:** Gleeson, Kelly T GCPE:EX; Ozawa, Hide GCPE:EX; Johnson, Nicholas GCPE:EX

**Cc:** Fraser, John Paul GCPE:EX; Gordon, Matt GCPE:EX; Wolford, Jessica GCPE:EX

**Subject:** FW: Statement - Draft

Twitter:

We're sorry, the @BCGovNews Facebook page has been vandalized. We apologize for any inconvenience and are working to get it fixed asap.

The @BCGovNews Facebook page has been vandalized. Working to resolve it asap. Sorry for inconvenience.

Statement for Media:

s.13

---

**Tasha Schollen** | Communications Director  
Ministry of Technology, Innovation and Citizens' Services  
Government Communications and Public Engagement





Government of  
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Columbia ✓  
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Write something...



0 Videos Added This Week You Can Crosspost  
1 video available to crosspost. See video.

Government Organization in Victoria, British  
Columbia

Search for posts on this Page

s.22

56K follows

See Pages Feed  
Posts from Pages you've liked as your Page

Invite friends to like this Page

1.5M post reach this week

About



Promote Local Business

## Thorkelson, Meaghan GCPE:EX

---

**From:** Porter, Rodney GCPE:EX  
**Sent:** Monday, March 27, 2017 8:51 PM  
**To:** Champion, Denise GCPE:EX  
**Cc:** Gleeson, Kelly T GCPE:EX; van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX; Gordon, Matt GCPE:EX; Fraser, John Paul GCPE:EX; Wolford, Jessica GCPE:EX  
**Subject:** Re: Statement - Draft

Okay this end.

Suggestion was made to drop the dash as it reads well without it but I realize this is just a minor style point.

Rodney Porter  
B.C. Ministry of Advanced Education  
Mobile 250 889-7494

On Mar 27, 2017, at 8:39 PM, Champion, Denise GCPE:EX <[Denise.Champion@gov.bc.ca](mailto:Denise.Champion@gov.bc.ca)> wrote:

Looks great to me!

Sent from my BlackBerry 10 smartphone on the TELUS network.

---

**From:** Gleeson, Kelly T GCPE:EX  
**Sent:** Monday, March 27, 2017 8:35 PM  
**To:** van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX  
**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford, Jessica GCPE:EX  
**Subject:** Fw: Statement - Draft

draft GCPE statement.

thoughts?

We can confirm that the B.C. Government's Facebook page has been compromised.

This is a matter solely isolated to our Facebook presence.

We are in contact with Facebook - and are working to resolve the problem as quickly as possible.

We apologize for any inconvenience this may cause our Facebook users.



---

**From:** Schollen, Tasha GCPE:EX  
**Sent:** Monday, March 27, 2017 8:09 PM  
**To:** Gleeson, Kelly T GCPE:EX; Ozawa, Hide GCPE:EX; Johnson, Nicholas GCPE:EX  
**Cc:** Fraser, John Paul GCPE:EX; Gordon, Matt GCPE:EX; Wolford, Jessica GCPE:EX  
**Subject:** FW: Statement - Draft

Twitter:

We're sorry, the @BCGovNews Facebook page has been vandalized. We apologize for any inconvenience and are working to get it fixed asap.

The @BCGovNews Facebook page has been vandalized. Working to resolve it asap. Sorry for inconvenience.

Statement for Media:

s.13

---

**Tasha Schollen** | Communications Director

Ministry of Technology, Innovation and Citizens' Services

Government Communications and Public Engagement

Phone: 250-387-3134 | Cell: 250-889-1121

## Thorkelson, Meaghan GCPE:EX

---

**From:** Ozawa, Hide GCPE:EX  
**Sent:** Monday, March 27, 2017 9:09 PM  
**To:** Gleeson, Kelly T GCPE:EX; van Marum, Karen GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX  
**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford, Jessica GCPE:EX; Glover, Hannah GCPE:EX  
**Subject:** Re: Statement - Draft  
**Attachments:** Screen Shot 2017-03-27 at 9.09.12 PM.png

Pls see FB page: <https://www.facebook.com/BCProvincialGovernment/>

It's been restored - s.15,s.22 deleted the<sup>s.15</sup> photos.

screen grab attached

---

**From:** Gleeson, Kelly T GCPE:EX  
**Sent:** Monday, March 27, 2017 9:03 PM  
**To:** van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX  
**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford, Jessica GCPE:EX; Glover, Hannah GCPE:EX  
**Subject:** Re: Statement - Draft  
thx all :) !!

---

**From:** Gleeson, Kelly T GCPE:EX  
**Sent:** Monday, March 27, 2017 8:59 PM  
**To:** van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX  
**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford, Jessica GCPE:EX; Glover, Hannah GCPE:EX  
**Subject:** Re: Statement - Draft  
PO approved  
caught one type-o so use this version Karen /Hannah

We can confirm that the B.C. Government's Facebook page has been compromised.

This is a matter isolated solely on our Facebook presence.

We are in contact with Facebook and are working to resolve the problem as quickly as possible.

We apologize for any inconvenience this may cause our Facebook users.

Please note, we will not be updating this page with any posts until this matter is resolved.



Champion, Denise GCPE:EX

Mon 3/27/2017 8:39 PM

Looks great to me! Sent from my BlackBerry 10 smartphone on the TELUS network. From: Gleeson, Kelly T GCPE:EX Sent: Monday, March 27, 2017 8:35 PM To: van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX Cc: Gordon,



Gleeson, Kelly T GCPE:EX

Mon 3/27/2017 8:35 PM

draft GCPE statement. thoughts? We can confirm that the B.C. Government's Facebook page has been compromised. This is a matter solely isolated to our Facebook presence. We are in contact with Facebook - and are working to resolve the problem as quickly as

[Draft] This message hasn't been sent.

Saved on: Mon 3/27/2017 8:19 PM

its the facebook page that has been vandalized



Schollen, Tasha GCPE:EX

Mon 3/27/2017 8:16 PM

There's a repeat in the stmt I will remove

---

**From:** Gleeson, Kelly T GCPE:EX

**Sent:** Monday, March 27, 2017 8:35 PM

**To:** van Marum, Karen GCPE:EX; Ozawa, Hide GCPE:EX; Howard, Chelsea GCPE:EX; Schollen, Tasha GCPE:EX

**Cc:** Gordon, Matt GCPE:EX; Champion, Denise GCPE:EX; Fraser, John Paul GCPE:EX; Porter, Rodney GCPE:EX; Wolford, Jessica GCPE:EX

**Subject:** Fw: Statement - Draft

draft GCPE statement.

thoughts?

We can confirm that the B.C. Government's Facebook page has been compromised. This is a matter solely isolated to our Facebook presence. We are in contact with Facebook - and are working to resolve the problem as quickly as possible. We apologize for any inconvenience this may cause our Facebook users. We will not be updating this page with any posts until this matter is resolved.

---

**From:** Schollen, Tasha GCPE:EX  
**Sent:** Monday, March 27, 2017 8:09 PM  
**To:** Gleeson, Kelly T GCPE:EX; Ozawa, Hide GCPE:EX; Johnson, Nicholas GCPE:EX  
**Cc:** Fraser, John Paul GCPE:EX; Gordon, Matt GCPE:EX; Wolford, Jessica GCPE:EX  
**Subject:** FW: Statement - Draft

Twitter:

We're sorry, the @BCGovNews Facebook page has been vandalized. We apologize for any inconvenience and are working to get it fixed asap.

The @BCGovNews Facebook page has been vandalized. Working to resolve it asap. Sorry for inconvenience.

Statement for Media:

s.13

---

**Tasha Schollen** | Communications Director  
Ministry of Technology, Innovation and Citizens' Services  
Government Communications and Public Engagement  
Phone: 250-387-3134 | Cell: 250-889-1121

## Thorkelson, Meaghan GCPE:EX

---

**From:** Champion, Denise GCPE:EX  
**Sent:** Monday, March 27, 2017 7:58 PM  
**To:** Ozawa, Hide GCPE:EX  
**Subject:** Re: Help Center Facebook

Another thought I wonder if Mark Zuckerberg is on facebook tonight... I know they connected with him at the tech summit that way...

Sent from my BlackBerry 10 smartphone on the TELUS network.

Original Message  
From: Champion, Denise GCPE:EX  
Sent: Monday, March 27, 2017 7:57 PM  
To: Ozawa, Hide GCPE:EX  
Subject: Fw: Help Center Facebook

Passing along just in case...

Sent from my BlackBerry 10 smartphone on the TELUS network.

Original Message  
From: Moser, Walter GCPE:EX <[Walter.Moser@gov.bc.ca](mailto:Walter.Moser@gov.bc.ca)>  
Sent: Monday, March 27, 2017 7:50 PM  
To: Champion, Denise GCPE:EX  
Subject: Help Center Facebook

I'm sure Hide will have followed the steps on facebook's help pages  
[https://m.facebook.com/help/203305893040179?helpref=hc\\_fnav](https://m.facebook.com/help/203305893040179?helpref=hc_fnav)

## Thorkelson, Meaghan GCPE:EX

---

**From:** Champion, Denise GCPE:EX  
**Sent:** Monday, March 27, 2017 9:02 PM  
**To:** Moser, Walter GCPE:EX  
**Subject:** Re: Gov Facebook account hacked

Thanks very much Walter!<sup>s.13,s.15</sup>  
s.13,s.15

Sent from my BlackBerry 10 smartphone on the TELUS network.

---

**From:** Moser, Walter GCPE:EX  
**Sent:** Monday, March 27, 2017 8:50 PM  
**To:** Champion, Denise GCPE:EX  
**Subject:** Fwd: Gov Facebook account hacked

Hide was on the phone with Facebook today - I sent the update below to Gary Perkins as well

Begin forwarded message:

**From:** "Moser, Walter GCPE:EX" <Walter.Moser@gov.bc.ca>  
**Date:** March 27, 2017 at 8:47:46 PM PDT  
**To:** "Perkins, Gary MTIC:EX" <Gary.Perkins@gov.bc.ca>  
**Cc:** "Krull, James GCPE:EX" <James.Krull@gov.bc.ca>, "Kayfish, Curtis GCPE:EX" <Curtis.Kayfish@gov.bc.ca>, "Cormack, Garrett GCPE:EX" <Garrett.Cormack@gov.bc.ca>, "Albert, Steve GCPE:EX" <Steve.Albert@gov.bc.ca>, "Nevin, Daniel GCPE:EX" <Daniel.Nevin@gov.bc.ca>  
**Subject:** Re: Gov Facebook account hacked

Sounds like the social media team have made direct contact with Facebook in Austin earlier today and escalated the issue with Facebook VP for western Canada marketing. That appears to have resulted in the main hacked image being removed. Facebook is working on reinstating<sup>s.22</sup> admin account. I should be receiving the gov Facebook account holder's names to be able to support their machines being scanned for potentially vulnerabilities (will forward to Gary asap)

On Mar 27, 2017, at 7:58 PM, Perkins, Gary MTIC:EX <Gary.Perkins@gov.bc.ca> wrote:

Yes I'm aware, it's a bit of a nuisance/vandalism.<sup>s.15</sup>  
s.15

s.15

Btw images say:<sup>s.15</sup>  
s.15

On one like this need to use any means necessary to get their attention including going right up the tree if necessary.

Entry level tools are not known for being quick for turnaround.

s.15

s.15

Still investigating.

-----Original Message-----

From: Moser, Walter GCPE:EX

Sent: Monday, March 27, 2017 7:53 PM

To: Krull, James GCPE:EX; Kayfish, Curtis GCPE:EX; Cormack, Garrett GCPE:EX; Albert, Steve GCPE:EX; Perkins, Gary MTIC:EX; Nevin, Daniel GCPE:EX

Subject: Gov Facebook account hacked

I've just been advised that

Gov's Facebook account has been hacked. Anyone have any suggestions for expedited recovery?

## Thorkelson, Meaghan GCPE:EX

---

**From:** Porter, Rodney GCPE:EX  
**Sent:** Tuesday, March 28, 2017 10:02 AM  
**To:** 'CP Vancouver'  
**Subject:** RE: BC gov site hacked

Hi again – please see background information below.

---

We can confirm that the B.C. Government's Facebook page was compromised but the issue has now been resolved. This was a matter related solely to our Facebook presence. We worked with Facebook to resolve the problem as quickly as possible.

We apologize for any inconvenience this may have caused our Facebook users.

---

**From:** Porter, Rodney GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:56 AM  
**To:** 'CP Vancouver'  
**Subject:** FW: BC gov site hacked

Good morning. I was just forwarded your request and I am looking into confirming the information and will respond ASAP.

---

**From:** CP Vancouver <[vancouver@thecanadianpress.com](mailto:vancouver@thecanadianpress.com)>  
**Date:** Tuesday, March 28, 2017 at 7:48 AM

**Subject:** BC gov site hacked

Just checking that there has been no further fallout from last night's brief hacking of the government Facebook site and also seeking to confirm that no other government sites were affected and that everything is operating as normal, now.

Thank you for your help!

Kind regards,

Beth Leighton

The Canadian Press

604-692-1170



## Thorkelson, Meaghan GCPE:EX

---

**From:** Porter, Rodney GCPE:EX  
**Sent:** Tuesday, March 28, 2017 10:29 AM  
**To:** Gordon, Matt GCPE:EX  
**Subject:** RE: BC gov site hacked

Closed.

---

**From:** Gordon, Matt GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:51 AM  
**To:** Porter, Rodney GCPE:EX  
**Cc:** Smart, Stephen PREM:EX  
**Subject:** RE: BC gov site hacked

You respond for them

---

**From:** Porter, Rodney GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:50 AM  
**To:** Gordon, Matt GCPE:EX  
**Cc:** Smart, Stephen PREM:EX  
**Subject:** RE: BC gov site hacked

Do you need anything from me – or just FYI?

### Tuesday message:

We can confirm that the B.C. Government's Facebook page was compromised - but the issue has now been resolved.

This was a matter related solely to our Facebook presence - and we worked with Facebook to resolve the problem as quickly as possible.

We apologize for any inconvenience this may have caused our Facebook users.

---

**From:** Gordon, Matt GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:49 AM  
**To:** Porter, Rodney GCPE:EX  
**Cc:** Smart, Stephen PREM:EX  
**Subject:** RE: BC gov site hacked

We will ... Rodney see below.

---

**From:** CP Vancouver <[vancouver@thecanadianpress.com](mailto:vancouver@thecanadianpress.com)>  
**Date:** Tuesday, March 28, 2017 at 7:48 AM

**Subject:** BC gov site hacked

Just checking that there has been no further fallout from last night's brief hacking of the government Facebook site and also seeking to confirm that no other government sites were affected and that everything is operating as normal, now.

Thank you for your help!

Kind regards,

Beth Leighton  
The Canadian Press  
604-692-1170

## Thorkelson, Meaghan GCPE:EX

---

**From:** Gleeson, Kelly T GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:07 AM  
**To:** Porter, Rodney GCPE:EX  
**Subject:** Facebook Points

For reference, if required – below is messaging we utilized last evening – messaging for any media inquiries today – and some points should MAW get any questions on this matter today

Any questions or concerns – let me know

### Monday evening message:

We can confirm that the B.C. Government's Facebook page has been compromised.

This is a matter isolated solely on our Facebook presence.

We are in contact with Facebook and are working to resolve the problem as quickly as possible.

We apologize for any inconvenience this may cause our Facebook users.

Please note, we will not be updating this page with any posts until this matter is resolved.

### Tuesday message:

We can confirm that the B.C. Government's Facebook page was compromised - but the issue has now been resolved.

This was a matter related solely to our Facebook presence - and we worked with Facebook to resolve the problem as quickly as possible.

We apologize for any inconvenience this may have caused our Facebook users.

### Key Points:

- As GCPE staff communicated Monday evening, the B.C. Government's Facebook page was compromised
- This was a matter related solely to our Facebook presence – nothing further
- Staff worked with Facebook to resolve the problem – and were able to resolve the issue in fairly quick order

- Just like any individual who has a Facebook account, this sort of incident is one that we are always concerned about – and we will be speaking with Facebook to determine what we might do to mitigate or prevent incidents like this from occurring in the future

## Thorkelson, Meaghan GCPE:EX

---

**From:** Porter, Rodney GCPE:EX  
**Sent:** Tuesday, March 28, 2017 9:18 AM  
**To:** Hold - 170406 - Chalmers, Jennifer AVED:EX; Bajwa, Raman AVED:EX  
**Cc:** Fougner, Trish GCPE:EX  
**Subject:** Facebook update

For reference, below is messaging utilized last evening and messaging for any media inquiries today.

Monday evening message:

We can confirm that the B.C. Government's Facebook page has been compromised.

This is a matter isolated solely on our Facebook presence.

We are in contact with Facebook and are working to resolve the problem as quickly as possible.

We apologize for any inconvenience this may cause our Facebook users.

Please note, we will not be updating this page with any posts until this matter is resolved.

Tuesday message:

We can confirm that the B.C. Government's Facebook page was compromised - but the issue has now been resolved.

This was a matter related solely to our Facebook presence - and we worked with Facebook to resolve the problem as quickly as possible.

We apologize for any inconvenience this may have caused our Facebook users.

Key Points:

- As GCPE staff communicated Monday evening, the B.C. Government's Facebook page was compromised
- This was a matter related solely to our Facebook presence – nothing further
- Staff worked with Facebook to resolve the problem – and were able to resolve the issue in fairly quick order
- Just like any individual who has a Facebook account, this sort of incident is one that we are always concerned about – and we will be speaking with Facebook to determine what we might do mitigate or prevent incidents like this from occurring in the future

## Thorkelson, Meaghan GCPE:EX

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**From:** Porter, Rodney GCPE:EX  
**Sent:** Monday, March 27, 2017 9:15 PM  
**To:** Hold - 170406 - Chalmers, Jennifer AVED:EX; Bajwa, Raman AVED:EX  
**Cc:** Fougner, Trish GCPE:EX  
**Subject:** FB is now restored

Pls see FB page: <https://www.facebook.com/BCProvincialGovernment/>

It's been restored - Gcpe  
now has access and s.15 photos deleted.

Rodney Porter  
B.C. Ministry of Advanced Education  
Mobile 250 889-7494

## Thorkelson, Meaghan GCPE:EX

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**From:** Porter, Rodney GCPE:EX  
**Sent:** Monday, March 27, 2017 9:07 PM  
**To:** Hold - 170406 - Chalmers, Jennifer AVED:EX  
**Cc:** Bajwa, Raman AVED:EX; Fougner, Trish GCPE:EX  
**Subject:** Final statement

Final below. NW and News1130 have requested confirmation that the government FB account was compromised.

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We can confirm that the B.C. Government's Facebook page has been compromised.

This is a matter isolated solely on our Facebook presence.

We are in contact with Facebook and are working to resolve the problem as quickly as possible.

We apologize for any inconvenience this may cause our Facebook users.

Please note, we will not be updating this page with any posts until this matter is resolved.

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Rodney Porter  
B.C. Ministry of Advanced Education  
Mobile 250 889-7494

On Mar 27, 2017, at 9:02 PM, Porter, Rodney GCPE:EX <[Rodney.Porter@gov.bc.ca](mailto:Rodney.Porter@gov.bc.ca)> wrote:

Here's the current version. It is going through approvals and will be provided to media.

We can confirm that the B.C. Government's Facebook page has been compromised.  
This is a matter isolated solely on our Facebook presence.  
We are in contact with Facebook - and are working to resolve the problem as quickly as possible.  
We apologize for any inconvenience this may cause our Facebook users.  
Please note, we will not be updating this page with any posts until this matter is resolved.

Rodney Porter  
B.C. Ministry of Advanced Education  
Mobile 250 889-7494

On Mar 27, 2017, at 8:42 PM, Chalmers, Jennifer AVED:EX <[Jennifer.Chalmers@gov.bc.ca](mailto:Jennifer.Chalmers@gov.bc.ca)> wrote:

Curious about the need for the dash. To me it reads fine without.

On Mar 27, 2017, at 8:41 PM, Porter, Rodney GCPE:EX <[Rodney.Porter@gov.bc.ca](mailto:Rodney.Porter@gov.bc.ca)> wrote:

draft GCPE statement.  
thoughts?

We can confirm that the B.C. Government's Facebook page has been compromised.

This is a matter solely isolated to our Facebook presence.

We are in contact with Facebook - and are working to resolve the problem as quickly as possible.

We apologize for any inconvenience this may cause our Facebook users.



## Thorkelson, Meaghan GCPE:EX

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**From:** Hold - 170406 - Chalmers, Jennifer AVED:EX  
**Sent:** Tuesday, March 28, 2017 10:30 AM  
**To:** Porter, Rodney GCPE:EX; Bajwa, Raman AVED:EX  
**Cc:** van Marum, Karen GCPE:EX; Gleeson, Kelly T GCPE:EX; Gordon, Matt GCPE:EX; Ozawa, Hide GCPE:EX; Fougner, Trish GCPE:EX; Schollen, Tasha GCPE:EX  
**Subject:** RE: AVED Media Request: Facebook

approved

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**From:** Porter, Rodney GCPE:EX  
**Sent:** Tuesday, March 28, 2017 10:26 AM  
**To:** Chalmers, Jennifer AVED:EX; Bajwa, Raman AVED:EX  
**Cc:** van Marum, Karen GCPE:EX; Gleeson, Kelly T GCPE:EX; Gordon, Matt GCPE:EX; Ozawa, Hide GCPE:EX; Fougner, Trish GCPE:EX; Schollen, Tasha GCPE:EX  
**Subject:** AVED Media Request: Facebook

Suggest providing the statement below. Note the addition of a second line to answer the question.

### Reporter

Bhinder Sajan, Reporter  
CTV News (BC)  
[bhinder.sajan@bellmedia.ca](mailto:bhinder.sajan@bellmedia.ca)  
250-383-2480 c: 250-418-5207

### Deadline ASAP

### Request

Just looking for someone who can tell us on-camera what they plan to do next. Does this get reported to police?  
Is it something you fix and then move on from? Will this mean changes will be made to other pages?

### Recommendation – provide background.

We can confirm that the B.C. Government's Facebook page was compromised but the issue has now been resolved.

The Province is in contact with Facebook to determine how best to mitigate or prevent incidents like this from occurring in the future.

This was a matter related solely to Facebook. We worked with Facebook to resolve the problem as quickly as possible.

We apologize for any inconvenience this may have caused our Facebook users.

## Thorkelson, Meaghan GCPE:EX

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**From:** Bob Mackin, Jr. <bob.mackin@me.com>  
**Sent:** Tuesday, March 28, 2017 11:11 AM  
**To:** Porter, Rodney GCPE:EX  
**Subject:** Re: media request - government Facebook

Will the government investigate or call in the RCMP?

On Mar 28, 2017, at 11:01 AM, Porter, Rodney GCPE:EX <[Rodney.Porter@gov.bc.ca](mailto:Rodney.Porter@gov.bc.ca)> wrote:

**Hi Bob – Statement for background use below.**

We can confirm that the B.C. Government's Facebook page was compromised but the issue has now been resolved.

The Province is in contact with Facebook to determine how best to mitigate or prevent incidents like this from occurring in the future.

This was a matter related solely to Facebook. We worked with Facebook to resolve the problem as quickly as possible.

We apologize for any inconvenience this may have caused our Facebook users.

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**From:** Bob Mackin, Jr. [<mailto:bob.mackin@me.com>]

**Sent:** Tuesday, March 28, 2017 10:37 AM

**To:** Schollen, Tasha GCPE:EX; Porter, Rodney GCPE:EX

**Subject:** media request - government Facebook

Hello,

I wonder if either ministry has a statement on the incident that affected the government's Facebook page last night. Will there be an investigation?

Sincerely,

Bob Mackin

theBreaker.news

604-982-9130

## Moser, Walter GCPE:EX

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**Subject:** FB Incident

**Location:** Phone call

**Start:** Tue 2017-03-28 1:00 PM

**End:** Tue 2017-03-28 1:30 PM

**Show Time As:** Tentative

**Recurrence:** (none)

**Meeting Status:** Not yet responded

**Organizer:** Krull, James GCPE:EX

**Required Attendees:** Moser, Walter GCPE:EX; Cormack, Garrett GCPE:EX; Wrate, David GCPE:EX; Morgan, Lance C MTIC:EX

We will call you