

CHECKLIST · SCAMS & SECURITY

New NetScaler SAML issue affects Australian organisations: ask your IT provider to check

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- ☐ **Ask your IT provider today.** Find out whether services supporting your business use the NetScaler configuration described in Citrix's new SAML guidance.
 - ☐ **Request a separate assessment.** Have the provider distinguish this issue from the vulnerabilities covered by the earlier bulletin.
 - ☐ **Confirm monitoring and escalation.** Ask who is checking for unusual activity and who will contact Citrix support and ACSC if impact is suspected.
 - ☐ **Assign the update follow-through.** Get a named provider contact to track the new bulletin and arrange any applicable upgrade when released.
 - ☐ **Keep the result in writing.** Record the assessment, any proposed service interruption and the provider's next update.
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