

[REDACTED]

From: [REDACTED] </O=AUSTRALIAN BROADCASTING
CORP/OU=EXCHANGE ADMINISTRATIVE GROUP /CN=RECIPIENTS/CN=[REDACTED]>
Sent: Thursday, 6 November 2014 4:11 PM
To: [REDACTED]
Subject: RE: IM00228073 access to ex staffer's [REDACTED] mailbox

Thanks [REDACTED]

From: [REDACTED]
Sent: Thursday, 6 November 2014 3:55 PM
To: [REDACTED]; DG-TA&D Security
Subject: RE: IM00228073 access to ex staffer's [REDACTED] mailbox

Approved and assigned to messaging.

[REDACTED]

From: [REDACTED]
Sent: Thursday, 6 November 2014 3:52 PM
To: DG-TA&D Security
Subject: RE: IM00228073 access to ex staffer's [REDACTED] mailbox

Hi Security, this now has Director P&L's approval.

Can you please process the request.

Thank you

Rgds,
[REDACTED]

From: [REDACTED]
Sent: Thursday, 6 November 2014 3:42 PM
To: [REDACTED]
Subject: RE: access to ex staffer's [REDACTED] mailbox

Approved

[REDACTED]

From: [REDACTED]
Sent: Thursday, 6 November 2014 2:44 PM
To: [REDACTED]
Cc: DG-TA&D Security
Subject: access to ex staffer's [REDACTED] mailbox

Hello [REDACTED]

Can you please approve this request to access ex staffer [REDACTED] mailbox for [REDACTED] (see below), I imagine a short period should be sufficient.

Access to [REDACTED] mailbox only is required, [REDACTED] wont need access to [REDACTED] computer account.

[REDACTED], please reply to advise if your approval is granted, or denied.

Thank you

Regards,

[REDACTED]
(Technology Helpdesk)

From: [REDACTED]
Sent: Wednesday, 29 October 2014 4:11 PM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: Requesting Access to Email account

Hi

[REDACTED] last day with the ABC was on 19/9/14.

I need to access his email to check on a listener response email which has escalated.

May I please be given permission to access the account – so I also need the password please.

Regards and thanks

[REDACTED]

[REDACTED]

[REDACTED]

From: Technology Helpdesk on behalf of Technology Helpdesk </O=AUSTRALIAN BROADCASTING CORP/OU=EXCHANGE ADMINISTRATIVE GROUP /CN=RECIPIENTS/CN=HELPDESK>
Sent: Monday, 8 December 2014 6:37 PM
To: [REDACTED]
Cc: DG-TA&D Security
Subject: RE: access to an ex-colleague's email account

Hi [REDACTED]

Could you review/approve this request to access an ex-ABC employee's mailbox.

Regards,
[REDACTED]

From: [REDACTED]
Sent: Monday, 8 December 2014 5:33 PM
To: Technology Helpdesk
Subject: access to an ex-colleague's email account

Hi

As you can see from below, I spoke briefly to [REDACTED] about gaining access to an ex-colleague's email account.

He said I'd need to provide a business case so it can be forwarded to the a/Director P&L, [REDACTED].

Does the following qualify as a business case? Will this also require a form and/or relevant delegate endorsement/approval?

background:

As part of the May 2014 funding cuts to the division, [REDACTED] left the ABC's employ in August 2014. Soon after, I took over most of the aspect of [REDACTED] role as staff contracting officer for the ABC International division. Unfortunately, [REDACTED] left no notes or passwords or info about how to access her emails with the CEO's assistant, or with me.

Currently the SPSN project, which is managed by ABC ID, is being audited (by the ABC). Among the (many) documents they require is a signed contract for [REDACTED] for the period 1 July 2013 to 30 June 2014, an extension of a previous contract issued for 2012-13. Unfortunately, we can't find a signed copy of the contract issued on 5 Sept, but given the circumstances of his subsequent resignation by 3 Oct (he was under-performing) there may not be one. At the time, there were two ABC staff Project Managers who may have dealt with this - [REDACTED] (who resigned ages ago) and [REDACTED] (who is currently on MAT leave). So, the last place we can possibly look is in [REDACTED] emails. She often requested project manager's provided signed final copies, but they may not have been moved to staff folders.

There have been other times when I cannot find signed final contracts, but [REDACTED] said that [REDACTED] often could produce them via email on request, so we wonder if there are contracts there that have not yet been moved onto the (restricted access) share drives.
It'd be great to be able to check.

thanks



From: [REDACTED]
Sent: Thursday, December 04, 2014 11:57 AM
To: [REDACTED]
Subject: RE: [REDACTED] mailbox

Hi [REDACTED] just a reminder to email the request for access to [REDACTED] mailbox with a business case so it can be forwarded to the a/Director P&L.

Thank you

Rgds,

[REDACTED]

[REDACTED]

From: Service Manager Mailer on behalf of Service Manager Mailer </O=AUSTRALIAN BROADCASTING CORP/OU=EXCHANGE ADMINISTRATIVE GROUP /CN=RECIPIENTS/CN=SM_MAILER_SERVICE>
Sent: Tuesday, 16 December 2014 12:39 PM
To: [REDACTED]
Subject: IM00235404 - P4 - Assigned to Group - Access to an ex-colleague's email account

Ticket Details

Ticket no: IM00235404 - P4
Sub-Area: security exemption
Assign. Group: security
Assignee:
Opened by: [REDACTED] 08/12/2014 18:37:50
Last updated: [REDACTED] 16/12/2014 12:38:46

Contact Details

Primary Contact: [REDACTED]
Location: [REDACTED]
Telephone: + [REDACTED]
Current Phone: [REDACTED]

Affected Item

Affected CI:
Facility:

Title

Access to an ex-colleague's email account

Description

From: Technology Helpdesk
Sent: Monday, 8 December 2014 6:37 PM
To: [REDACTED]
Cc: DG-TA&D Security
Subject: RE: access to an ex-colleague's email account

Hi [REDACTED]

Could you review/approve this request to access an ex-ABC employee's mailbox.

Regards,

[REDACTED]

From: [REDACTED]

Regards,

[REDACTED]

From: Technology Helpdesk
Sent: Monday, 8 December 2014 6:37 PM
To: [REDACTED]
Cc: DG-TA&D Security
Subject: RE: access to an ex-colleague's email account

Hi [REDACTED]

Could you review/approve this request to access an ex-ABC employee's mailbox.

Regards,

[REDACTED]

From: [REDACTED]
Sent: Monday, 8 December 2014 5:33 PM
To: Technology Helpdesk
Subject: access to an ex-colleague's email account

Hi

As you can see from below, I spoke briefly to [REDACTED] about gaining access to an ex-colleague's email account.

He said I'd need to provide a business case so it can be forwarded to the a/Director P&L, [REDACTED].

Does the following qualify as a business case? Will this also require a form and/or relevant delegate endorsement/approval?

background:

As part of the May 2014 funding cuts to the division, [REDACTED] left the ABC's employ in August 2014. Soon after, I took over most of the aspect of [REDACTED] role as staff contracting officer for the ABC International division. Unfortunately, [REDACTED] left no notes or passwords or info about how to access her emails with the CEO's assistant, or with me.

Currently the SPSN project, which is managed by ABC ID, is being audited (by the ABC). Among the (many) documents they require is a signed contract for [REDACTED] for the period 1 July 2013 to 30 June 2014, an extension of a previous contract issued for 2012-13. Unfortunately, we can't find a signed copy of the contract issued on 5 Sept, but given the circumstances of his subsequent resignation by 3 Oct (he was under-performing) there may not be one. At the time, there were two ABC staff Project Managers who may have dealt with this - [REDACTED] (who resigned ages ago) and [REDACTED] (who is currently on MAT leave). So, the last place we can possibly look is in [REDACTED] emails. She often requested project manager's provided signed final copies, but they may not have been moved to staff folders.

There have been other times when I cannot find signed final contracts, but [REDACTED] said that [REDACTED] often could produce them via email on request, so we wonder if there are contracts there that have not yet been moved onto the (restricted access) share drives.
It'd be great to be able to check.

thanks

From: [REDACTED]
Sent: Thursday, December 04, 2014 11:57 AM
To: [REDACTED]
Subject: RE: [REDACTED] mailbox

Hi [REDACTED] just a reminder to email the request for access to [REDACTED] mailbox with a business case so it can be forwarded to the a/Director P&L.

Thank you

Rgds,
[REDACTED]

Sent: Monday, 8 December 2014 5:33 PM
To: Technology Helpdesk
Subject: access to an ex-colleague's email account

Hi

As you can see from below, I spoke briefly to [REDACTED] about gaining access to an ex-colleague's email account.

He said I'd need to provide a business case so it can be forwarded to the a/Director P&L, [REDACTED].

Does the following qualify as a business case? Will this also require a form and/or relevant delegate endorsement/approval?

background:

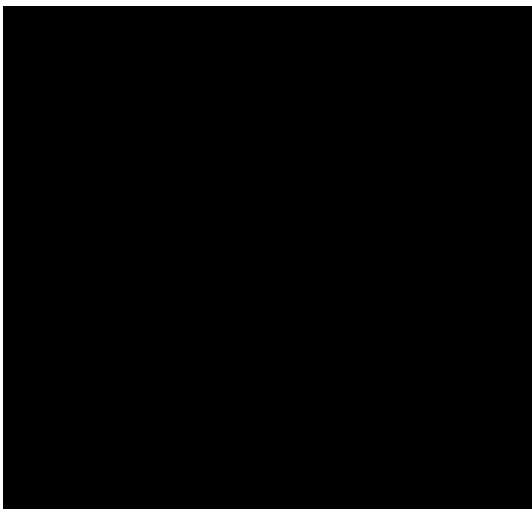
As part of the May 2014 funding cuts to the division, [REDACTED] left the ABC's employ in August 2014. Soon after, I took over most of the aspect of [REDACTED] role as staff contracting officer for the ABC International division. Unfortunately, [REDACTED] left no notes or passwords or info about how to access her emails with the CEO's assistant, or with me.

Currently the SPSN project, which is managed by ABC ID, is being audited (by the ABC). Among the (many) documents they require is a signed contract for [REDACTED] for the period 1 July 2013 to 30 June 2014, an extension of a previous contract issued for 2012-13. Unfortunately, we can't find a signed copy of the contract issued on 5 Sept, but given the circumstances of his subsequent resignation by 3 Oct (he was under-performing) there may not be one. At the time, there were two ABC staff Project Managers who may have dealt with this - [REDACTED] (who resigned ages ago) and [REDACTED] (who is currently on MAT leave). So, the last place we can possibly look is in [REDACTED] emails. She often requested project manager's provided signed final copies, but they may not have been moved to staff folders.

There have been other times when I cannot find signed final contracts, but [REDACTED] said that [REDACTED] often could produce them via email on request, so we wonder if there are contracts there that have not yet been moved onto the (restricted access) share drives.

It'd be great to be able to check.

thanks



From: [REDACTED]
Sent: Thursday, December 04, 2014 11:57 AM
To: [REDACTED]
Subject: RE: [REDACTED] mailbox

Hi [REDACTED] just a reminder to email the request for access to [REDACTED] mailbox with a business case so it can be forwarded to the a/Director P&L.

Thank you

Rgds,
[REDACTED]

Journal Updates

16/12/2014 12:38:46 Australia/NSW ([REDACTED]):

Hi Security, [REDACTED] (a/Director P&L) has provided his approval, see below. (thanks, [REDACTED])

From: [REDACTED]

Sent: Tuesday, 16 December 2014 12:35 PM

To: [REDACTED]

Subject: Re: ACTION: access to an ex-colleague's email account

Sorry - must have missed this one.

Approved

[REDACTED]
Sent from my iPhone

=====

16/12/2014 12:15:06 Australia/NSW ([REDACTED]):

From: [REDACTED]

Sent: Tuesday, 16 December 2014 12:13 PM

To: [REDACTED]

Subject: RE: ACTION: access to an ex-colleague's email account

Hi [REDACTED], I know you are extremely busy with the consultations.

We still await your approval on this request; if you could please advise.

Thank you

Regards,
[REDACTED]

(Technology Helpdesk)

=====

12/12/2014 16:03:10 Australia/NSW ([REDACTED]):

I informed [REDACTED] that we are still waiting on [REDACTED] response and to allow some time as [REDACTED] is currently heavily involved in the Staff Consultation Process surrounding ABC Cuts and proposed redundancies. ([REDACTED])

=====

11/12/2014 13:03:18 Australia/NSW ([REDACTED]):

From: [REDACTED]

Sent: Thursday, 11 December 2014 1:02 PM

To: [REDACTED]

Cc: DG-TA&D Security

Subject: ACTION: access to an ex-colleague's email account

Hello [REDACTED]

Can you please review the request below for access to ex staff member's ([REDACTED]) mailbox.

Please "reply ALL" with your approval, or alternate instructions.

Thank you

Regards,

[REDACTED]

(Technology Helpdesk)

=====

11/12/2014 11:51:56 Australia/NSW ([REDACTED]):

Hi Helpdesk,

Can you assign these incidents to Security once the Director of P&L has approved.
There is currently no approval for this request.

Thanks

[REDACTED]

=====

[REDACTED]

From: Service Manager Mailer on behalf of Service Manager Mailer </O=AUSTRALIAN BROADCASTING CORP/OU=EXCHANGE ADMINISTRATIVE GROUP /CN=RECIPIENTS/CN=SM_MAILER_SERVICE>
Sent: Tuesday, 23 December 2014 9:24 PM
To: [REDACTED]
Subject: IM00238415 - P4 - Assigned to Group - Access to staff account post redundancy

Ticket Details

Ticket no: IM00238415 - P4
Sub-Area: outlook - microsoft office
Assign. Group: security
Assignee:
Opened by: [REDACTED] 23/12/2014 20:35:28
Last updated: [REDACTED] 23/12/2014 21:23:06

Contact Details

Primary Contact: [REDACTED]
Location: WA/PER 2
Telephone: [REDACTED]
Current Phone:

Affected Item

Affected CI:
Facility:

Title

Access to staff account post redundancy

Description

From [REDACTED]
Sent: Tuesday, 23 December 2014 6:39 PM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: Access to staff account post redundancy

Hi there,

I would like to request temporary access to staff member [REDACTED] ([REDACTED]) email account post her redundancy date of January 2nd for the purpose of ensuring continuation of business whilst we restructure the remaining admin team into the new year.

As the departure of [REDACTED] has been relatively quick and also spanning a period of leave for myself and others in the team, there has been little time to achieve an effective handover prior to January 2nd. As such, the ability to have email forwarded to myself and access to [REDACTED] mailbox will assist in facilitating a transition in the new year.

Any assistance with this would be greatly appreciated.

Regards,

[REDACTED]

[REDACTED]

Journal Updates

23/12/2014 21:23:06 Australia/NSW ([REDACTED]):
[REDACTED] gave his approval:

From: [REDACTED]
Sent: Tuesday, 23 December 2014 9:15 PM
To: Technology Helpdesk
Subject: Re: Access to staff account post redundancy

Approved

[REDACTED]

Sent from my iPhone

=====
23/12/2014 20:39:19 Australia/NSW ([REDACTED]):
From: [REDACTED]
Sent: Tuesday, 23 December 2014 8:36 PM
To: Technology Helpdesk
Subject: Out of Office: Access to staff account post redundancy

I am on leave until Monday January 5th 2015.

I will be checking emails regularly for anything urgent, but you may also message me on my mobile - [REDACTED]

[REDACTED]
Acting Director of ABC People

=====

23/12/2014 20:37:57 Australia/NSW ([REDACTED]):

Case has been forwarded to [REDACTED] for approval. Once obtained it needs to be passed on to Security.

=====

[REDACTED]

From: Service Manager Mailer on behalf of Service Manager Mailer </O=AUSTRALIAN BROADCASTING CORP/OU=EXCHANGE ADMINISTRATIVE GROUP /CN=RECIPIENTS/CN=SM_MAILER_SERVICE>
Sent: Thursday, 15 January 2015 3:26 PM
To: [REDACTED]
Subject: IM00241658 - P4 - Assigned to Group - Access to ex employee account

Ticket Details

Ticket no: IM00241658 - P4
Sub-Area: email archive
Assign. Group: security
Assignee:
Opened by: [REDACTED] 15/01/2015 15:14:14
Last updated: [REDACTED] 15/01/2015 15:25:17

Contact Details

Primary Contact: [REDACTED]
Location: [REDACTED]
Telephone: [REDACTED]
Current Phone: [REDACTED]

Affected Item

Affected CI:
Facility:

Title

Access to ex employee account

Description

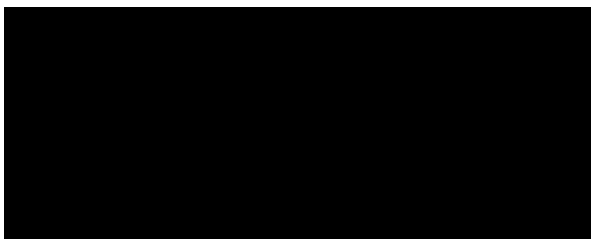
From: [REDACTED]
Sent: Thursday, 15 January 2015 12:32 PM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: Access to ex employee account

Hi Helpdesk

Can I please request that [REDACTED] email account be given temporary access to the old email account of former employee [REDACTED]. In particular her alias [REDACTED]@abc.net.au the reason being is that there is an apple id which needs a password changed and the rescue email goes to her abc email and we need to unlock the account. The apple id is [REDACTED] This is only a temporary request to receive the rescue email and then there will be no further need for it.

If you have any further questions on this please contact me.

Cheers



Spoke to [REDACTED] regarding this, this morning

Journal Updates

15/01/2015 15:25:16 Australia/NSW ([REDACTED]):
Hi Guys,

The mailbox does not exist anymore, so I think the best/only alternative would be to apply the SMTP address of the account that doesnt exist to our Messaging mailbox.

Once the password recovery email comes in, we can forward it on to the user and remove the SMTP address.

Could you please review and approve/Deny?

=====

15/01/2015 15:15:08 Australia/NSW ([REDACTED]):
assign

=====

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 3 March 2015 12:40 PM
To: Technology Helpdesk <technology.helpdesk@abc.net.au>
Cc: [REDACTED]
Subject: Fwd: Section 71 Notice for [REDACTED]

This message has been archived. [View the original item](#)

I approve this access.

[REDACTED]

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: 3 March 2015 12:37:01 pm AEDT
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Section 71 Notice for [REDACTED]

FYI, here's the briefing note again.



From: [Redacted]
Sent: Thursday, 12 February

Attachments:

<u>image001.gif</u>	(3 KB)
<u>ATT00001.htm</u>	(4 KB)
<u>ATT00002.htm</u>	(1 KB)
<u>Briefing note on Sect 71 Notice Feb 2015 (2) .docx</u>	(15 KB)
<u>ATT00003.htm</u>	(0 KB)

[REDACTED]

From: Service Manager Mailer
Sent: Monday, 30 March 2015 12:18 PM
To: [REDACTED]
Subject: IM00258605 - P3 - Opened - Request access to [REDACTED] mailbox

Ticket Details

Ticket no: IM00258605 - P3
Sub-Area: security exemption
Assign. Group: security
Assignee:
Opened by: [REDACTED] 30/03/2015 12:17:31
Last updated: [REDACTED] 30/03/2015 12:17:31

Contact Details

Primary Contact: [REDACTED]
Location: [REDACTED]
Telephone: [REDACTED]
Current Phone: [REDACTED]

Affected Item

Affected CI:
Facility:

Title

Request access to [REDACTED] mailbox

Description

Request access to [REDACTED] mailbox

From: [REDACTED]
Sent: Monday, 30 March 2015 12:11 PM
To: [REDACTED]
Cc: [REDACTED] Technology Helpdesk
Subject: RE: Approval to access former employee's emails - [REDACTED]

Approved

From: [REDACTED]
Sent: Monday, 30 March 2015 11:54 AM
To: [REDACTED]
Cc: [REDACTED] Technology Helpdesk
Subject: RE: Approval to access former employee's emails - [REDACTED] [ABC-Legal.FID35584]

Dear [REDACTED]

Can I please get your approval of the below.

One of our Legal files (Nowhere Boys Series 2, a co-production with Matchbox) is being audited by Group Audit. Group Audit needs to check that we did not pay any money until the payment preconditions were met. For some reason the sub-folder in our database which should contain the relevant documents is empty. Either it has accidentally been deleted or the emails were not filed.

The lawyer who worked on this matter has left and I want to check her inbox to see if the emails are there. [REDACTED] has approved this and I undertake not to read through any emails which are irrelevant to this audit.

Could you please approve this, or please do let me know if you have any queries.

Kind regards

[REDACTED]

From: Technology Helpdesk
Sent: Monday, 23 March 2015 3:31 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Request to access [REDACTED] emails [ABC-Legal.FID35584]

Hi [REDACTED]

Can you please approve the request below asap.

Thanks

[REDACTED]
Helpdesk

From: [REDACTED]
Sent: Monday, 23 March 2015 3:07 PM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: FW: Request to access [REDACTED] emails [ABC-Legal.FID35584]

Hi [REDACTED]/Technology Helpdesk

We sent this request to you on 12 March with approval from Director of Legal.

We need this to be sorted soon. Can you please follow up to obtain the approval.

Kind regards

[REDACTED]

From: [REDACTED]
Sent: Wednesday, 18 March 2015 3:42 PM
To: [REDACTED]
Subject: FW: Request to access [REDACTED] emails

FYI

From: Technology Helpdesk
Sent: Wednesday, March 18, 2015 3:25 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Request to access [REDACTED] emails

Hi [REDACTED]
As A/Head of P&L, can you please approve the request below.

Kind Regards,

[REDACTED]
Technology Helpdesk
Australian Broadcasting Corporation
Level 6, Building A, 700 Harris Street Ultimo NSW 2007 Ph 02 8333 2001 | Fax 02 8333 1849 | E-mail
technology.helpdesk@abc.net.au

From: [REDACTED]
Sent: Wednesday, 18 March 2015 12:09 PM
To: Technology Helpdesk
Subject: FW: Internal Audit of Nowhere Boys Series 2 - Request to access [REDACTED] emails

Can someone please advise URGENTLY whether this has been taken care of? It is getting quite urgent now.

Regards,

[REDACTED]

From: [REDACTED]
Sent: Thursday, March 12, 2015 1:01 PM
To: Technology Helpdesk
Subject: FW: Internal Audit of Nowhere Boys Series 2 - Request to access [REDACTED] emails

Further to my telephone conversation this morning with IT. Below is the approved request by the Director of Legal to access [REDACTED] email account. If you have any queries please call me on [REDACTED].

Kind regards,

[REDACTED]

From: [REDACTED]

Sent: Thursday, March 12, 2015 12:08 PM

To: [REDACTED]

Subject: FW: Internal Audit of Nowhere Boys Series 2 - Request to access [REDACTED] emails [ABC-Legal.FID30230]

[REDACTED]
Can you please now forward this to IT and ask them to get the approval.
I am happy if they want to go in and look for the email (attached) and can they please check whether it is in the vault. Or alternatively, they can give us access and we can look for it.

Thanks

[REDACTED]

From: [REDACTED]

Sent: Thursday, 12 March 2015 12:03 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: Internal Audit of Nowhere Boys Series 2 - Request to access [REDACTED] emails

Thanks [REDACTED]

Yes, all approved.

Regards

[REDACTED]

[REDACTED]

From: [REDACTED]

Sent: Thursday, 12 March 2015 11:57 AM

To: [REDACTED]

Cc: [REDACTED]

Subject: FW: Internal Audit of Nowhere Boys Series 2 - Request to access [REDACTED] emails [ABC-Legal.FID30230]

Hi [REDACTED]

As you know, A&P's file of Nowhere Boys Series 2 is being audited. I need to get your permission please to access [REDACTED] emails (and [REDACTED] outlines the process below which we must follow).

The key email is not in iManage. This email attaches documents which are part of the Payment Preconditions which Audit needs to check were received. I know that [REDACTED] did get them because I can see the relevant email (attached) as part of an email chain, but unfortunately BA do not have the actual email itself containing the relevant attachments. They only have a later email which contains the key email as part of an email chain.

Can you please give permission for me to:

- (a) Have access to [REDACTED] emails; (I will of course not open any non-relevant emails. I only need to search for emails on Nowhere Boys); and
- (b) Ask IT to search for the attached emails within [REDACTED] inbox. (Hopefully IT can find the email and I won't need to access it myself under (a)).

Many thanks

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

From: [REDACTED]
Sent: Thursday, 12 March 2015 11:48 AM
To: [REDACTED]
Subject: Emailing: Nowhere Boys S2 email

I have spoken with IT and in order to get access to [REDACTED] emails we have to do the following:

1. In an email explain what the purpose of accessing the email;
2. It then needs to be approved by [REDACTED]
3. Forward email to IT;
4. IT then forward the email to P&L for approval;
5. Once approved by IT they contact us with Login details.

Thanks,

From: [REDACTED]
Sent: Wednesday, 11 March 2015 8:53 AM
To: [REDACTED]
Subject: Internal Audit of Nowhere Boys Series 2

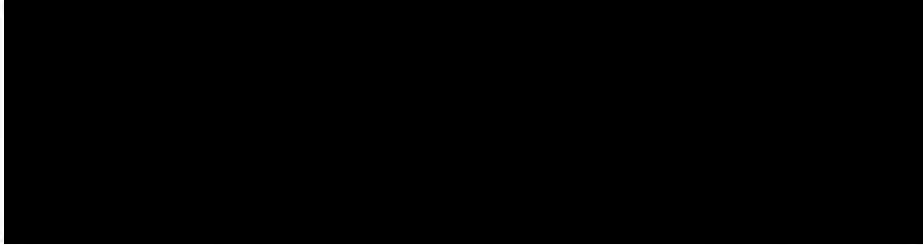
Hi [REDACTED]

I hope you are well.

Following our meeting the other day, I wondered if it would be possible to receive any scanned documentation that you have relating to the contractual conditions precedent?

Please do not hesitate to get in touch if you have any queries on this.

Many thanks,



If you suspect that fraud may be occurring at the ABC but are concerned about confidentiality you can report it anonymously to the ABC's Confidential Fraud Hotline.

Please call 1 800 63 5865 & leave a voicemail or email Confidential.FraudHotline @ abc.net.au



From: [REDACTED]
Sent: Tuesday, 24 March 2015 10:46 AM
To: [REDACTED]
Subject: [REDACTED]-Outlook Calendar retrieval

Good morning [REDACTED],

Following on from the Outlook email retrieval you undertook for ABC People for [REDACTED] is it possible for your team to access her ABC work calendar for the period 1 Dec 2013-15 Jan 2015?

Sorry for the late notice but the information is required by tomorrow.

Thank you and kind regards

[REDACTED]

ABC
NEWS



#knowthestory

TV. Radio. Online. Mobile

[REDACTED]

From: Service Manager Mailer on behalf of Service Manager Mailer </O=AUSTRALIAN BROADCASTING CORP/OU=EXCHANGE ADMINISTRATIVE GROUP /CN=RECIPIENTS/CN=SM_MAILER_SERVICE>
Sent: Tuesday, 16 June 2015 12:43 PM
To: [REDACTED]
Subject: IM00276449 - P4 - Assigned to Group - Access to [REDACTED] Inbox ([REDACTED])

Ticket Details

Ticket no: IM00276449 - P4
Sub-Area: other
Assign. Group: security
Assignee:
Opened by: [REDACTED] 16/06/2015 11:36:29
Last updated: [REDACTED] 16/06/2015 12:42:28

Contact Details

Primary Contact: [REDACTED]
Location:
Telephone: [REDACTED]
Current Phone:

Affected Item

Affected CI:
Facility:

Title

Access to [REDACTED] Inbox ([REDACTED])

Description

From: [REDACTED]
Sent: Tuesday, 16 June 2015 10:32 AM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: RE: [REDACTED] Inbox ([REDACTED])
Importance: High

Hi there,

Can someone in Technology please arrange for an "Out of Office" notification to be put on [REDACTED] email ASAP?

The below request hasn't been actioned and this is impacting on Accounts Payables ability to pay debts on time.

[REDACTED] – can you please provide wording to Technology once they respond?

Thanks
[REDACTED]

From: [REDACTED]
Sent: Tuesday, 9 June 2015 12:12 PM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: RE: [REDACTED] Inbox ([REDACTED])

Hi there,

Can you please confirm whether this request has been actioned?

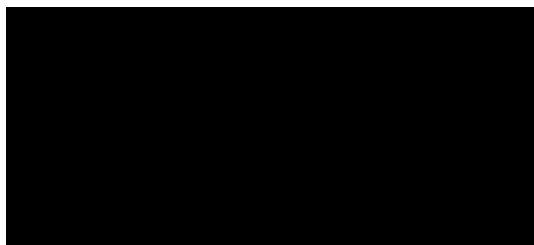
Thanks
[REDACTED]

From: Technology Helpdesk
Sent: Friday, 22 May 2015 11:58 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Inbox ([REDACTED])

Hi [REDACTED]

Could you please approve the below request to have [REDACTED] access [REDACTED] mailbox? [REDACTED] has resigned from the ABC however invoices for Accounts Payable are still being sent to his mailbox.

Kind Regards,



E [REDACTED] it.helpdesk@abc.net.au

F +61 2 8333 1849

From: [REDACTED]
Sent: Friday, 22 May 2015 12:20 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Inbox ([REDACTED])

Hi there,

Approved.

Access till next Friday end of day. Access to [REDACTED] only.

Thanks
[REDACTED]

From: [REDACTED]
Sent: Friday, 22 May 2015 11:37 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: [REDACTED] Inbox ([REDACTED])

Hi [REDACTED]

Can you please approve and provide the duration this is needed for?

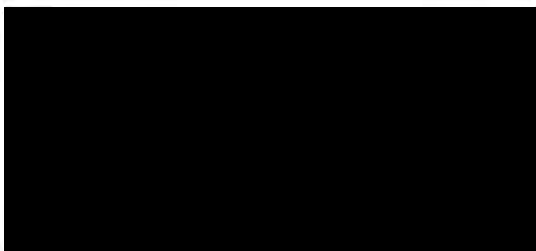
Thanks.

From: Technology Helpdesk
Sent: Friday, 22 May 2015 11:35 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: [REDACTED] Inbox ([REDACTED])

Hi [REDACTED]

For this request to be processed you will need to provide an approval email from [REDACTED] manager including the reason why this is needed and the duration for which it is needed for. This will then be forwarded by us to the head of P&L for approval before being assigned to the Messaging team to action.

Kind Regards,



E it.helpdesk@abc.net.au

F +61 2 8333 1849

From: [REDACTED]

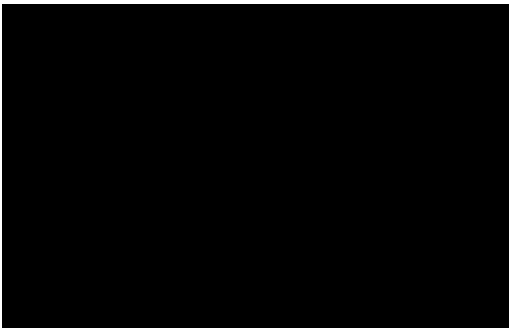
Sent: Friday, 22 May 2015 12:02 PM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: [REDACTED] Inbox ([REDACTED])
Importance: High

Hello,

[REDACTED] resigned on Monday 18th May and as he worked in Accounts Payable, he will be receiving invoices in his ABC inbox which must be paid. Can you please give [REDACTED] ([REDACTED]) access to [REDACTED] ([REDACTED]) inbox as soon as possible.

Thanks.

Kind regards,



W www.abc.net.au

Journal Updates

16/06/2015 12:42:27 Australia/NSW ([REDACTED]):
Can [REDACTED] be provided access to [REDACTED] email for 1 week as per the email trail.
Please see the approval from [REDACTED]. thanks

From: [REDACTED]
Sent: Tuesday, 16 June 2015 11:52 AM
To: Technology Helpdesk
Cc: DG-TA&D Security
Subject: RE: [REDACTED] Inbox ([REDACTED])

Approved

[REDACTED]
=====

16/06/2015 12:11:09 Australia/NSW ([REDACTED]):
set assignee as helpdesk

=====

16/06/2015 11:38:12 Australia/NSW ([REDACTED]):
Awaiting reply from [REDACTED]

From: Technology Helpdesk
Sent: Tuesday, 16 June 2015 11:35 AM
To: [REDACTED]
Cc: DG-TA&D Security
Subject: FW: [REDACTED] Inbox ([REDACTED])
Importance: High

Hi [REDACTED]

Just checking if this can be approved as per the email below:

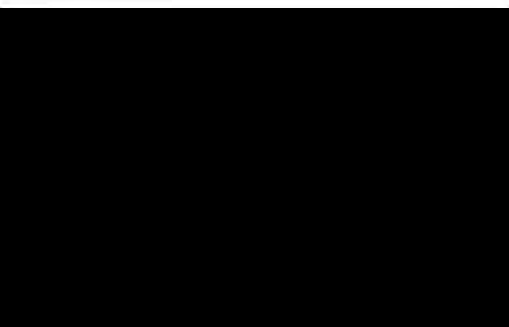
From: [REDACTED]
Sent: Friday, 22 May 2015 12:02 PM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: [REDACTED] Inbox ([REDACTED])
Importance: High

Hello,

[REDACTED] resigned on Monday 18th May and as he worked in Accounts Payable, he will be receiving invoices in his ABC inbox which must be paid. Can you please give [REDACTED] ([REDACTED]) access to [REDACTED] ([REDACTED]) inbox as soon as possible.

Thanks.

Kind regards,



W www.abc.net.au

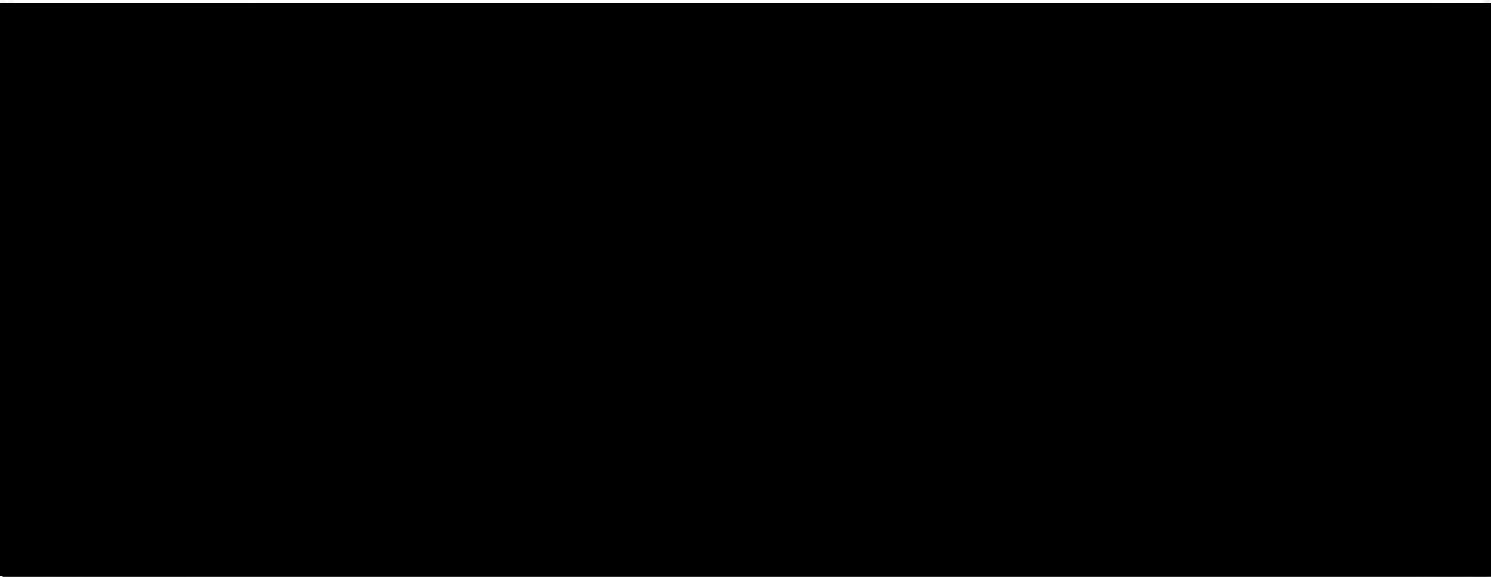
Thanks.

Regards,



Technology Helpdesk
Ext 82 2001

=====



From: [REDACTED] on behalf of [REDACTED] </O=AUSTRALIAN BROADCASTING CORP/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=[REDACTED]>
Sent: Tuesday, 30 June 2015 2:12 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: emails from [REDACTED]

Thanks [REDACTED]. Much appreciated.

[REDACTED]

Sent from my iPhone

On 30 Jun 2015, at 1:59 pm, [REDACTED] > wrote:

Not at all. I will get it done now and let you know.

From: [REDACTED]
Sent: Tuesday, 30 June 2015 1:58 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Re: emails from [REDACTED]

Is that a very big hassle?

Sent from my iPhone

On 30 Jun 2015, at 1:57 pm, [REDACTED] > wrote:

Hi [REDACTED]

As the audit period requested is November last year the only way to check for these emails would be to restore the email mailbox to DVD and provide it to you to manually go through the sent and received mail. Would you like me to get the email mailbox burnt to DVD for you?

Thanks

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 30 June 2015 12:42 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: emails from [REDACTED]

[REDACTED]

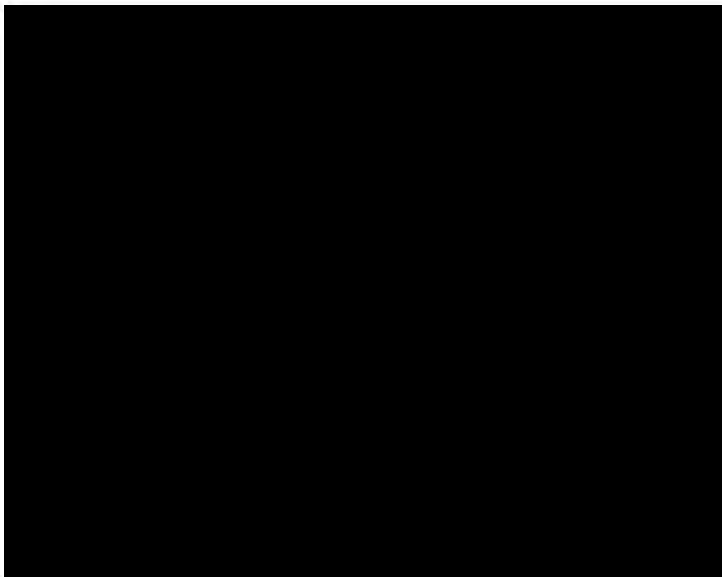
Can you please have a look at this and let [REDACTED] know the status

thanks

From: [REDACTED]
Sent: Tuesday, 30 June 2015 12:41 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: emails from [REDACTED]
Importance: High

Hi [REDACTED]

We need to check for some documentation associated with the recent round of redundancies occurring in News in SA and were wondering if you could do a search of [REDACTED] outgoing emails. [REDACTED] was [REDACTED] in SA and we'd like to check his emails from November 23, 2014 until the time his email account ceased (when he retired, not sure of the date but sometime this year). It would be good to know if [REDACTED] sent an email to anyone on the News Exec or anyone in ABC People any of these names referred to:

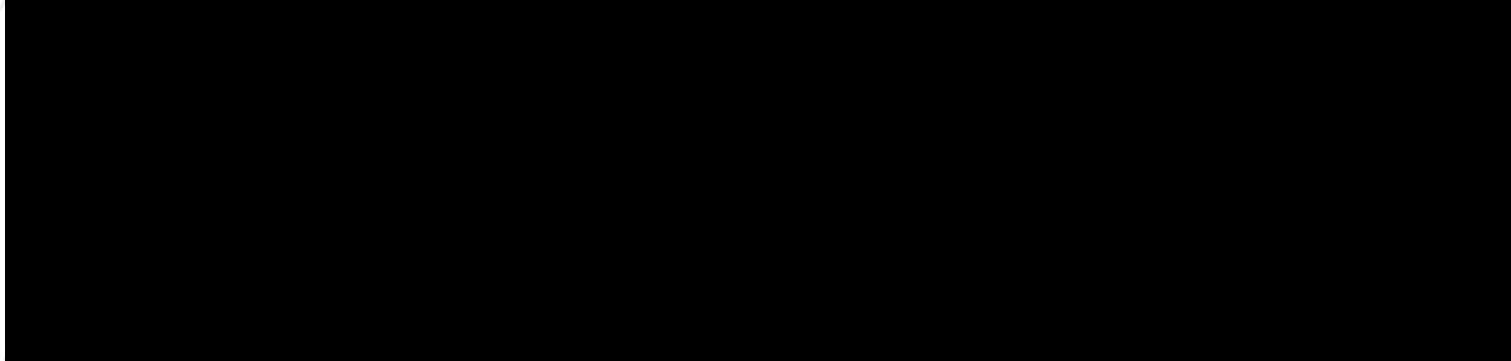


An easy way to search might be to search for the term 'skills assessment' if nothing else comes up.

Unfortunately we need this quite urgently and were hopeful you could organise asap.

Regards

[REDACTED]



From: [REDACTED] </O=AUSTRALIAN BROADCASTING CORP/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=[REDACTED]>
Sent: Thursday, 6 August 2015 2:01 PM
To: DG-ITS Helpdesk
Cc: [REDACTED]
Subject: Fwd: Access to former staff mailbox.

Hi Helpdesk,

I would like to gain access to a former employee, [REDACTED] mailbox.

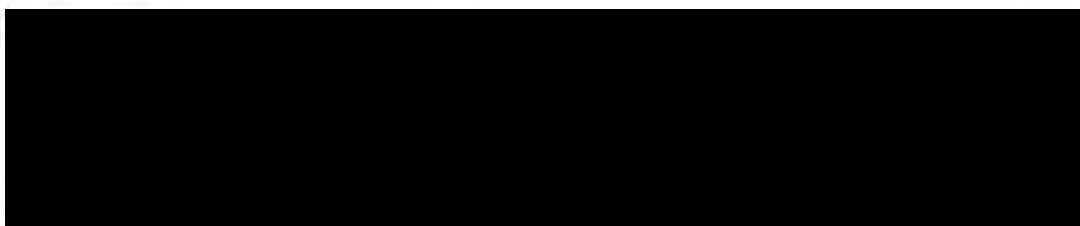
I have both line manager and directors approval copied below.

Thanks,
[REDACTED]

Begin forwarded message:

From: [REDACTED]
Subject: Re: Access to former staff mailbox.
Date: 6 August 2015 1:58:02 pm AEST
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

Approved



On 6 Aug 2015, at 1:46 pm, [REDACTED] wrote:

Hi [REDACTED]

Happy to endorse this, I will touch base with [REDACTED] to get her approval,
[REDACTED]

From: [REDACTED]
Sent: Thursday, 6 August 2015 1:45 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Access to former staff mailbox.

Hi [REDACTED]

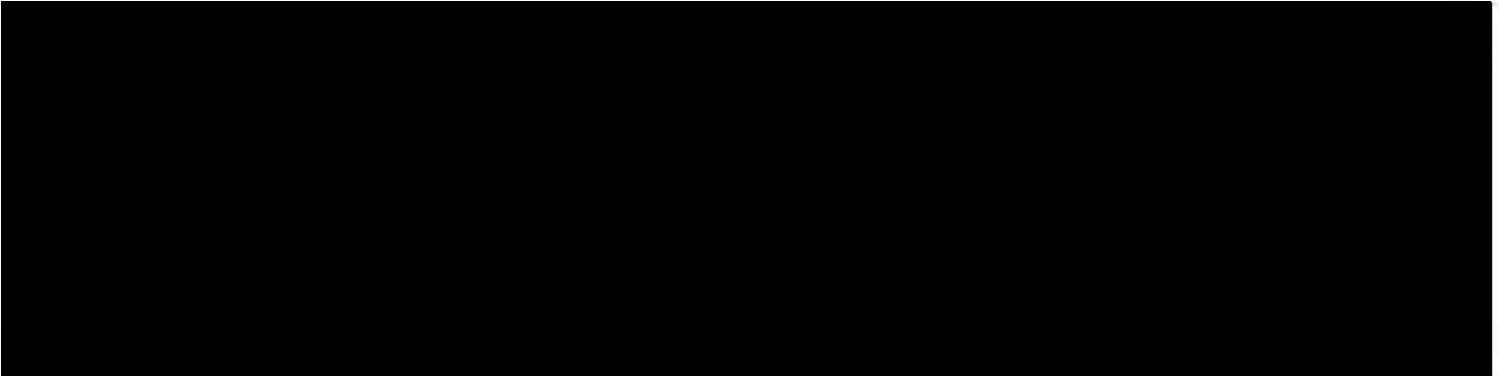
As discussed (with [REDACTED] and [REDACTED]), I'd like to get some temporary access to the [REDACTED] mailbox to retrieve:

- AWS account information
- NetRegistry domain registration information

This information will help us transfer the abclabs.net.au site to across to digital networks managed accounts to ensure they're managed, secured, renewed etc

Would you approve this temporary access please?

Thanks,
[REDACTED]



From: Technology Helpdesk on behalf of Technology Helpdesk </O=AUSTRALIAN BROADCASTING CORP/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=HELPDESK>
Sent: Monday, 10 August 2015 5:04 PM
To: [REDACTED]
Cc: DG-TA&D Security
Subject: RE: Access to email account

Hi [REDACTED]

I picked up this from your out of office message and forward this request to [REDACTED] already.

Thank you.

Regards

[REDACTED]
(Technology Helpdesk)

From: [REDACTED]
Sent: Monday, 10 August 2015 4:56 PM
To: Technology Helpdesk
Cc: DG-TA&D Security
Subject: Re: Access to email account

These now need to go to [REDACTED], who has taken over as Director of People.

Cheers,

[REDACTED]

Sent from my iPhone

On 10 Aug 2015, at 7:54 am, Technology Helpdesk <technology.helpdesk@abc.net.au> wrote:

Hi [REDACTED]

Could you please approve the below request.

Regards

[REDACTED]

(Technology Helpdesk)

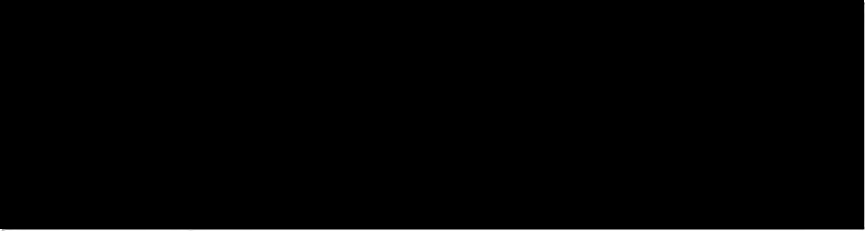
From: [REDACTED]
Sent: Monday, 10 August 2015 12:54 PM
To: [REDACTED] Technology Helpdesk
Cc: [REDACTED]
Subject: RE: Access to email account

Approved.

[REDACTED] has (in effect) taken over [REDACTED] duties and as part of that, we need access to her email files for on-going projects.

Regards,

[REDACTED]



From: [REDACTED]
Sent: Monday, 10 August 2015 12:20 PM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: Access to email account

Hello,

Would it be possible to get access to [REDACTED] email account?

[REDACTED] was made redundant earlier this year and we believe that her email account contains documents relating to the Anzac Day broadcast that are essential for planning next year's event.

Unfortunately these documents cannot be found anywhere else.

[REDACTED] is on leave this week so I have cc'd [REDACTED] to give approval in his absence.

Regards,



[REDACTED]

From: Service Manager Mailer
Sent: Monday, 6 June 2016 8:20 AM
To: [REDACTED]
Subject: IM00344260 - P4 - Assigned to Group - Access email of [REDACTED]

Ticket Details

Ticket no: IM00344260 - P4
Sub-Area: outlook - microsoft office
Assign. Group: security
Assignee:
Opened by: [REDACTED] 06/06/2016 07:53:40
Last updated: [REDACTED] 06/06/2016 08:18:45

Contact Details

Primary Contact: [REDACTED]
Location: [REDACTED]
Telephone: [REDACTED]
Current Phone: [REDACTED]

Affected Item

Affected CI:
Facility:

Title

Access email of [REDACTED]

Description

From: [REDACTED]
Sent: Sunday, 5 June 2016 8:00 PM
To: [REDACTED]
Cc: [REDACTED] Technology Helpdesk
Subject: RE: Extended Email, PC and Network Access of [REDACTED]

Hi [REDACTED]

I approve your request to have access to [REDACTED] emails and archived emails. Helpdesk will organize with you.

From: [REDACTED]
Sent: Thursday, June 02, 2016 3:57 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Extended Email, PC and Network Access of [REDACTED]

Hi [REDACTED]

Can you please let me know who I need to authorise this request from [REDACTED] to keep his emails open for 6 months after his exit today?

Kind regards,
[REDACTED]

From [REDACTED]
Sent: Wednesday, 1 June 2016 4:18 PM
To: [REDACTED]
Subject: Extended Email, PC and Network Access of [REDACTED]

Hi [REDACTED]

Thursday 2 June 2016 is my last day with the ABC. I authorise my email, PC and associated network access to be available to [REDACTED] for say six months after my exit.

Can you have [REDACTED] endorse my authority above and forward to Technology Helpdesk so you can access my stuff if needed please.

Regards
[REDACTED]

Journal Updates

06/06/2016 08:18:45 Australia/NSW ([REDACTED]):
Hi Guys,

[REDACTED] has given his approval for the access to be granted. Running this past you guys as well.

Also, would you like the mailbox to be kept, or to follow the usual account lifecycle and then they use the Enterprise Vault for 6 months?

=====

[REDACTED]

From: [REDACTED]
Sent: Thursday, 14 July 2016 2:46 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: IM00351676 - P4 - Opened - Access to [REDACTED] email account until 14 August 2016

[REDACTED] came and spoke to me about this and I advised it needs P&L approval.

Check out the original email, [REDACTED] has [REDACTED] credentials and emails them in clear text to the helpdesk. No-one mentions that this is not ok.

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

From: [REDACTED]
Sent: Thursday, 14 July 2016 2:31 PM
To: [REDACTED]
Subject: FW: IM00351676 - P4 - Opened - Access to [REDACTED] email account until 14 August 2016

Can you confirm if this request needs further approval.

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

From: Service Manager Mailer [mailto:SM_Mailer_Service@abc.net.au]
Sent: Thursday, 14 July 2016 1:05 PM
To: [REDACTED]
Subject: IM00351676 - P4 - Opened - Access to [REDACTED] email account until 14 August 2016

Ticket Details

Ticket no: IM00351676 - P4
Sub-Area: email archive
Assign. Group: messaging and collaboration
Assignee:
Opened by: [REDACTED] 14/07/2016 13:04:15
Last updated: [REDACTED] 14/07/2016 13:04:15

Contact Details

Primary Contact: [REDACTED]
Location: [REDACTED]
Telephone: [REDACTED]
Current Phone: [REDACTED]

Affected Item

Affected CI:
Facility:

Title
Access to [REDACTED] email account until 14 August 2016

Description

From: [REDACTED]
Sent: Thursday, 14 July 2016 11:52 AM
To: [REDACTED] Technology Helpdesk
Cc: [REDACTED]
Subject: RE: Urgent - User Account - [REDACTED]

Hi [REDACTED]

I approve your request to have access to [REDACTED] email account until 14 August 2016 for the purposes of following up on anything she was working on before her contract expired.

In order to get her account re-activated you should deal with Technology - I'm afraid I can't assist with this.

Kind regards

[REDACTED]

[REDACTED]

[REDACTED]

From: [REDACTED]
Sent: Thursday, 14 July 2016 11:49 AM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: RE: Urgent - User Account - [REDACTED]

Thank you [REDACTED], good morning [REDACTED]

Please can you advise how/when I will be able to access [REDACTED] account? Also, she will be coming back in a few weeks (date not confirmed yet), only for one week & I would need to get her account reactivated. Is this fairly simple to organise?

Apologies for all the question, I was only given this information after the account expired.

Thank you, [REDACTED]

From: Technology Helpdesk
Sent: Thursday, 14 July 2016 10:43 AM
To: [REDACTED]
Subject: RE: Urgent - User Account - [REDACTED]

Hi [REDACTED]

Her account is closed and stopped on the 8th July You may gain access to her mailbox if you require.

In order to have this done you will need to email [REDACTED] for approval

Kind Regards

[REDACTED]

From: [REDACTED]
Sent: Thursday, 14 July 2016 9:21 AM
To: Technology Helpdesk
Subject: Urgent - User Account - [REDACTED]
Importance: High

Good morning, my manager [REDACTED] has recently had [REDACTED] working with us on a short term contract [REDACTED] is due to come back to us in a few weeks & in the mean time I need to access her account to follow up on anything during this time.

[REDACTED] details are below:

Username: [REDACTED]

Password: [REDACTED]

I'm fairly new to the ABC and I'm wondering if her account has been closed down due to it only being a short term account when initially set up. Please can you advise how we can get this up and running so that I may use this as I need to be able to access this today if possible?

Please let me know if there is a form I need to complete or if you require authorisation from [REDACTED]?

Many thanks, [REDACTED]

Facebook

Twitter

YouTube

Instagram

<http://www.abc.net.au/tv/signature/2014/clear.gif>
<http://www.abc.net.au/tv/signature/2014/clear.gif>



[REDACTED]

From: Service Manager Mailer
Sent: Friday, 22 July 2016 9:55 AM
To: [REDACTED]
Subject: IM00353138 - P4 - Opened - Access to ex staff member's mailbox

Ticket Details

Ticket no: IM00353138 - P4
Sub-Area: outlook - microsoft office
Assign. Group: security
Assignee:
Opened by: [REDACTED] 22/07/2016 09:54:02
Last updated: [REDACTED] 22/07/2016 09:54:02

Contact Details

Primary Contact: [REDACTED]
Location: NSW/SYD ULT/B 10
Telephone: [REDACTED]
Current Phone:

Affected Item

Affected CI:
Facility:

Title

Access to ex staff member's mailbox

Description

Access to ex staff member's mailbox

From: [REDACTED]
Sent: Friday, 22 July 2016 8:33 AM
To: Technology Helpdesk
Cc: [REDACTED]
Subject: [REDACTED] - request for access to email vault

Good morning.

[REDACTED] retired at the end of last year. [REDACTED] managed business affairs functions on behalf of ABC Music,, reporting directly to me. I am endeavouring to locate copies of a number of signed contracts that [REDACTED] managed, that do not appear to have been stored in our share drive, as is the custom.

Is it possible to authorise me access to [REDACTED] email vault so that I can undertake a search for the missing contracts.

[REDACTED] Director Commercial is copied on this email for his endorsement of my request.

Thanks,

[REDACTED]

From: Technology Helpdesk
Sent: Tuesday, 23 August 2016 6:05 PM
To: DG-TA&D Security
Subject: FW: For access to emails please forward to [REDACTED] in ABC People - FW: [REDACTED] email...

Hi IT Security,

Passing this info your records.

Regards

[REDACTED]
(Technology Helpdesk)

From: [REDACTED]
Sent: Tuesday, 23 August 2016 12:21 PM
To: [REDACTED]
Cc: Technology Helpdesk
Subject: RE: For access to emails please forward to [REDACTED] in ABC People - FW: [REDACTED] email...

I've now copied in technology so they are aware that I have approved this request

From: [REDACTED]
Sent: Tuesday, 23 August 2016 12:21 PM
To: [REDACTED]
Subject: RE: For access to emails please forward to [REDACTED] in ABC People - FW: [REDACTED] email...

Hi [REDACTED]

Thanks for the further explanation about why you require access.

I approve your request for you to have access to [REDACTED] email account until it expires on 30 August 2016.

Regards

From: [REDACTED]
Sent: Tuesday, 23 August 2016 11:34 AM
To: [REDACTED]
Subject: RE: For access to emails please forward to [REDACTED] in ABC People - FW: [REDACTED] email...

Dear [REDACTED]

Thanks for your email.

What is required is full mailbox access to enable us to retrieve previously sent emails and check upon overseas replies, as well as putting on an out of office notification.

[REDACTED] account is also set to expiry on August 30, 2016 and hopefully we will be able to advise people of her replacement within our out of office notification.

Regards

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 23 August 2016 10:43 AM
To: Technology Helpdesk <technology.helpdesk@abc.net.au>; [REDACTED]
Cc: [REDACTED]
Subject: RE: For access to emails please forward to [REDACTED] in ABC People - FW: [REDACTED] email...

Hi [REDACTED]

I'm now responsible for considering these requests (not [REDACTED] any more).

I've read your request below.

It is only in limited circumstance that access to email is appropriate and warranted. It appears that an email notification attached to [REDACTED] email account will serve your purposes.

I'd suggest a message on the following lines:

Thanks for your email to the ABC.

[REDACTED] has left the ABC. Please direct your correspondence to [REDACTED]

[REDACTED]
Unit Manager
Audience & Digital
[insert phone]

If you finalise this draft message and reply all to Technology and copy me in, Technology will be able to attach this notification to [REDACTED] email account.

Please contact me if you wish to discuss.

Regards

From: [REDACTED]
Sent: Tuesday, 23 August 2016 10:09 AM
To: [REDACTED]
Cc: Technology Helpdesk; [REDACTED]
Subject: For access to emails please forward to [REDACTED] in ABC People - FW: [REDACTED] email...
Importance: High

These request emails now go to [REDACTED] ...

From: [REDACTED]
Sent: Tuesday, 23 August 2016 9:35 AM
To: [REDACTED]
Subject: FW: [REDACTED] email...
Importance: High

Dear [REDACTED]

Audience & Digital have had a contractor working for us for the last 6 weeks and she has now left the ABC earlier than expected and she has been organising [REDACTED] upcoming London trip and [REDACTED] would like access to your email.

IT have advised that I need your approval for us to have this access.

[REDACTED] – contractor from Hudson – her logon was (user [REDACTED]).

Appreciate if you could approve me request via return email.

Regards

[REDACTED]
Unit Manager
Audience & Digital

From: [REDACTED]
Sent: Monday, 22 August 2016 8:31 PM
To: [REDACTED]
Subject: [REDACTED] email...

....any way to forward it onto you or me? Conscious that people might be responding to her (esp London people) that we want to get across....

[REDACTED]

From: [REDACTED]
Sent: Thursday, 10 November 2016 7:20 PM
To: [REDACTED]
Subject: Re: IM00374506 - P4 - Updated - Access to employee's mailbox

ABC people can make the decision.

Get [Outlook for iOS](#)

From: [REDACTED]
Sent: Thursday, November 10, 2016 9:12:19 AM
To: DG-TA&D Security
Subject: FW: IM00374506 - P4 - Updated - Access to employee's mailbox

Can you confirm that the below statement is true, as I not sure who decides on security of users mailboxes.

=====

09/11/2016 10:25:42 Australia/NSW ([REDACTED]):
Assigned:

The agreed procedure in this scenario is for the Manager to CC the mailbox owner, which [REDACTED] has done in this instance, the procedure does not require the mailbox owner's ([REDACTED]) approval as that person is on leave, that has been sufficient to process the request in the past. We only revert to [REDACTED] for access to an EX-staff member's mailbox.

=====

09/11/2016 08:45:40 Australia/NSW ([REDACTED]):
This ticket need approval from either '[REDACTED]' or EC '[REDACTED]'. Please escalate back once approval has been given.

[REDACTED]

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

From: Service Manager Mailer [mailto:SM_Mailer_Service@abc.net.au]
Sent: Wednesday, 9 November 2016 6:06 PM
To: [REDACTED]
Subject: IM00374506 - P4 - Updated - Access to employee's mailbox

Ticket Details

Ticket no: IM00374506 - P4
Sub-Area: outlook - microsoft office
Assign. Group:messaging and collaboration
Assignee: [REDACTED]
Opened by: [REDACTED] 08/11/2016 21:02:05 Last updated: [REDACTED] 09/11/2016 18:04:38

Contact Details

Primary Contact: [REDACTED]
Location:
Telephone: [REDACTED]

Current Phone:

Affected Item

Affected CI:

Facility:

Title

Access to employee's mailbox

Description

From: [REDACTED]
Sent: Tuesday, 8 November 2016 2:31 PM
To: Technology Helpdesk <technology.helpdesk@abc.net.au>
Cc: [REDACTED]
Subject: Access to employee email account.

Dear Technology helpdesk,

[REDACTED] is backfilling [REDACTED] in the role of Manager Production Pool Southern region. In order for [REDACTED] to ensure she has full access to all the information, both current and historical, [REDACTED] requires access to [REDACTED] ABC email account.

Please let us know how this can best be achieved as quickly as possible.

Thanks,

[REDACTED]

[REDACTED]

Journal Updates

09/11/2016 18:04:38 Australia/NSW ([REDACTED]):
Attached email approval and re-assigning to the Messaging Support group.

09/11/2016 18:01:59 Australia/NSW ([REDACTED]):
[REDACTED] approval email (See copy of email attached).

From: [REDACTED]
Sent: Wednesday, 9 November 2016 1:41 PM
To: Technology Helpdesk <technology.helpdesk@abc.net.au>
Cc: [REDACTED]
Subject: RE: Access to [REDACTED] mailbox

Hello IT,

Please take this email as approval for [REDACTED] to have access to my mailbox.

Cheers

09/11/2016 10:25:42 Australia/NSW ([REDACTED]):
Assigned:

The agreed procedure in this scenario is for the Manager to CC the mailbox owner, which [REDACTED] has done in this instance, the procedure does not require the mailbox owner's ([REDACTED]) approval as that person is on leave, that has been sufficient to process the request in the past. We only revert to [REDACTED] for access to an EX-staff member's mailbox.

09/11/2016 08:45:40 Australia/NSW ([REDACTED]):

This ticket need approval from either "[REDACTED]" or EC "[REDACTED]". Please escalate back once approval has been given.

[REDACTED]

From: [REDACTED]
Sent: Friday, 2 December 2016 2:55 PM
To: [REDACTED]
Subject: FW: Urgent request for email access

Got one for you. I'll call you.

From: [REDACTED]
Date: Friday, 2 December 2016 at 2:52 pm
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

Subject: RE: Urgent request for email access

Hi [REDACTED]

Please proceed ASAP with this – very much appreciate your help

Regards
[REDACTED]

From: [REDACTED]
Sent: Friday, 2 December 2016 2:49 PM
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

Subject: Re: Urgent request for email access

Has this been actioned? If not I can have it done now.

From: [REDACTED]
Date: Friday, 2 December 2016 at 1:20 pm
To: [REDACTED]
Cc: [REDACTED]
[REDACTED]

Subject: RE: Urgent request for email access

Hi [REDACTED]

I have discussed and confirmed this with the COO.

Given both my endorsement and COO approval, please work with [REDACTED] to complete this request.

Regards

[REDACTED]

From: [REDACTED]
Sent: Friday, 2 December 2016 1:02 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Urgent request for email access

Hi [REDACTED]

As discussed, Television are seeking urgent access to the mailbox of [REDACTED] ([REDACTED])

It is possible that a high-priority email from the BBC's content delivery supplier (Deluxe) has been sent to [REDACTED] this week, while [REDACTED] is on pre-approved leave.

No one else in TV has his credentials of course.

Subject to your approval and that of the COO, I am requesting that Technology access the mailbox and look for an email from this address:

[REDACTED]

With the subject title resembling: **Received package: 1502335_Project_Lyceum_Class_EP08_ABCAU**

Should the email be recovered it needs to be forwarded to me ASAP possible please.

Please advise if and when Technology can action this request.

Regards,

[REDACTED]