





When the Unthinkable Happens: Responding to a Cyber-Security Incident

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The Incident Itself - What Happened?

- Cyber-criminal sent an email with a link that was opened by an unsuspecting staff member (not someone with administrative access).
- An emotet trickbot virus infected our network.
- The attackers' purpose was to steal credentials and complete fraudulent activities for monetary gain.

The Impact -

What Did We Experience?

We needed to shut down virtually every system, thereby impacting all schools, departments, and stakeholders in some way or another. This required us to function with very limited technology.

Areas impacted included:

- Student Management
- Personnel
- Payroll
- Purchasing/Bill payments
- Registration
- CST
- Transportation
- Food Services
- Facilities
- Child Care/Community Education/Consortium
- Observations and Professional Development
- Government Systems/Submissions/Requirements
- Email
- Instructional (staff and student programs)


*Note that the timing of the incident changes the impact.

How Did This Affect Us?

- Time, Time, and More Time
- Extensive Documentation
- Consultation with Attorneys, Insurance Carriers, and Public Relations experts
- Work with a Forensic Consulting Company
- Communication with the Board of Education, Staff, Parents/Guardians, Vendors, the DOE at the County and State levels, as well as other Government agencies, and the Media
- Restoration of our Network and all Systems
 - This Required Modifications Regarding How We Operate


Our Ongoing Response - What Did We Learn?

- The Changes Needed to our Technological Configuration, Monitoring, Auditing, and Drilling
- The Necessity of Expanding and Enhancing Staff Awareness and Training
- The Importance of Developing a Cyber-Security Response Plan
- The Helpfulness of Consulting with Specialized and In-House Attorneys
- The Appreciation for JIF Insurance as they were Extremely Valuable Financially and Resourcefully
- The Value of Communication and Collaboration Including the Relationships Your District has with its Stakeholders



Consider the resources you
have expended for school
safety and security...

Now ask yourselves, has the
same attention been given
to cyber-security?



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