



CONTRA COSTA COUNTY
DEPARTMENT OF INFORMATION TECHNOLOGY

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TO: County All Staff
FROM: Marc Shorr, Chief Information Officer *ms*
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DATE: September 14, 2021
SUBJECT: **URGENT - Disclosed Vulnerabilities in Apple Products**

The Department of Information Technology (DoIT) is instructing all County staff to immediately follow recommendations to address the vulnerabilities in Apple products. These vulnerabilities could allow attackers to gain access of your device without notice of compromise (i.e., clicking any links or responding.)

Remediation:

Update iMacs, MacBook, iPhones, Mac Minis, iPads, and Apple Watches to the most currently available patch release. DoIT advises County Staff to also take precaution and update personal Apple devices as well.

Departments managed by DoIT's mobile device management system will expect automated updates for their devices as listed below:

- **Apple Mobile iOS and iPadOS:** Starting 9/13/2021 11:00pm
- **Apple Desktop OSX:** Starting 9/14/2021 5:00pm

User impacts:

- Users will want to process updates to any Apple devices.
- Users may be prompted to select a time for patches to be installed.
- Devices may require a reboot.

In addition to these updates, all County users are advised:

- Do not download, accept, or execute files from untrusted and unknown sources.
- Do not visit untrusted websites or follow links provided by untrusted or unknown sources.
- Do not engage with text messages from unknown senders.

If you would like assistance, please contact DoIT help desk at 925-313-1250.

We apologize for any inconvenience this may cause, and we thank you for your understanding. For any additional questions, please reach out to your DoIT support staff or your IT support team.

Thank you for your cooperation.

Office of the CIO