

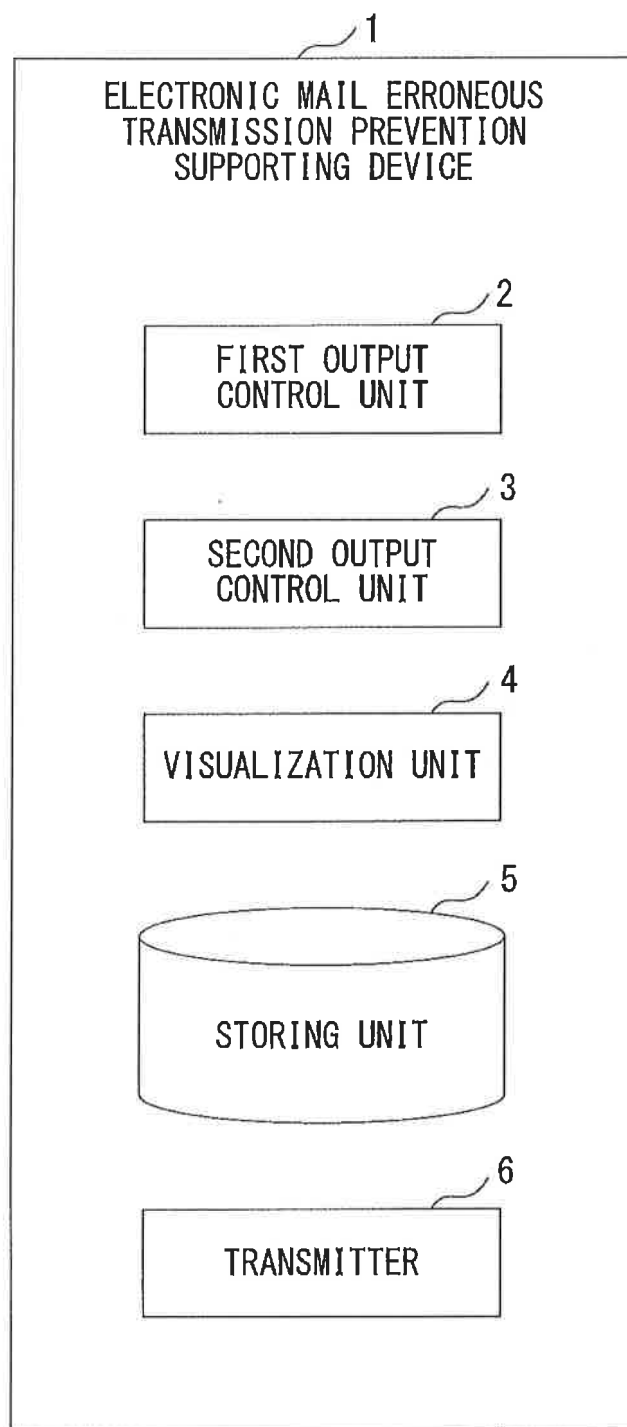
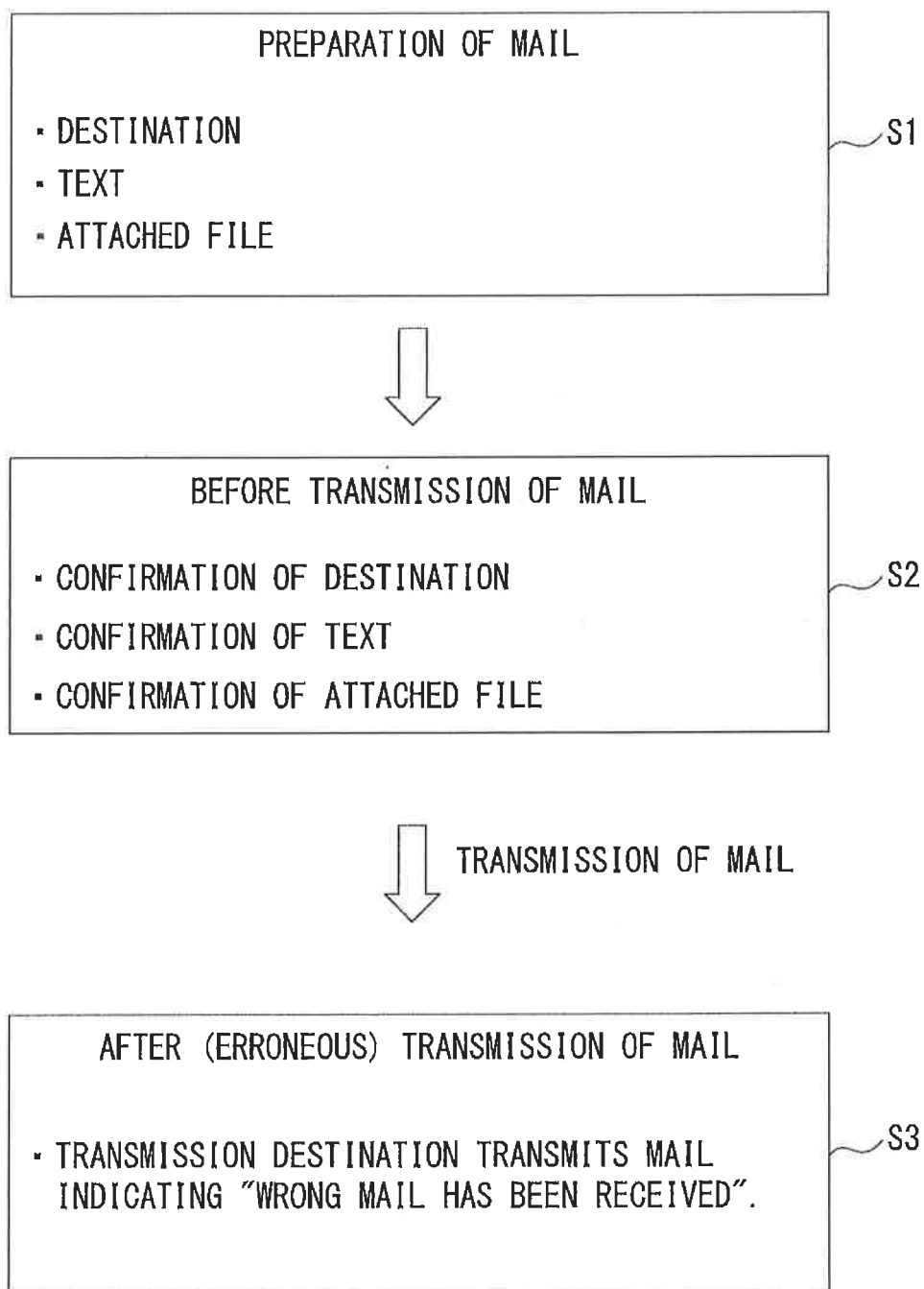


FIG. 1



F I G. 2

11

12 To: sannakusannkaku@marumaru.co.jp

Cc:

13 SUBJECT ESTIMATE ANSWER (TO OO INC.)

14 ATTACHMENT estimate_OOInc.zip

15

OO INC. MR. ΔΔ

DEAR MR. ΔΔ:

PLEASE SEE THE ATTACHED ESTIMATE IN RESPONSE TO YOUR REQUEST
OF THE OTHER DAY.

× × INC. SALES DEPARTMENT
MYOUJI NAMAE
Mail:myoujinamae@batsubatsu.co.jp
TEL:VVVVVVVVVV

16 TRANSMIT

FIG. 3

21

TRANSMISSION CONFIRMATION	
22 SENDER	: myoujinamae@batsubatsu.co.jp
23 SUBJECT	: ESTIMATE ANSWER (TO ■ Inc.)
24 INTERNAL ADDRESS	
25 EXTERNAL ADDRESS	sannakusannkaku@shikakushikaku.co.jp
26 ATTACHED FILE	estimate_■ Inc.pdf
27 TRANSMIT CANCEL 28	

SCREEN TO CHECK MAIL TO BE TRANSMITTED IS DISPLAYED, BUT INFORMATION DIFFERENT FROM INFORMATION ON TRANSMISSION SCREEN IS DISPLAYED (PSEUDO INCIDENT IS GENERATED).

FIG. 4

21

TRANSMISSION CONFIRMATION	
SENDER	: myoujinamae@batsubatsu.co.jp
SUBJECT	: ESTIMATE ANSWER (TO ■■ INC.)
INTERNAL ADDRESS	
PLEASE CONFIRM CAREFULLY. ARE YOU SURE YOU WANT TO TRANSMIT THIS MAIL? TRANSMIT CANCEL	
EXTERNAL ADDRESS	sann
ATTACHED FILE	
estimate_■■ Inc.pdf	
TRANSMIT CANCEL	

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32
33
34

FIG. 5

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36

To: sannkacusannkaku@marumaru.co.jp

Cc:

SUBJECT ESTIMATE ANSWER (TO OO INC.)

ATTACHMENT estimate_OOInc.zip

THE PREVIOUSLY DISPLAYED TRANSMISSION CONFIRMATION SCREEN IS A SCREEN FOR "TRAINING".

A TRANSMISSION DESTINATION, A SUBJECT, AND AN ATTACHED FILE HAVE BEEN INTENTIONALLY CHANGED TO WRONG ONES, BUT YOU "TRANSMITTED" A MAIL.

PLEASE CAREFULLY CONFIRM A TRANSMISSION CONFIRMATION SCREEN IN THE FUTURE.

OK

TEL.VVVVVVVVVVV

TRANSMIT

FIG. 6

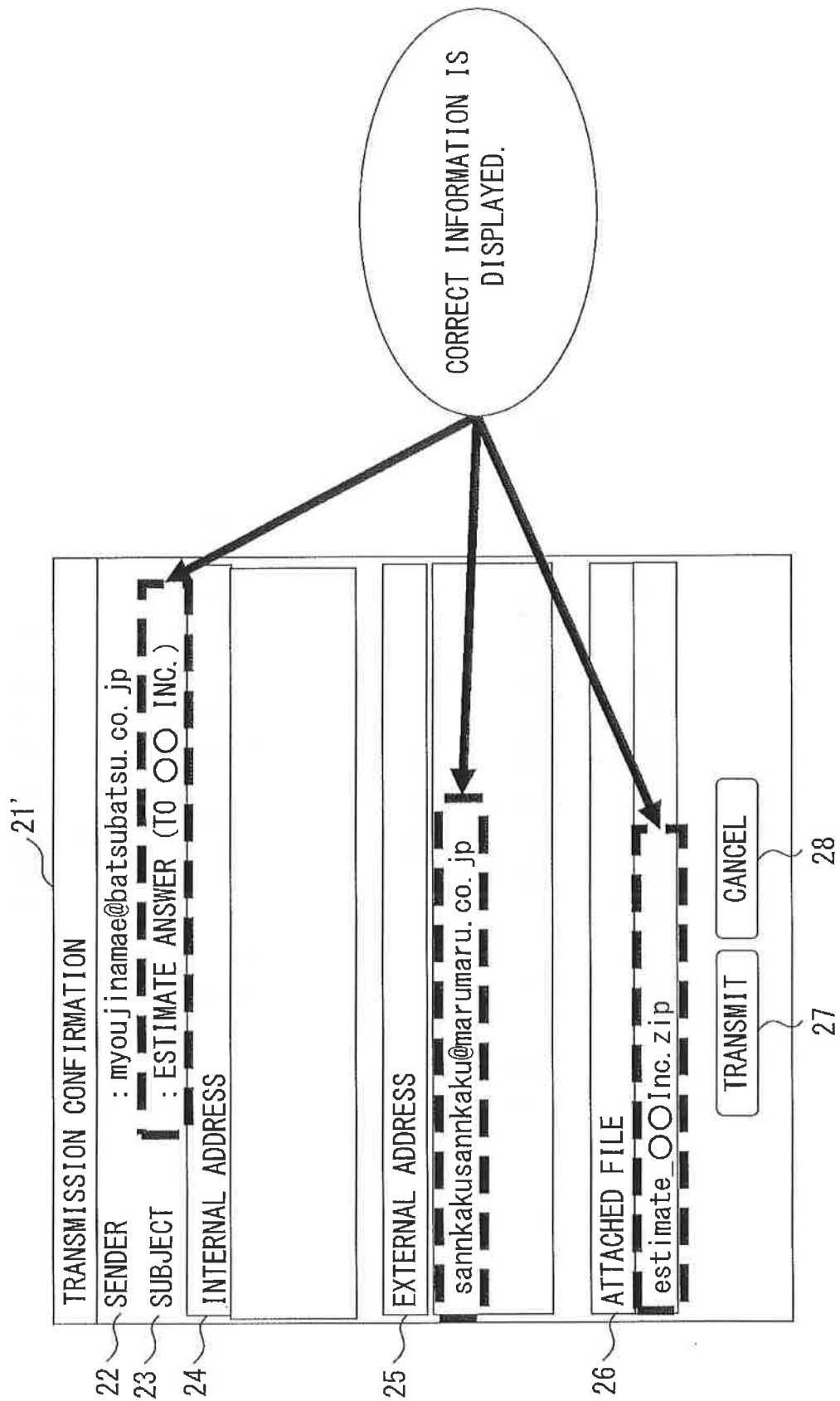


FIG. 7

41

To:	myoujinamae@batsubatsu.co.jp
Cc:	
SUBJECT	Re:ESTIMATE ANSWER (TO ■■ INC.)

■■ INC. SALES DEPARTMENT
MR. MYOUJI NAMAЕ

DEAR MR. MYOUJI NAMAЕ:

WE RECEIVED A MAIL FOR WHICH A SUBJECT IS "ESTIMATE ANSWER", BUT WE HAVE NOT REQUESTED AN ESTIMATE. DID YOU SEND THE MAIL IN ERROR?

■■ INC.
△△

Mail : sannakusannkaku@shikakushikaku.co.jp

42

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FIG. 8

11

To:

sannkakusannkaku@marumaru.co.jp

Cc:

SUBJECT

ESTIMATE ANSWER (TO OO INC.)

ATTACHMENT

estimate_OOInc.zip

51

YOU NOTICED WELL.

THE "DESTINATION", "SUBJECT", AND "ATTACHED FILE" HAVE BEEN INTENTIONALLY CHANGED TO WRONG ONES ON THE PREVIOUS TRANSMISSION CONFIRMATION SCREEN.

YOU PASSED ERRONEOUS TRANSMISSION TRAINING.

OK

52

TEL:VVVVVVVVVV

TRANSMIT

FIG. 9

YOUR LEVEL OF COUNTERMEASURE AGAINST
MAIL ERRONEOUS TRANSMISSION

LEVEL

LOW

INTERMEDIATE

HIGH

ADVICE

YOU NEGLECTED CONFIRMATION OF "DESTINATION" AND
"ATTACHED FILE" IN PREVIOUS TRAINING.
PLEASE BE CAREFUL IN THE FUTURE.

OK

FIG. 10

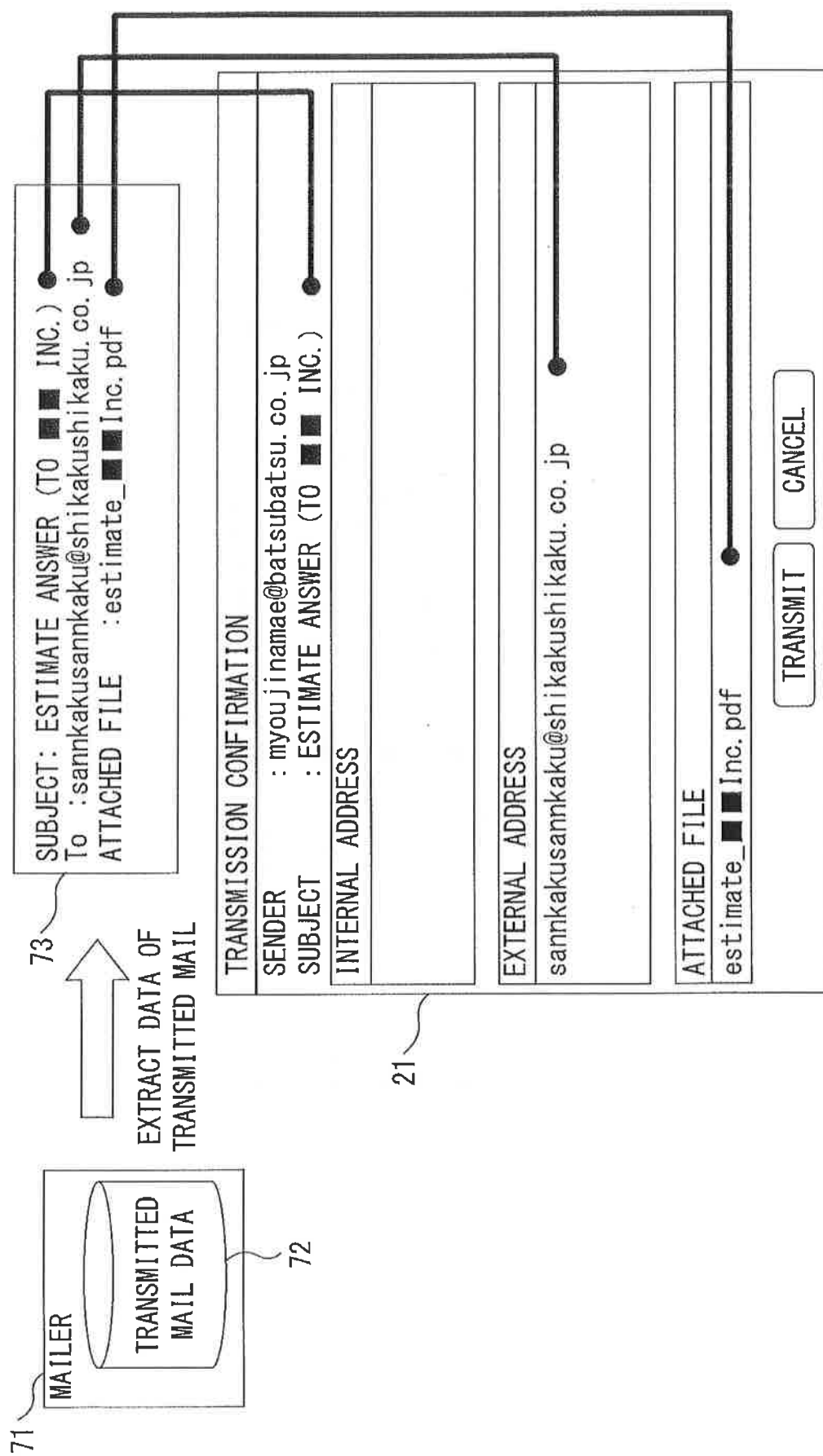


FIG. 11

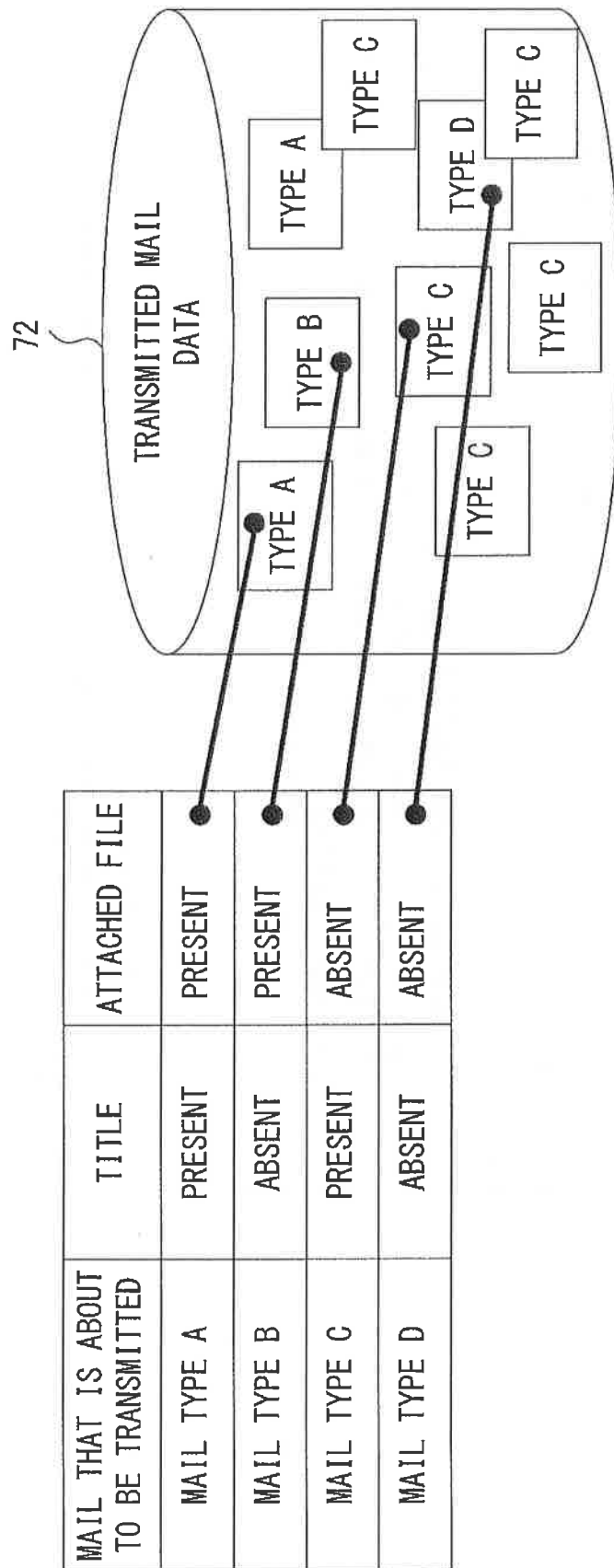


FIG. 12

MISREPRESENTATION ITEM	EXAMPLE
SUBJECT MISREPRESENTATION	CHANGE SUBJECT TO SUBJECT INCLUDING TYPOS OR OMISSIONS
	CHANGE SUBJECT TO SUBJECT OF MAIL THAT HAS BEEN PREVIOUSLY TRANSMITTED
DESTINATION MISREPRESENTATION	ADD MECHANICALLY GENERATED DESTINATION
	DELETE SET DESTINATION
ATTACHED FILE NAME MISREPRESENTATION	CHANGE DESTINATION TO DESTINATION OF MAIL THAT HAS BEEN PREVIOUSLY TRANSMITTED
	CHANGE ATTACHED FILE NAME TO FILE NAME MECHANICALLY GENERATED
ATTACHED FILE EXTENSION MISREPRESENTATION	CHANGE ATTACHED FILE NAME TO NAME OF FILE THAT HAS BEEN PREVIOUSLY TRANSMITTED
	EX. : WHEN PDF FILE IS ATTACHED, CHANGE ICON TO ICON OF MS WORD, AND CHANGE EXTENSION TO xls
	EX. : WHEN PDF FILE IS ATTACHED, CHANGE ICON TO ICON OF xls, AND CHANGE EXTENSION TO xls

FIG. 13A

LEVEL	NUMBER OF MISREPRESENTATIONS ON TRANSMISSION CONFIRMATION SCREEN	DETERMINATION CRITERIA
LOW INTERMEDIATE	MISREPRESENT THREE ITEMS, "SUBJECT", "DESTINATION", AND "ATTACHED FILE"	CRITERIA ARE SATISFIED IF AT LEAST ONE MISREPRESENTATION IS NOTICED.
	MISREPRESENT TWO ITEMS OF "SUBJECT", "DESTINATION", AND "ATTACHED FILE"	
HIGH	MISREPRESENT ONE ITEM OF "SUBJECT", "DESTINATION", AND "ATTACHED FILE"	

FIG. 13B

FIG. 1 4 A

LEVEL	NUMBER OF MISREPRESENTATIONS ON TRANSMISSION CONFIRMATION SCREEN	DETERMINATION CRITERIA
LOW	MISREPRESENT THREE ITEMS, "SUBJECT", "DESTINATION", AND "ATTACHED FILE"	CRITERIA ARE SATISFIED IF AT LEAST ONE MISREPRESENTATION IS NOTICED.

FIG. 1 4 B

ITEM	MISREPRESENTATION METHOD
SUBJECT MISREPRESENTATION	(*1) CHANGE SUBJECT TO SUBJECT OF MAIL THAT HAS BEEN PREVIOUSLY TRANSMITTED
DESTINATION MISREPRESENTATION	(*2) CHANGE DESTINATION TO DESTINATION OF MAIL THAT HAS BEEN PREVIOUSLY TRANSMITTED
ATTACHED FILE NAME MISREPRESENTATION	(*3) CHANGE ATTACHED FILE NAME TO NAME OF FILE THAT HAS BEEN PREVIOUSLY TRANSMITTED

TRANSMITTED MAIL		MAIL THAT IS ABOUT TO BE TRANSMITTED		TRANSMISSION CONFIRMATION SCREEN	
To :	sannkacusannkaku@shikakushikaku.co.jp	To :	sannkacusannkaku@marumaru.co.jp	SENDER:	myoujinamae@batsubatsu.co.jp
Cc :		Cc :		SUBJECT:	ESTIMATE ANSWER (TO ■■ INC.)
SUBJECT :	ESTIMATE ANSWER (To ■■ INC.)	SUBJECT :	ESTIMATE ANSWER (TO ○○ INC.)	INTERNAL ADDRESS	
ATTACHMENT :	estimate_■■ Inc.pdf	ATTACHMENT :	estimate_○○ Inc.zip	EXTERNAL ADDRESS	sannkacusannkaku@shikakushikaku.co.jp
■■ INC. MR. △△ DEAR MR. △△ THANK YOU FOR A MEETING THE OTHER DAY. WE HAVE PREPARED AN ESTIMATE. PLEASE SEE THE ATTACHED ESTIMATE. — x x INC. SALES DEPARTMENT MYOUJI NAMAIE Mail:myoujinamae@batsubatsu.co.jp TEL:VVVVVVVVVV TRANSMIT		○○ INC. MR. △△ DEAR MR. △△ PLEASE SEE THE ATTACHED ESTIMATE IN RESPONSE TO YOUR REQUEST OF THE OTHER DAY. — x x INC. SALES DEPARTMENT MYOUJI NAMAIE Mail:myoujinamae@batsubatsu.co.jp TEL:VVVVVVVVVV TRANSMIT		estimate_■■ Inc.pdf estimate_■■ Inc.pdf TRANSMIT CANCEL	

FIG. 14C

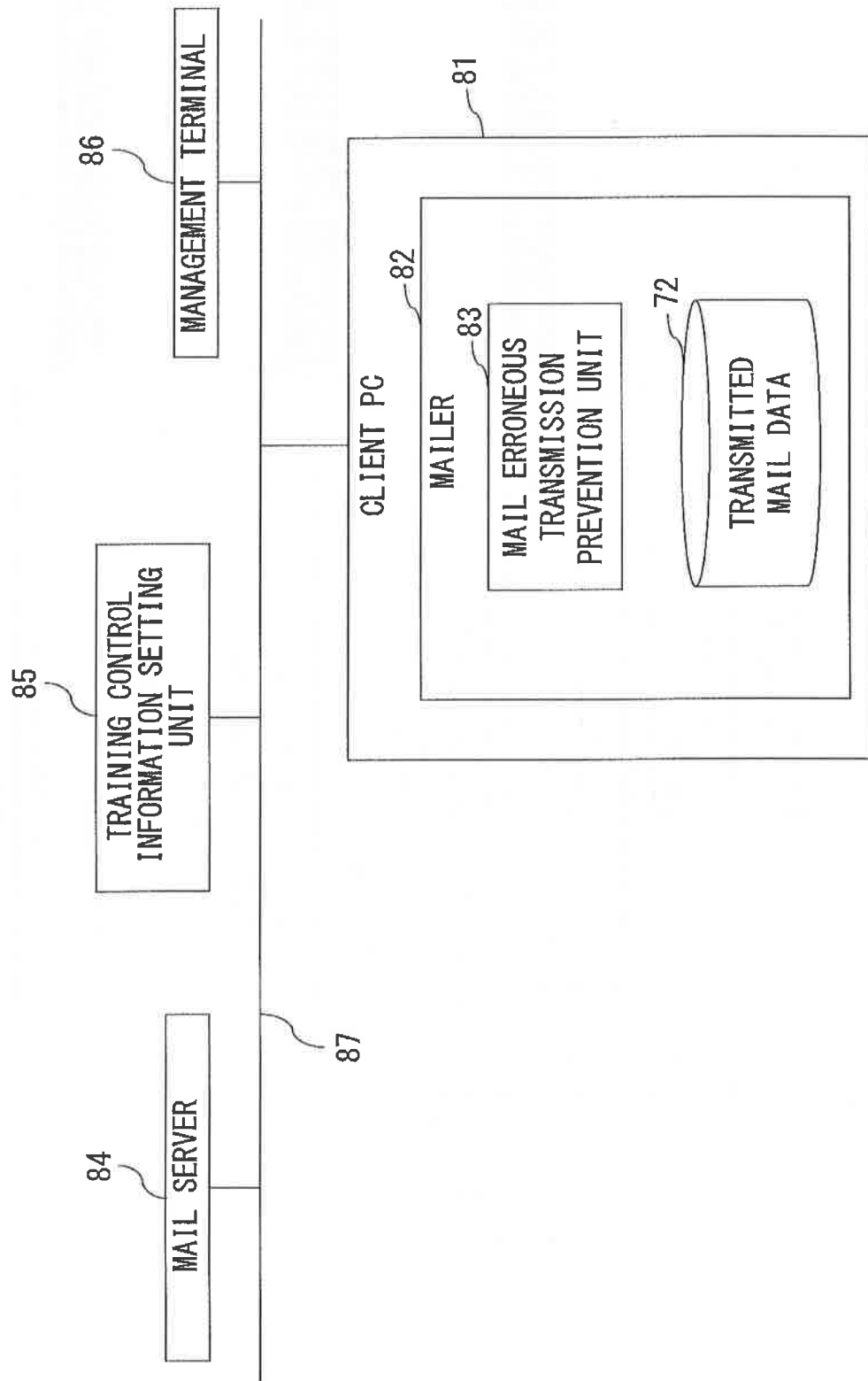


FIG. 15

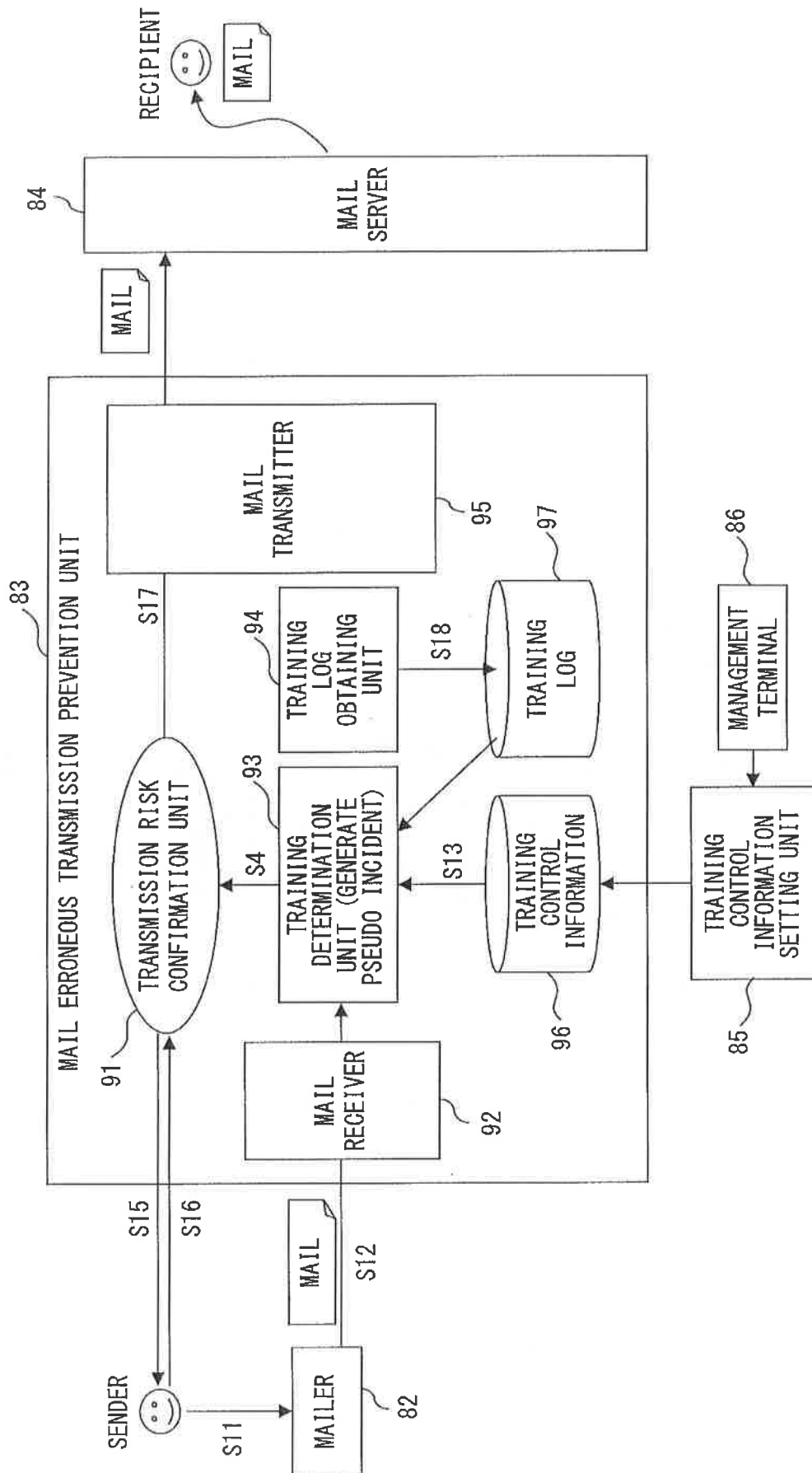


FIG. 16

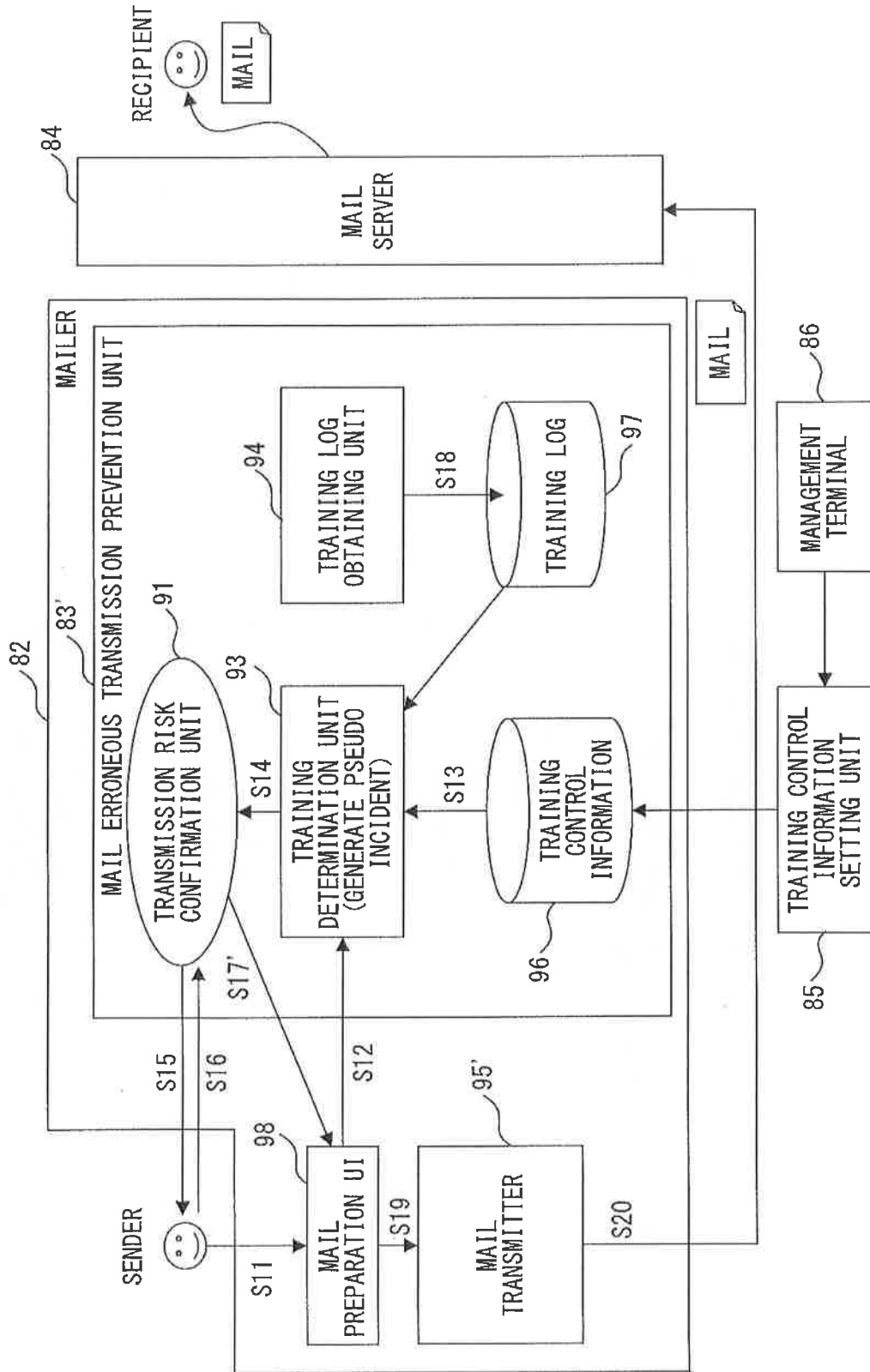


FIG. 17

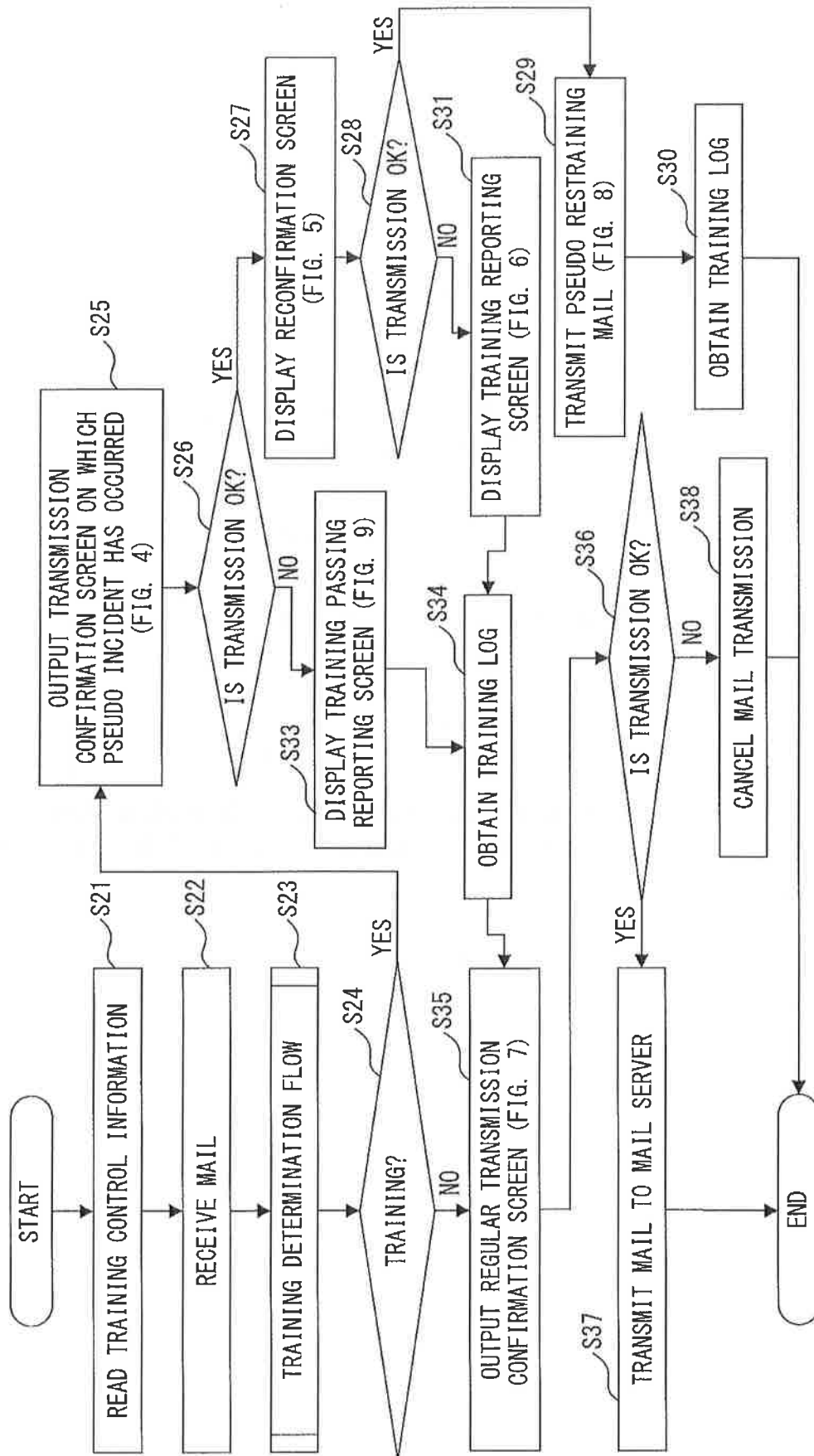


FIG. 18

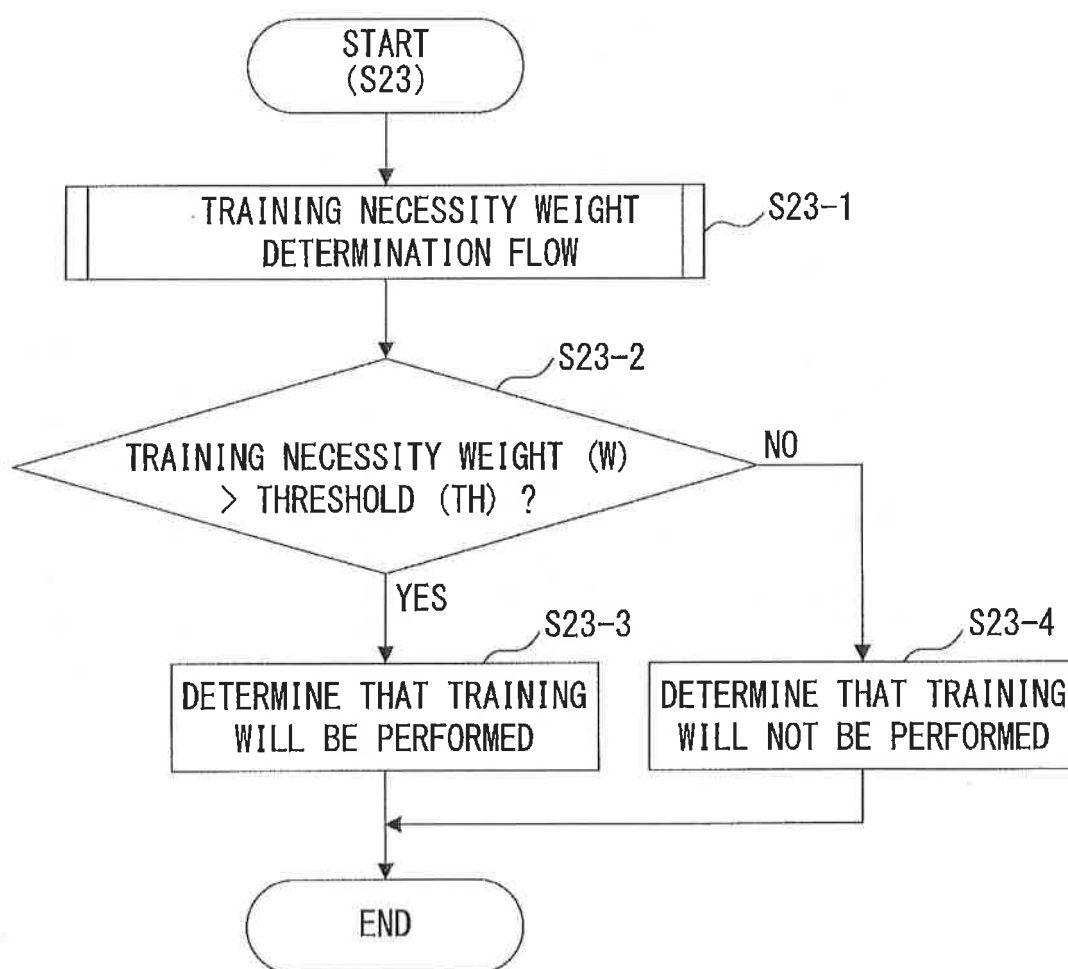


FIG. 19

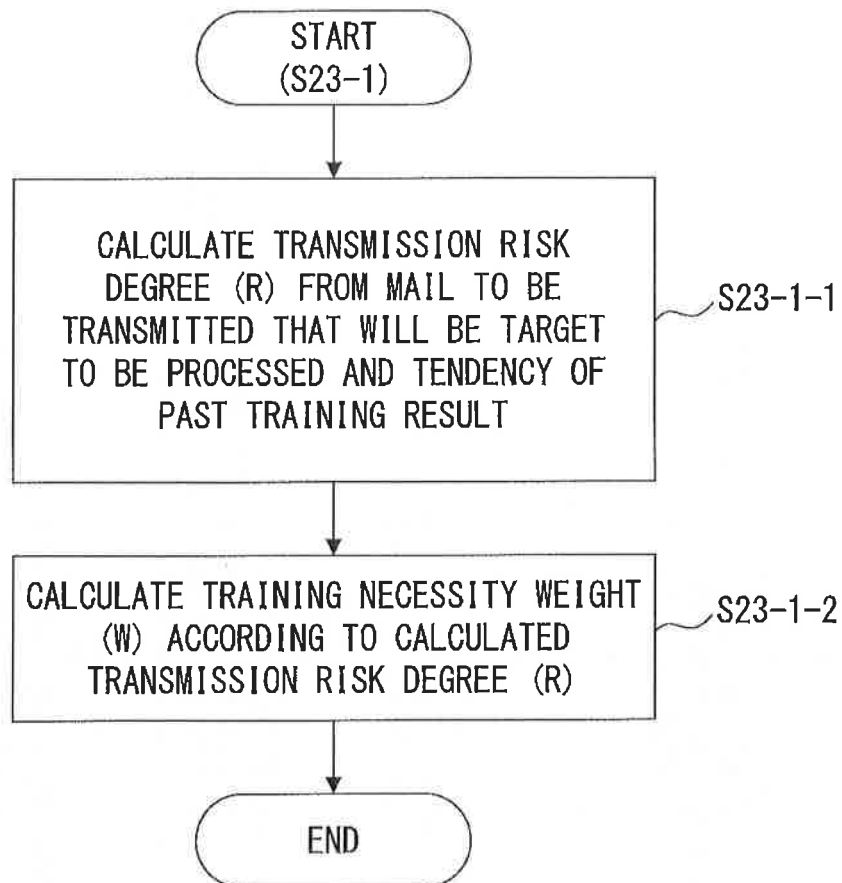


FIG. 20

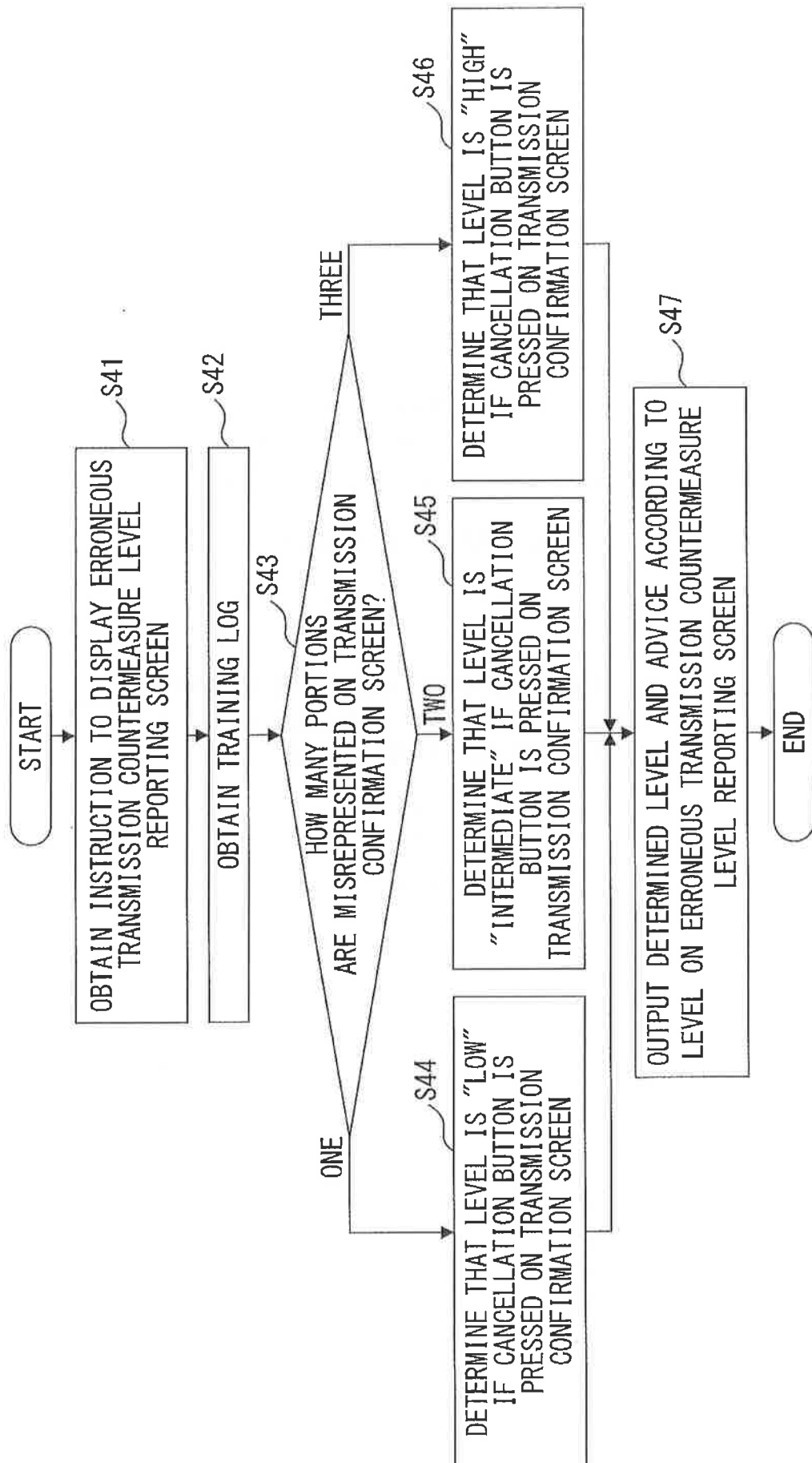


FIG. 21

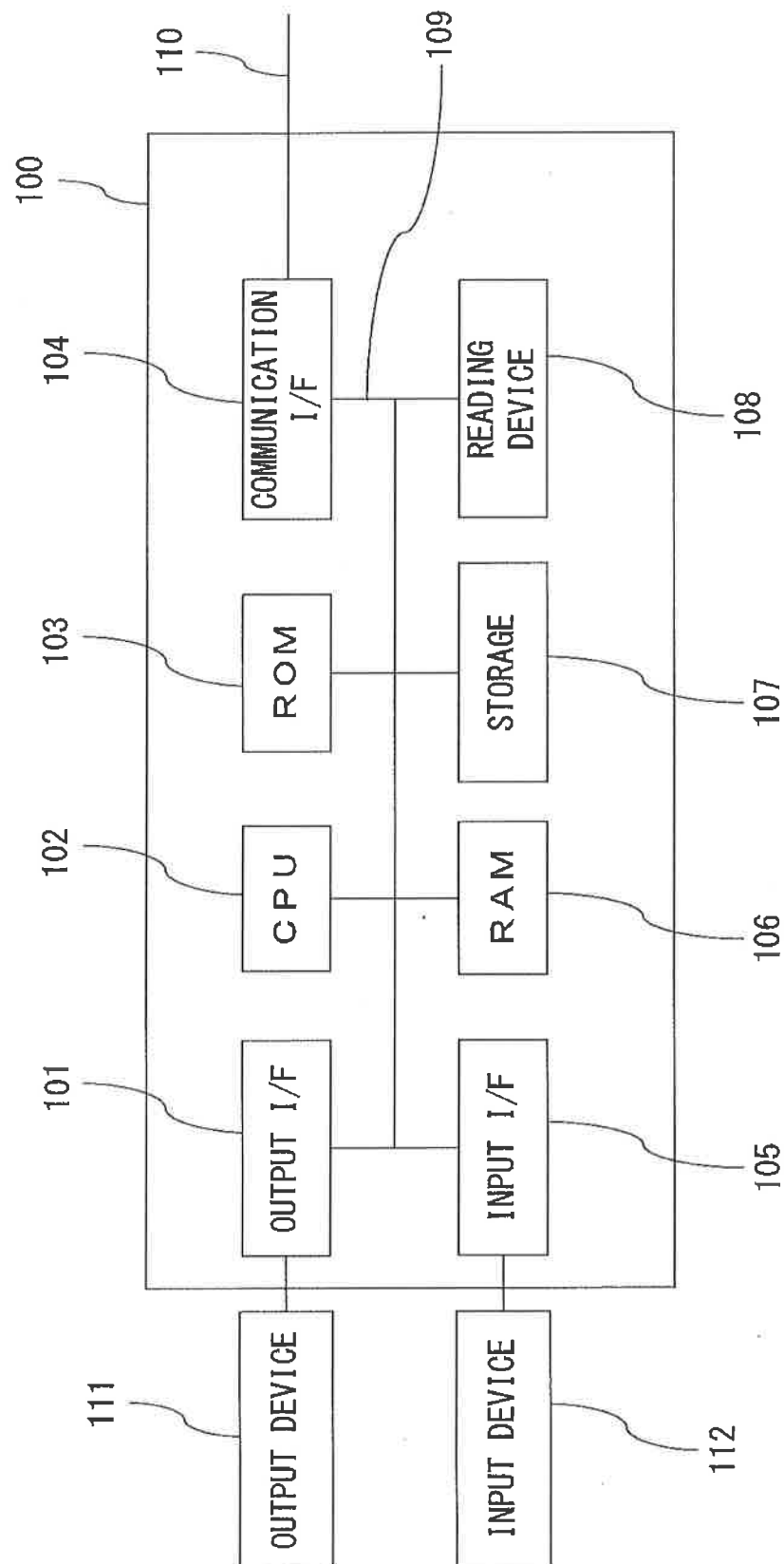


FIG. 22