UNIVERSITY OF HAWAI'I SYSTEM ANNUAL REPORT

REPORT TO THE 2010 LEGISLATURE

Report on Security Breach
at the University of Hawai'i, Honolulu Community College
February 1, 2010

HRS 487N-4

March 16, 2010

Subject: Report to the Legislature on Security Breach at the University of Hawaii

Date of Breach: February 1, 2010
Location of Breach: Pacific Aviation Training Center, Honolulu Community College, Kalaeloa Site
Nature of Breach: Computer with Sensitive Information Accessed

Incident Description:
On February 4, 2010, an employee from the Pacific Aviation Training Center (PATC) notified the Federal Bureau of Investigation of a possible breach of a desktop computer. The breached computer stored unauthorized sensitive information including credit card information and card holder names. In discovery, it was determined that the credit card information was inappropriately stored as a convenience to students to enable timely payment for flight time to ensure uninterrupted flight training for students enrolled in the aviation training program.

Initial response determined that the breached system had been compromised by another desktop system at PATC, "Aerolab4". On Friday, February 5, 2010, the Honolulu Community College Information Technology Center (ITC) was notified of the system breach. On Tuesday, February 16, 2010, ITC learned that the breached system contained unauthorized credit card information. Social security numbers were not involved.

Upon further evaluation it was determined that the suspect "Aerolab4" system was a networked desktop situated in a common area accessible by all student, staff and faculty in a planning and maps room. This planning and maps room is located within the secured Kalaeloa facility with limited physical access to the premises. The suspect computer was a networked desktop with Internet access, used by students, staff and faculty to file flight plans and check weather conditions.

Both the suspect and breached systems have been physically removed from the location and secured offsite and will be made available for additional forensic analysis in cooperation with the FBI. Follow up has been initiated with FBI and the University of Hawaii information Technology Services department.

Approximately thirty five (35) individuals have been identified as being "at-risk" due to their credit card information being stored on the compromised system. PACT was able to promptly notify twenty two (22) of these individuals by phone of the breach. Written notifications are being sent to all at-risk individuals at their US postal mailing addresses on record. Two (2) of the individuals notified reported unauthorized credit card transactions to the PATC employee performing the notifications, and these were reported to FBI agent Mr. Robert Kim.

A copy of the notification letter is included as Attachment A.

Honolulu CC has initiated development of an Action Plan to prevent any recurrence of these types of incidents. A summary of this plan is included as Attachment B.

UNIVERSITY *of* HAWAI'I•

HONOLULU

COMMUNITY COLLEGE

March 15, 2010

Dear

We are contacting you to inform you of a recent incident that may put you at risk for credit card abuse and identify theft and to provide guidance on how you can protect yourself from financial harm associated with this and other potential risks.

On February 1, 2010, a computer that had access to credit card account information and card holder names was found to be compromised. The computer was removed from the network and a forensic investigation is forthcoming to attempt to determine the extent of the compromise.

While our forensic and possible criminal investigation is ongoing, we are providing this notice to all individuals whose credit card information was exposed. Those receiving this notice provided credit card information to the Pacific Aviation Training Center and have therefore been identified as potentially at-risk of having their credit card information misused.

Because credit card information was stored and exposed to compromise, Honolulu Community College urges you to carefully monitor your credit card statements and to take protective measure against identify theft. We suggest the following:

- Review your bank and credit card statements regularly and look for unusual or suspicious activities.
- Obtain and carefully review your credit reports. You can order free credit reports from all three credit agencies at http://www.annualcreditreport.com or by calling 877-322-8228.
- Contact appropriate financial institutions immediately if you notice any irregularity in your credit report or any account.

If your accounts or identity have been compromised, you may take actions such as requesting refunds, closing accounts, and placing your credit reports in a state of "fraud alert" or "freeze". More specific instructions about these options protecting yourself against identity theft and what to do if it happens to you is available at http://www.hawaii.edu/security/informationarticles.html#Identity_Theft

Honolulu Community College and the Pacific Aviation Training Center has taken steps to ensure that a similar incident does not recur. The college will be implementing additional security measures including minimizing the storage of sensitive information, employing encryption, verifying that computers used to access or store sensitive information are up to date with the latest version of anti-malware software and continue training all staff in safe computing practices.

The Federal Bureau of Investigation has been notified of this incident and asked to investigate any potential criminal activity related to this incident. The university is also conducting an internal investigation to prevent similar situations from occurring and to improve our operational procedures.

We apologize for any inconvenience this incident has or may cause. If you have any questions or need additional information, you may call (808) 845-9158.

Sincerely,

Michael Rota
Chancellor

Honolulu Community College

ACTION PLAN: SUMMARY

In addition to the notification of affected individuals, Honolulu Community College has taken or plans the following actions:

- Communicate UH Executive Policy E2.214 Security and Protection of Sensitive Information to all employees on a periodic basis.

- Evaluate IT computing practices at remote campus sites and institute changes as needed.

- Ensure all IT staff is properly trained in their area of responsibility.

- Promote IT computing best practices.

  o Standardize practices across the entire organization.

  o Communicate practices to IT staff.

  o Continue training in safe computing practices for the Honolulu CC community.