Click2Gov Data Breach Update and Cybersecurity Priorities for 2019

January 28, 2019

SAINT JOHN

Indication of Breach

Who (impacted):
Potential 6,000 customers in SJ
47 Municipalities including SJ

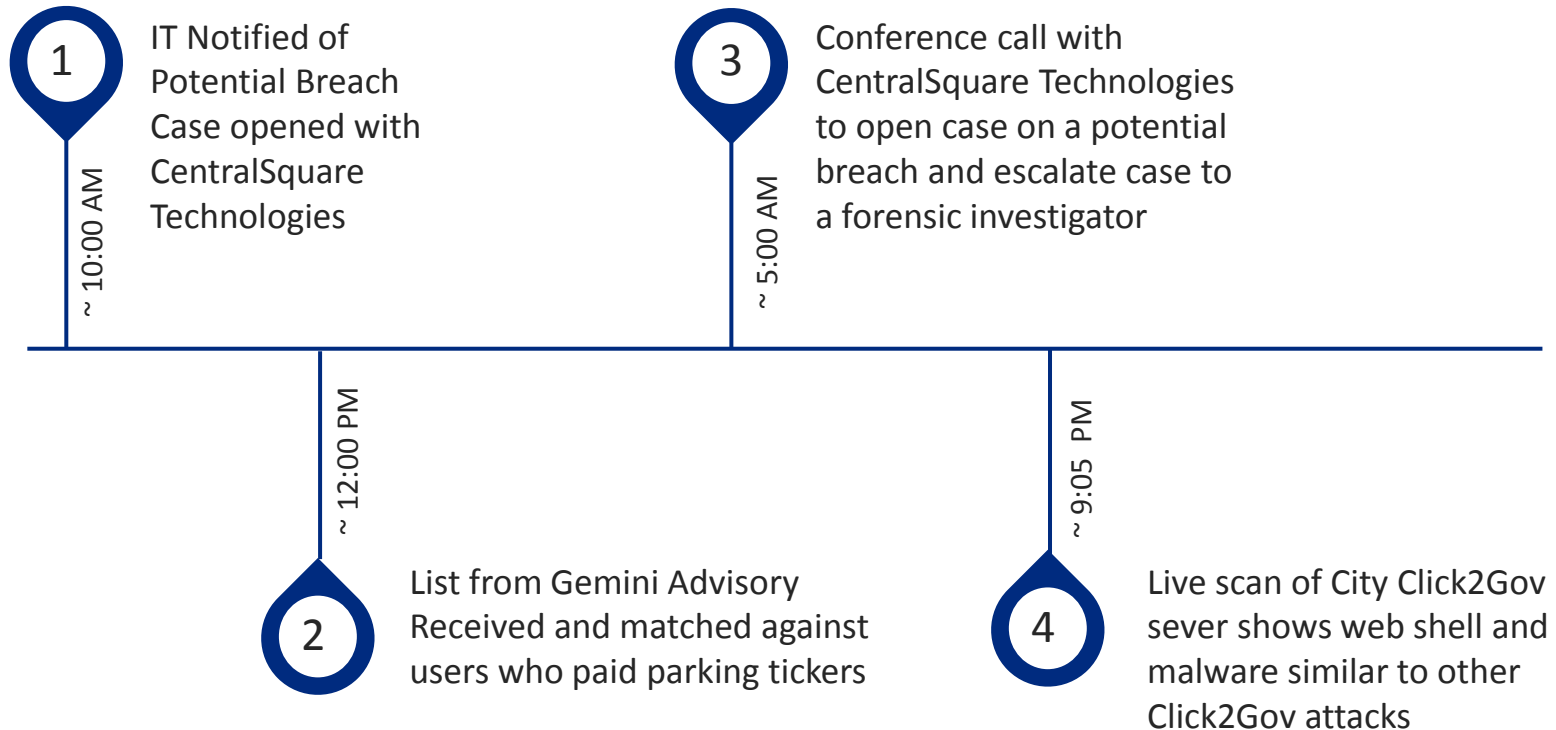**What (happened):**
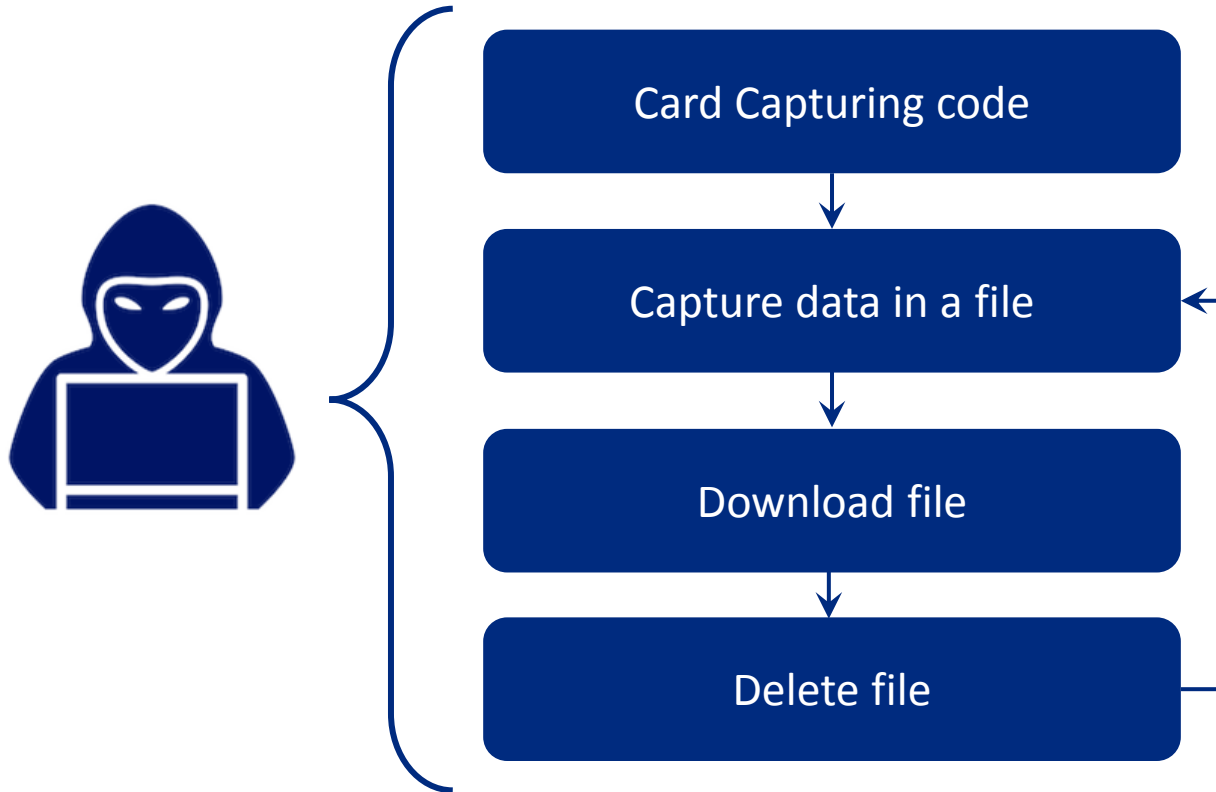Potential breach of Click2Gov

When (made known):
December 21, 2018

Timeline to Validate Breach

1 — ~ 10:00 AM

IT Notified of Potential Breach Case opened with CentralSquare Technologies

2 — ~ 12:00 PM

List from Gemini Advisory Received and matched against users who paid parking tickers

3 — ~ 5:00 AM

Conference call with CentralSquare Technologies to open case on a potential breach and escalate case to a forensic investigator

4 — ~ 9:05 PM

Live scan of City Click2Gov sever shows web shell and malware similar to other Click2Gov attacks

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Forensic Investigation Findings

Forensic Investigation Findings

- Code Injected – May 2, 2017

- Last Web Access – December 11, 2018

- True At-Risk Date – Unknown

- Impacted Individuals - Unknown

At-Risk Timeframe

May 1, 2017 to
December 16, 2018

Why was the breach not detected earlier?

- CentralSquare Technologies Scan
  - July 17, 2018
  - November 16, 2018

- City not notified of breaches to Click2Gov directly

- Breaches were on newest version of Click2Gov (as per vendor)

Missed malicious activity?

- Search for the file in server locations known from other breaches

- File not in these locations on the City's server

Notifications to At-Risk Individuals

- Public notice on website
  - December 21, 2018
  - December 31, 2018

- Mail-out to over 10,000 at risk individuals (paid parking ticket with card between May 1, 2017 and December 16, 2018
  - January 10 and 11, 2019

Compliance with the Office of the Integrity Commissioner
- Description of breach
- Date of breach or timeframe
- Information compromised
- Corrective measures
- Steps for impacted individuals
- Contact information

Integrity Office Notification
- December 24, 2018

Corrective Measures and Next Steps

- Click2Gov remaining off-line

- Staff from Finance/Parking/IT have engaged another online payment provider.

- Payment provider provides online payments solutions for:

  - Saint John Parking Commission (monthly parking customers only)

  - Saint John Energy

  - Halifax Water

  - Maritime Solutions

- Payment solution will have the same functionality for customers to pay tickets online.

- Formal statement of work being finalized between City and vendor.

- Goal is to have new online parking ticket payment system operational inQuarter 2 of 2019.

Cybersecurity Strategic Actions

- Risk Threat Assessments

- Enhanced Antivirus Solution

- Firewall Upgrades & SIEM

- Cybersecurity Expertise

- Employee Education

- Cyber Insurance

- Security and Recovery Plans

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