From: Lawal, Kassandra CITZ:EX

To: <u>Hubley, Holly CITZ:EX</u>; <u>Copeland, Alison CITZ:EX</u>

Cc: Sall, Gurmeet CITZ:EX

Subject: correspondence re AEST websites

Date: May 3, 2021 8:43:17 AM

Good morning Holly and Alison,

If we get any email correspondence re the AEST websites please refer to <u>AEST.Minister@gov.bc.ca</u> and request that we are cc'd.

Thanks

kass

Kassandra Lawal

Senior Ministerial Advisor

Honourable Lisa Beare – Minister of Citizens' Services Room 151| Parliament Buildings, Victoria, BC | V8W 9V1

Office 778-974-6009 | Cell 778-678-3776

kassandra.lawal@gov.bc.ca

FW: URGENT: Site statement

From: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>

To: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>

Sent: May 3, 2021 7:04:26 AM PDT

Attachments: image001.jpg Morning CJ, meant to include you below.

C

From: Stewart, Courtney GCPE:EX Sent: May 3, 2021 7:02 AM

To: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>

Subject: URGENT: Site statement

Gary, Alex -

AEST would like to get the statement below out as soon as possible. Wanted to make sure it's accurate. Also, Alex, do you think this should come out from AEST or CITZ? I'll ask the MOs the same but appreciate your guidance.

- Incidents of this nature are taken very seriously.
- The Office of the Chief Information Officer is aware of this issue and is investigating.
- At this time, there is no evidence to suggest personal data has been compromised.
- We have taken immediate steps to mitigate any exposure to the government network or loss of information.
- This includes temporarily shutting down the two affected websites while we work with our staff and vendors to resolve the issue.

Thanks,

C

From: Berndt, Eric GCPE:EX <Eric.Berndt@gov.bc.ca>

Sent: May 3, 2021 6:59 AM

To: Stewart, Courtney GCPE:EX < Courtney.Stewart@gov.bc.ca >

Cc: Olson, Michael GCPE:EX < Michael. Olson@gov.bc.ca >; Lawal, Kassandra CITZ: EX < Kassandra. Lawal@gov.bc.ca >

Subject: Re: Site defaced

Thanks, if your folks and ours are good, I'd like to get this out ASAP this morning

Sent from my iPhone

On May 3, 2021, at 6:57 AM, Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca> wrote:

Hi all,

Here's the update this morning. s.15; s.17

s.15: s.17

If we issue a statement this

morning, it could be something along the lines of:

- Incidents of this nature are taken very seriously.
- The Office of the Chief Information Officer is aware of this issue and is investigating.
- At this time, there is no evidence to suggest personal data has been compromised.
- We have taken immediate steps to mitigate any exposure to the government network or loss of information.
- This includes temporarily shutting down the two affected websites while we work with our staff and vendors to resolve the issue.

I still need to run this past Gary when he's back online, but something to get us started. Thanks,

Courtney

From: Perkins, Gary CITZ:EX < Gary.Perkins@gov.bc.ca>

Sent: May 3, 2021 12:31 AM

To: Stewart, Courtney GCPE:EX < Courtney.Stewart@gov.bc.ca >; Emerson, Kim GCPE:EX

<<u>Kim.Emerson@gov.bc.ca</u>> **Subject:** RE: Site defaced

Providing an update – the server impacted is unavailable and we are continuing to investigate.

s.15; s.17

Nothing we've seen to date gives us reason to believe otherwise however will have to examine the evidence further tomorrow. I won't have an answer in the morning.

Meanwhile AEST will have to rebuild the site from a known good state and restore the site online.

Hope that helps, check in in the morning..

Regards,

Gary Perkins

Executive Director, Chief Information Security Officer (CISO)

Information Security Branch

Office of the Chief Information Officer

Gary.Perkins@gov.bc.ca

250-387-7590

<image001.jpg>

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From: Perkins, Gary CITZ:EX Sent: May 2, 2021 9:38 PM

To: Stewart, Courtney GCPE:EX < Courtney.Stewart@gov.bc.ca >; Emerson, Kim GCPE:EX

<Kim.Emerson@gov.bc.ca>

Subject: Site defaced

Hi folks

3 AEST websites defaced today.

Name: www.privatetraininginstitutions.gov.bc.ca

Address: 142.34.133.33 Name: studentaidbc.ca Address: 142.34.133.56 Name: learnlivebc.ca Address: 142.34.133.39

We are taking sites down to be fixed.

It's hit Twitter and CBC etc.

Regards,
Gary Perkins

Executive Director, Chief Information Security Officer (CISO)

Information Security Branch

Office of the Chief Information Officer

Gary.Perkins@gov.bc.ca

250-387-7590

<image001.jpg>

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Re: URGENT: Site statement

From: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>

To: Stewart, Courtney GCPE:EX

Cc: Perkins, Gary CITZ:EX, MacLennan, Alex CITZ:EX

Sent: May 3, 2021 7:44:20 AM PDT

This works

Sent from my iPhone

CJ Ritchie

Associate Deputy Minister and Government Chief Information Officer

Ministry of Citizens' Services

On May 3, 2021, at 7:39 AM, Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca> wrote:

I'm good with that. Here's the revised statement (adding back in a revised line on personal info – as that's the first question that comes up)

- The Ministry of Advanced Education & Skills Training and the Office of the Chief Information Officer is aware
 of this issue and is investigating.
- At this time, we are not aware of any personal data being compromised.
- We have taken immediate steps to mitigate any further exposure.
- This includes temporarily shutting down affected websites while we work with our IT staff to resolve the issue.

С

From: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>

Sent: May 3, 2021 7:34 AM

To: MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>; Stewart, Courtney GCPE:EX

<Courtney.Stewart@gov.bc.ca>; Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>

Subject: RE: URGENT: Site statement This looks good now and more later. s.13

On May 3, 2021 7:20 a.m., "MacLennan, Alex CITZ:EX" <Alex.MacLennan@gov.bc.ca> wrote:

Thanks Courtney. I believe that AEST should be the lead on this, but that we should prep our Minister with messaging should she receive a question.

I have no concerns with the revised bullets. Wondering what the rationale was for dropping the part about personal information. Good not to over commit on anything until we have investigated, but would we usually stay silent on that.

Gary, can you comment?

Α

From: Stewart, Courtney GCPE:EX < Courtney.Stewart@gov.bc.ca >

Sent: May 3, 2021 7:15 AM

To: Perkins, Gary CITZ:EX <<u>Gary.Perkins@gov.bc.ca</u>>; MacLennan, Alex CITZ:EX <<u>Alex.MacLennan@gov.bc.ca</u>>; Ritchie, CJ CITZ:EX <<u>CJ.Ritchie@gov.bc.ca</u>>

Subject: RE: URGENT: Site statement AEST made some edits for your approval:

- The Ministry of Advanced Education & Skills Training and the Office of the Chief Information Officer is aware of this issue and is investigating.
- We have taken immediate steps to mitigate any exposure to the government network or loss of information.

• This includes temporarily shutting down affected websites while we work with our IT staff to resolve the issue.

From: Stewart, Courtney GCPE:EX

Sent: May 3, 2021 7:02 AM

To: Perkins, Gary CITZ:EX < Gary.Perkins@gov.bc.ca >; MacLennan, Alex CITZ:EX

<<u>Alex.MacLennan@gov.bc.ca</u>> **Subject:** URGENT: Site statement

Gary, Alex -

AEST would like to get the statement below out as soon as possible. Wanted to make sure it's accurate. Also, Alex, do you think this should come out from AEST or CITZ? I'll ask the MOs the same but appreciate your guidance.

- Incidents of this nature are taken very seriously.
- The Office of the Chief Information Officer is aware of this issue and is investigating.
- At this time, there is no evidence to suggest personal data has been compromised.
- We have taken immediate steps to mitigate any exposure to the government network or loss of information.
- This includes temporarily shutting down the two affected websites while we work with our staff and vendors to resolve the issue.

Thanks,

C

From: Berndt, Eric GCPE:EX < Eric.Berndt@gov.bc.ca >

Sent: May 3, 2021 6:59 AM

To: Stewart, Courtney GCPE:EX < Courtney.Stewart@gov.bc.ca >

Cc: Olson, Michael GCPE:EX < Michael.Olson@gov.bc.ca >; Lawal, Kassandra CITZ:EX

<<u>Kassandra.Lawal@gov.bc.ca</u>>

Subject: Re: Site defaced

Thanks, if your folks and ours are good, I'd like to get this out ASAP this morning

Sent from my iPhone

On May 3, 2021, at 6:57 AM, Stewart, Courtney GCPE:EX < Courtney.Stewart@gov.bc.ca > wrote:

Hi all,

Here's the update this morning.s.15; s.17

s.15; s.17

issue a statement this morning, it could be something along the lines of:

- Incidents of this nature are taken very seriously.
- The Office of the Chief Information Officer is aware of this issue and is investigating.
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- We have taken immediate steps to mitigate any exposure to the government network or loss of information.
- This includes temporarily shutting down the two affected websites while we work with our staff and vendors to resolve the issue.

I still need to run this past Gary when he's back online, but something to get us started. Thanks,

Courtney

If we

From: Perkins, Gary CITZ:EX < Gary.Perkins@gov.bc.ca >

Sent: May 3, 2021 12:31 AM

To: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>; Emerson, Kim GCPE:EX

<<u>Kim.Emerson@gov.bc.ca</u>> **Subject:** RE: Site defaced

Providing an update – the server impacted is unavailable and we are continuing to

investigate. s.15; s.17

Nothing we've seen to date gives us reason to believe otherwise however will have to examine the evidence further tomorrow. I won't have an answer in the morning. Meanwhile AEST will have to rebuild the site from a known good state and restore the site online.

Hope that helps, check in in the morning..

Regards,

Gary Perkins

Executive Director, Chief Information Security Officer (CISO)

Information Security Branch

Office of the Chief Information Officer

Gary.Perkins@gov.bc.ca

250-387-7590

<image001.jpg>

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From: Perkins, Gary CITZ:EX Sent: May 2, 2021 9:38 PM

To: Stewart, Courtney GCPE:EX < Courtney.Stewart@gov.bc.ca >; Emerson, Kim GCPE:EX

<<u>Kim.Emerson@gov.bc.ca</u>> **Subject:** Site defaced

Hi folks

3 AEST websites defaced today.

Name: www.privatetraininginstitutions.gov.bc.ca

Address: 142.34.133.33 Name: studentaidbc.ca Address: 142.34.133.56 Name: learnlivebc.ca Address: 142.34.133.39

We are taking sites down to be fixed.

It's hit Twitter and CBC etc.

Regards, Gary Perkins

Executive Director, Chief Information Security Officer (CISO)

Information Security Branch

Office of the Chief Information Officer

Gary.Perkins@gov.bc.ca

250-387-7590

<image001.jpg>

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Fwd: media request - StudentAidBC

From: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>

To: MacLennan, Alex CITZ:EX
Sent: May 3, 2021 10:21:22 AM PDT

Attachments: image001.jpg

Let me know how GCPE wants to respond.s.13

Sent from my iPhone

CJ Ritchie

Associate Deputy Minister and Government Chief Information Officer Ministry of Citizens' Services

Begin forwarded message:

From: "Perkins, Gary CITZ:EX" < Gary.Perkins@gov.bc.ca>

Date: May 3, 2021 at 9:59:38 AM PDT

To: "Ritchie, CJ CITZ:EX" < CJ.Ritchie@gov.bc.ca>, "MacLennan, Alex CITZ:EX"

<Alex.MacLennan@gov.bc.ca>

Subject: RE: media request - StudentAidBC

Good morning,

I blended some previous bullets with the more recent ones from Courtney:

- Protection of government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information and sensitive government information.
- Government is committed to strong privacy and security controls and increasing awareness of best practices for information technology.
- We regularly upgrade security to better protect public servants and citizens alike from frequent threats, including defaced websites.
- We are continuing to investigate and, at this time, we are not aware of any personal data being compromised.
- We have taken immediate steps to mitigate any further exposure.
- This includes temporarily shutting down affected websites while we work with our IT staff to resolve the issue.

Tempting to draft a new bullet that says we are following our processes for responding to incidents. s.15; s.17

s.15; s.17

Regards,

Gary Perkins

Executive Director, Chief Information Security Officer (CISO) Information Security Branch
Office of the Chief Information Officer

<u>Gary.Perkins@gov.bc.ca</u>
250-387-7590





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From: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>

Sent: May 3, 2021 9:35 AM

To: MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>

Cc: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>

Subject: Fwd: media request - StudentAidBC

As discussed

Sent from my iPhone

CJ Ritchie

Associate Deputy Minister and Government Chief Information Officer

Ministry of Citizens' Services

Begin forwarded message:

From: Bob Mackin < bob@thebreaker.news > Date: May 3, 2021 at 9:07:20 AM PDT

To: "Ritchie, CJ CITZ:EX" < CJ.Ritchie@gov.bc.ca>

Subject: media request - StudentAidBC

[EXTERNAL] This email came from an external source. Only open attachments or links that you are expecting from a known sender.

Hello,

Student Aid BC Tweeted a short time ago that there is an "issue affecting multiple government websites."

https://twitter.com/studentaidbc/status/1389246156266430472?s=20

The Student Aid BC website was reportedly hacked yesterday.

Which other government websites are affected? Has the RCMP and OIPC been contacted? What comment do you have about the security of information for

B.C.'s 5.2 million citizens?

Sincerely, Bob Mackin

reporter, the Breaker. news

604-982-9130

--

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Listen to the Podcast on TuneIn, Apple Podcasts and Spotify
Subscribe to the newsletter

Re: media request - StudentAidBC

From: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>

To: MacLennan, Alex CITZ:EX
Cc: Perkins, Gary CITZ:EX

Sent: May 3, 2021 11:27:38 AM PDT

Yes perfect thank you

Sent from my iPhone

CJ Ritchie

Associate Deputy Minister and Government Chief Information Officer Ministry of Citizens' Services

On May 3, 2021, at 11:26 AM, MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca> wrote:

Hi CJ,

Gary pulled together the following. If these work for you, we will run them through GCPE for them to respond.

- Protection of government data and networks is a top priority for this government, especially where it concerns British Columbians' personal information and sensitive government information.
- We regularly upgrade security to better protect public servants and citizens alike from frequent threats, including defaced websites.
- Government is committed to strong privacy and security controls and increasing awareness of best practices for information technology.
- Government has dedicated privacy and security staff trained to respond to incidents and follows a process including notifications at appropriate times in the investigation.
- We are continuing to investigate and, at this time, we are not aware of any personal data being compromised. We are aware of multiple webpages on the same webserver impacted.
- We have taken immediate steps to mitigate any further exposure.
- This includes temporarily shutting down affected websites while we work with our IT staff to resolve the issue.

Α

Re: FOR REVIEW: updated statement

From: Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>

To: Stewart, Courtney GCPE:EX

Cc: Howse, Sophia CITZ:EX, Perkins, Gary CITZ:EX, MacLennan, Alex CITZ:EX

Sent: May 3, 2021 3:31:59 PM PDT

Attachments: image002.png

Ok by me

Sent from my iPhone

CJ Ritchie

Associate Deputy Minister and Government Chief Information Officer

Ministry of Citizens' Services

On May 3, 2021, at 3:31 PM, Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca> wrote:

Thanks, Sophia and Gary. CJ, Alex – ok by you?

С

From: Howse, Sophia CITZ:EX <Sophia.Howse@gov.bc.ca>

Sent: May 3, 2021 3:31 PM

To: Perkins, Gary CITZ:EX <Gary.Perkins@gov.bc.ca>; Stewart, Courtney GCPE:EX

<Courtney.Stewart@gov.bc.ca>

Cc: MacLennan, Alex CITZ:EX <Alex.MacLennan@gov.bc.ca>; Ritchie, CJ CITZ:EX <CJ.Ritchie@gov.bc.ca>

Subject: RE: FOR REVIEW: updated statement

Hi I am fine with these comments.

Sophia

From: Perkins, Gary CITZ:EX < Gary.Perkins@gov.bc.ca >

Sent: May 3, 2021 3:29 PM

To: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>; Howse, Sophia CITZ:EX

<Sophia.Howse@gov.bc.ca>

Cc: MacLennan, Alex CITZ:EX <<u>Alex.MacLennan@gov.bc.ca</u>>; Ritchie, CJ CITZ:EX <<u>CJ.Ritchie@gov.bc.ca</u>>

Subject: RE: FOR REVIEW: updated statement

Thanks this looks fine.

Team has made significant progress identifying what happened and how.

s.13

From: Stewart, Courtney GCPE:EX < Courtney. Stewart@gov.bc.ca>

Sent: May 3, 2021 3:20 PM

To: Howse, Sophia CITZ:EX < Sophia. Howse@gov.bc.ca >; Perkins, Gary CITZ:EX

<<u>Gary.Perkins@gov.bc.ca</u>>

Cc: MacLennan, Alex CITZ:EX < Alex.MacLennan@gov.bc.ca >; Ritchie, CJ CITZ:EX < CJ.Ritchie@gov.bc.ca >

Subject: FOR REVIEW: updated statement

Hi Gary and Sophia,

AEST is asking us to send them a revised statement now that we can confirm the OIPC and RCMP have been notified.

Recommend sending this over:

- The Ministry of Advanced Education and the Office of the Chief Information Officer are aware
 of this issue and are investigating.
- At this time, there is no evidence to suggest personal data has been compromised.
- Government has dedicated privacy and security staff trained to respond to incidents and follows a process, including notifications at appropriate times in the investigation.

- The RCMP and the Office of the Information and Privacy Commissioner have been notified.
- We have also taken immediate steps to mitigate any exposure.
- This includes temporarily shutting down the affected websites while we work with our staff and vendors to resolve the issue.

<image002.png>
Courtney Stewart

Today's Emerging Issues

From: Stewart, Courtney GCPE:EX <Courtney.Stewart@gov.bc.ca>

To: Lansdell, Hayden CITZ:EX <Hayden.Lansdell@gov.bc.ca>, Ritchie, CJ

CITZ:EX <CJ.Ritchie@gov.bc.ca>, Skinner, Dean C CITZ:EX

<Dean.Skinner@gov.bc.ca>, Hume, David CITZ:EX
<David.Hume@gov.bc.ca>, MacLennan, Alex CITZ:EX
<Alex.MacLennan@gov.bc.ca>, Cook, Jeannette CITZ:EX
<Jeannette.Cook@gov.bc.ca>, Thomas, Krista CITZ:EX
<Krista.Thomas@gov.bc.ca>, Brouwer, Shauna CITZ:EX
<Shauna.Brouwer@gov.bc.ca>, Dhaliwal, Sunny CITZ:EX
<Sunny.Dhaliwal@gov.bc.ca>, Pridmore, Kerry CITZ:EX

<Kerry.Pridmore@gov.bc.ca>, Spaven, Teri CITZ:EX
<Teri.Spaven@gov.bc.ca>, Randell, Howard CITZ:EX
<Howard.Randell@gov.bc.ca>, Dicks, Beverly J CITZ:EX

<Beverly.Dicks@gov.bc.ca>

Sent: May 4, 2021 7:31:02 AM PDT

Attachments: image001.jpg
Good morning! Here's today's rundown:

CLIPS:

- Stories in My PG Now, EnergticCity.ca, MobileSyrup, CP on the Highway 95/97 announcement. The stories
 were almost exact versions of the news releases, quoting Minister Beare in all of them. (We will do a media
 scan later today).
- Quite a bit of coverage on the AEST websites being compromised. The stories look like different versions of
 the same CP story, and have straightforward, neutral coverage. They state that AEST and the OCIO are
 investigating, there's no evidence yet that any personal information has been compromised, and both sites
 have now been disabled to prevent any further exposure while staff work to fix the issues.
- The OIPC was on News 1130 yesterday to mark the launch of Privacy Awareness Week. McEvoy says any company or organization that handles public information should face a threat of financial penalties if their cyber security isn't up to standard. He is also calling for new reporting standards, as right now, companies and public bodies are not required to notify the OIPC when breaches happen.

ELSEWHERE IN GOVERNMENT:

- Top priorities: 7 regional releases today across government. No major announcements.
- PHO: 3pm statement

PRIORITIES:

- Continuing to support AEST today re: website breach. Next update should conclude this issue.
- Clinton NR into the system for an 8:30 AM release today.
- Getting TELUS highway safety NR into the system today for a 1pm release on May 5.
- Connectivity community call scripts with program for approvals due today.
- IB for FOIPPA ministerial order extension in approvals will send up to the MO today.
- Courtney conducting interviews from 8:45-10:45, and from 1:45-3:45

ANNOUNCEMENTS TODAY:



Inside Government

Tuesday, May 4, 2021

Events, Speeches & Releases

Tue May 4	Lead	Activity/Details	RLS	CC ID#
7:30 AM	AG	Regional news release Affordable rental housing project breaks ground in Surrey (RESULTS)	BCGov NR	AG- 102789
8:00 AM	EDUC	Regional news release Seismic upgrades at Vanguard Secondary in Langley (RESULTS)	BCGov NR	EDUC- 102662
8:30 AM	CITZ	Provincewide news release Clinton last-mile completion (Connecting BC project) (RESULTS)	BCGov NR	CITZ- 100945
9:00 AM	AG	Regional news release Affordable rental housing project breaks ground in Merritt (RESULTS)	BCGov NR	AG- 102305
9:45 AM	AG	Provincewide statement on opening of Kelowna Integrated Court. Time is approx.	BCGov STMT	AG- 102892
11:00 AM	TACS	Regional news releases x 6 Regional Tourism Development Initiatives projects confirmed	BCGov NR	TACS- 101188
11:30 AM	HLTH	Regional news release Langley Memorial Hospital expanded emergency department update	BCGov NR	HLTH- 102623
1:00 PM	AFF	Regional news release Funding for new Elk and Beaver Lake Oxygenator	BCGov NR	AFF- 102712
2:00 PM	FLNRO	Regional information bulletin Statutory notice that the chief forester has decided on the allowable annual cut for the timber forest license 56 - Goldstream	BCGov IB	FLNRO- 102389
3:00 PM	COVID	Provincewide statement only Joint PHO/HLTH release on COVID-19 cases in B.C. Materials also translated into Traditional Chinese and Punjabi. Time is approx.	Joint STMT	COVID- 102784
3:00 PM	EMLI	VIRTUAL REMARKS Minister Bruce Ralston participates in annual B.C. Mine Health and Safety Awards: Coincides with Mining Month. Ministry news release issued tomorrow, see EMLI-102912	Ť	EMLI- 102818