

Internal Memo



To
Telstra Corporate Security

Corporate Security
Operations

Level 31/320 Pitt Street
Sydney NSW 2000
Australia

From
Investigations

Postal Address:
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Subject
TES / Group 5

Date
2 May 2003

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FINAL REPORT

INTRODUCTION

On Thursday the 17th of April, 2003, I received instruction to conduct inquiries in relation to a quantity of missing data tapes from Telstra Enterprise Services, Dunlop Court, Bruce, ACT. On the 22nd of April 2003, I travelled to the above location and undertook a TES Group 5 Introductory Security Briefing by TES Security.

The briefing involved acknowledgment and signing of a Schedule 15 (Deed of undertaking in relation to personal and confidential information) prior to making any inquiries. The bodies that comprise Group 5 are as follows:

- Australian Competition and Consumer Commission
- Department of Communications, Information Technology and the Arts
- Department of Industry Tourism and Resources
- Department of the Prime Minister and Cabinet
- Department of Transport and Regional Services

SITUATION

Between Friday the 28th of March and Wednesday the 16th of April 2003, a total of twenty information storage tapes were unable to be located from TES occupied premises



at the Don Gray building, Bruce ACT. The tapes are believed to contain a full back-up of all information held on the server as of Thursday the 27th of March 2003.

INVESTIGATION

The following inquiries have been made.

- Interview with [redacted] on 22.04.03.
- Interview with [redacted] on 23.04.03
- Interview with [redacted] on 23.04.03
- Interview with [redacted] on 23.04.03
- Interview with [redacted] on 23.04.03
- Phone inquiries with [redacted] Environmental Solutions on the 23rd and 24th of April 2003.
- Phone inquiries with [redacted] Waste Management Services on 24.04.03
- Physical inspection of [redacted] rubbish tip [redacted] ACT on 24.04.03
- Phone inquiries made with [redacted] rubbish tip at [redacted] 30.04.03

As per the Group 5 contract, TES is responsible for the management and maintenance of all exchange information for the departments that comprise Group 5, with the exception of the ACCC. (It is understood the ACCC perform information back-ups on site and not at TES premises). The storage administration team are responsible for the backing up of data at TES premises. Information on the exchange server is backed up on a daily and monthly basis, using 'Sony' and 'Imation' brand DLT tapes for this purpose.

Daily back-up tapes are stored on-site at TES in a class B compactus and monthly back-up tapes are stored off site with Recall Information Management, of Fyshwick ACT. It is procedure that Recall are notified by e-mail when the tapes are ready, so that a collection can be made at the next opportunity.

The backing up of information is

[redacted] indicates the induction/transition was rushed due to the fact

At some time on Friday the 28th of March, [redacted] obtained the plastic waste paper bin from under the work station desk [redacted] took the waste paper bin to the server room. [redacted] to remove the twenty tapes and place them all into covers and then into the plastic waste paper bin. [redacted] helped

It is

recollection that indicated that

It is believed that attended a group farewell luncheon around 12.30pm on Friday the 28th of March and there is no record or evidence to suggest returned to the building until 10.29am on Monday the 31st of March.

Records show that entered the Don Gray building at 6.01pm on Friday the 28th of March. At this point, has not been contactable, but it is assumed that as per, all waste was collected and removed from the Don Gray building on this occasion and placed into the large industrial waste bin, located outside between Advantra House building and the Don Gray building. The industrial waste bin is managed by and it has been confirmed collections are made on Monday, Wednesday and Friday. Actual collection times may vary accordingly.

arrived at work around 8am on Monday the 31st of March and noticed the waste paper bin under was now empty and there was no plastic bin liner in the bin. assumed that had attended to the tapes.

The access logs show swipe card accessed the Don Gray building around 10.29am on Monday the 31st of March 2003. This is consistent with information received that did attend the building that morning.

accessed the Don Gray building at 7pm on Monday the 31st of March as. The cleaning contract changed as of Tuesday the 1st of April 2003 to Tempo Cleaning Services. Monday the 31st of March was therefore the last occasion that accessed the Don Gray building. Tempo Cleaning Services have not been approached regarding this matter.

noticed that the monthly back-up tapes for March were not. The tapes for January and February however were waiting to be sent to Recall for storage. indicates had a lot on mind at that point and

On Wednesday the 16th of April 2003, took steps to have the monthly back-up tapes for January, February and March sent out to Recall for off-site storage, but could not locate the tapes for March. From that point, spoke to and established the tapes were missing. The incident was brought to the attention of and. The matter was escalated and later that day a search was made of the entire first floor of the Don Gray building with a negative result.

A comprehensive search was made that day by of the industrial waste bin between the two buildings but there was no sign of the missing tapes.

Later that day, [redacted] organised for the daily back-up tapes for the 1st of April to be re-labelled and substituted as back-up tapes for the month of March. This was done to ensure no loss of continuity. Those tapes, together with the tapes for January and February 2003, were later collected by Recall for off-site storage.

On Thursday the 17th of April, [redacted] successfully contacted [redacted] and had a conversation [redacted] regarding the monthly back-up performed on the 27th and 28th of March. [redacted] was not told that any tapes were missing.

[redacted] did indicate that the waste paper bin was to be used for ease of transport.

Inquiries have been made with [redacted] rubbish tip at [redacted] has provided the following information relative to this site and procedures regarding waste management:

- waste brought into the waste management site is either deposited straight for burial or is alternatively delivered to an externally located company (Revolve) for sorting and recycling.
- waste collected from TES is classified as 'commercial collection', which may contain food stuffs and decomposing or putrid waste.
- it is procedure that commercial waste is buried and not sorted for recycling.
- burial of waste of this nature occurs within 15 minutes of being deposited.
- foraging is not permitted at the site by any persons where waste is deposited for burial.
- it is estimated by [redacted] that waste buried around the end of March to early April would now be covered by at least five metres of fill.

Inquiries made with the Bureau of Meteorology indicate minimum temperatures for the ACT around March – April range between 0 – 10 degrees celsius. Feedback is still being sought regarding the operating temperatures of the storage tapes used.

DISCUSSION

Around 6.45pm on Wednesday the 23rd of April 2003, a discussion was held between myself, [redacted] and [redacted]. During that meeting, [redacted] expressed the following concerns:

It was [redacted] opinion that it was unwise to have any further correspondence or discussions with [redacted]. [redacted] had the potential to cause real harm and damage by disclosing information relative to these inquiries.

Additionally, [redacted] had already been spoken to by [redacted] and it was unlikely that any further information would be gleaned without specifically indicating the exact nature of these inquiries, ie the fact that the back-up tapes for March were now missing.

After consultation with Corporate Security management, a decision was made not to contact [redacted]

It was confirmed by [redacted] that [redacted] had not signed the Schedule 15 Deed of Undertaking as [redacted]. TES staff were not required to acknowledge or sign the document because they were leaving and not transferring to Telstra. However [redacted] was governed by the TES process which included, as part of her work contract, an obligation of confidentiality in relation to customer data and information and signing the official secrecy declaration as part of [redacted] security clearance. [redacted] was also subject to security briefings and signed an acknowledgment of understanding of responsibilities in relation to Group 5 security after those briefings.

CONCLUSION

The evidence identified and gathered throughout this investigation indicates a strong possibility that the missing tapes have been disposed of by the cleaner into the industrial waste bin and subsequently conveyed to [redacted] tip for burial. Physical conditions (ie temperature, moisture etc) at the rubbish tip may permanently damage the tapes, if that is where they are located.

No evidence has been identified or gathered to suggest or indicate that the missing tapes have been deliberately removed from the building. Building access logs have been interrogated and there are no signs of any forced entry to the building throughout this period.

All efforts have been made by TES staff and management to unsuccessfully account for the missing tapes and substitute copies have been made to minimise the potential loss of continuity.

This report draws the following conclusions in relation to processes at TES:

- Insufficient time and effort was afforded to allow [redacted] to become adequately familiar with TES procedures regarding his duties as a storage administrator.
 - No provision was made for the use of designated storage containers to facilitate the storage of monthly back-up tapes prior to collection by Recall.
 - No provision was made to adequately store the monthly back-up tapes prior to collection by Recall.
 - The monthly storage tapes for January and February 2003 were allowed to remain [redacted] they should have been sent to Recall at the first opportunity.
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RECOMMENDATION

For the information of
Security.

Telstra Corporate



LOG OF EVENTS

Thursday 17.04.03

12.45pm receive instructions from
03.05pm message left for
03.16pm email to
04.10pm phone conversation with
04.20pm phone conversation with

Wednesday 22.04.03

10.30am Travel to TES at Bruce ACT.
01.30pm Meet with at Don Gray building,
Undertake security briefing.
Acknowledgment and signing of Schedule 15 & Introductory
Security Briefing. See documents 1 and 2.
Obtain overview of events – construct time line etc.
04.30pm Meet with – general discussion and overview
04.45pm Interview with

Thursday 23.04.03

09.30am Interview with-
Phone conversation with
Phone conversation with
Phone inquiries with
Solutions re waste removal procedures.
02.00pm Interview with

Meeting with
Meeting with

02.50pm Interview with

05.00pm Interview with

07.10pm Phone update with

07.25pm Phone update with

Thursday 24.04.03

09.00am Continue with interview of
Phone conference with

Receive copy of physical access logs from for the
period 28.03.03 to 31.03.03 inclusive

Receive from a documented list of what storage
tapes are missing

11.44am Further inquiries made with of Sita Environmental
Solutions re collection times – Monday, Wednesday & Friday.
Collection times can vary according to run of individual driver.
Waste taken from TES site to

11.50am Phone inquiries with waste management
services

12.00pm Travel to waste management rubbish tip located at
Take photographs of site and
signage.

1.15pm Return to Don Gray building and take photographs of
waste hopper outside the Advantra House
building – adjacent to Don Gray building.

01.40pm Phone conversation with

02.00pm Phone conversation with

Return to Sydney.

Friday 25.04.03

Commence working on Internal Memo report for the attention of

Sunday 27.04.03

05.48pm email internal memo report to with all statements and log of inquiries.

Monday 28.04.03

Discuss matters with regarding report and investigation

Wednesday 30.04.03

12.30pm receive phone call from indicating possible changes to Internal Memo

02.15pm receive phone call from regarding changes to Internal Memo re Opinion and further inquiries regarding waste management procedures.

05.10pm Phone conversation with Waste Management Services). Obtain information re processes.

06.22pm email updated Internal Memo to:

06.23pm message left on mobile phone voicemail of

Thursday 01.05.03

09.00am contact and suggest transfer of opinion related information from internal memo to his statement. opposed to move and requested a copy of his s/ment. Suggested need for all names to be removed from report, ie staff and contractors.

09.15am discuss above issues with

12.15pm phone conversation hook-up between
Further discussions and requests regarding proposed

changes to internal memo and additional inquiries to be made. It was requested that [redacted] liaise directly with [redacted] so that uniform instructions would be passed on to myself. Specifically [redacted] and [redacted] were requesting the following:

- what labelling or markings were placed on each tape by TES staff
- description of what exactly is held on each tape..ie what exactly does the data contain?
- what volume of data is held on each of the tapes and which departments do they relate to?
- what organisations have been contacted re this matter and when, ie ASIO, DSD etc?
- all references to employees must be changed to have names removed
- all references to contractors must be changed to have names removed
- what would be required to read/access the missing information tapes, ie what equipment etc
- is there a register at TES showing what tapes go to Recall and when?
- if there is such a register, what do the records show?
- does Recall have any such register regarding movement of tapes?
- if so, what does the Recall register or records show?

04.20pm phone conversation with [redacted] further information provided.

06.00pm discussion with [redacted] Confirmation that no further amendments to report by [redacted] Final version was emailed to [redacted] at COB 30.04.03

06.20pm receive voicemail message from [redacted] Conversation brief as [redacted] informed that [redacted] had clarified no further alterations to report by [redacted] Last version e-mailed on 30.04.03

Friday 02.05.03

10.00am conversation with [redacted] requested clarification on interpretation of agencies by [redacted]

- 10.34am message left on voicemail of [redacted] to clarify issue re referral to agencies meant G5 bodies or agencies such as ASIO, DSD etc
- 10.36am phone conversation with [redacted] request a digital photograph of blank tapes that would have been used for March back-ups. Pending permission [redacted] for [redacted] to forward photograph directly to [redacted] also mentioned that he was endeavouring to gather information regarding what equipment etc would be required to read or access tapes if found.
- 10.38am voice mail message left for [redacted] re above request made to [redacted]
- 11.17am receive call from [redacted] requesting further changes to internal memo last sent on 30.04.03. Call cut short as [redacted] had to receive a call from [redacted]
- 11.21am confer with [redacted] agreed that [redacted] to made no further inquiries until instructed by [redacted]
- 11.26am receive call from [redacted] to confirm that when he has made mention of agencies, he is in fact referring to the departments that comprise Group 5 and not organisations such as ASIO, DSD etc.
- 11.30am receive call from [redacted] further to call at 11.17am. continued re [redacted] requests for additional pieces of information to come from [redacted] and not subject matter experts as [redacted] is wanting consistency throughout report and not different pieces of information being provided by different authors. Specifically [redacted] requested that
- It was asked that [redacted] put [redacted] request directly to [redacted] as any instruction should come directly through him. [redacted] agreed but asked that I start working on providing additional pieces of information so that they could be provided as addendum's to initial report.
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