

California Security Breach Reporting Form – Appendix

On December 10, 2018, San Jose State University (“SJSU” or “University”) Information Technology (“IT”) was recently alerted to an event that may have involved an unauthorized intrusion into a server operated by SJSU Associated Students, a student-directed 501(c)(3) entity and an auxiliary of the University. Upon learning of the incident, the University immediately took action and blocked all access to and from the affected server and began an investigation to determine what happened and what information may have been affected.

The University’s investigation determined that an unauthorized third-party accessed a server that stored student, former student, faculty and staff names, email addresses, usernames and the passwords used in connection with Associated Students applications. No Social Security numbers, financial, banking, or medical information were involved in this event.

On December 26, 2018, SJSU will begin sending emails to students, former students, faculty and staff whose information was stored on the affected server, notifying them of the situation. A copy of the notification is enclosed. This notification is consistent with the notice requirements found under Cal. Civ. Code § 1798.82(j)(4). SJSU is also providing a telephone number for potentially affected individuals to call with any questions they may have. Further, SJSU has posted additional information about the event online at go.sjsu.edu/it-incident.

Maintaining information security is part of SJSU’s commitment to providing high-quality education, and the University deeply regrets any concern or inconvenience this incident may cause. To help prevent something like this from happening again, SJSU IT will be conducting security assessments across third-party entities that are auxiliaries of the University, such as Associated Students, in an effort to prevent any new or additional risks from arising. Further, all Associated Students servers have been isolated and migrated into SJSU technology infrastructure, and are being monitored and managed by SJSU IT. Access to the Associated Students website is now located at www.sjsu.edu/as.

Litchfield, Courtney L.

From: Litchfield, Courtney L.
Sent: Wednesday, December 26, 2018 4:39 PM
To: Litchfield, Courtney L.
Subject: RE: Notice of Data Breach: SJSU Associated Students Server

From: " Bob Lim, Vice President for Information Technology and Chief Information Officer "
<cio@sjsu.edu>
Date: December 26, 2018 at 1:30:30 PM PST
To: undisclosed-recipients;;
Subject: Notice of Data Breach: SJSU Associated Students Server
Reply-To: SJSU-Incident@sjsu.edu

Dear San Jose State University community member:

On December 14, 2018, we announced an investigation into a potential security incident involving a server run by the SJSU Associated Students. This email provides an update on that investigation, what we have learned, measures we have taken, and steps you can take in response.

What Happened

On December 10, 2018, SJSU Information Technology (IT) was alerted to a recent event that may have involved an unauthorized intrusion into a server operated by SJSU Associated Students. Upon learning of the incident, we immediately took action and blocked all access to and from the affected server and began an investigation to determine what happened and what information may have been affected.

What Information Was Involved

Our investigation has determined that an unauthorized third-party accessed a sever that stored your name, email address, username and the password you used in connection with Associated Students applications. No social security numbers, financial, banking, or medical information was involved in this event.

What We Are Doing

Maintaining information security is part of our commitment to providing high-quality education, and we deeply regret any concern or inconvenience this incident may cause you. To help prevent something like this from happening again, SJSU IT will be conducting security assessments across third-party entities that are auxiliaries of the University, such as Associated Students, in an effort to prevent any new or additional risks from arising. Further, all Associated Students servers have been isolated and migrated into our technology infrastructure, and are being monitored and managed by SJSU IT. Access to the Associated Students website is now located at www.sjsu.edu/as.

What You Can Do

Your Associated Students password has already been disabled and cannot be used. However, if

you have used the same password on any other website or for any other account, such as your SJSU email, we recommend changing those passwords immediately. To change your email password, visit the SJSU Set/Reset Password link at <https://sjsuone.sjsu.edu/SJSUOne/ResetPassword/>. We further recommend changing your passwords on a regular and frequent basis, as well as using strong and unique password combinations. Even though we have no evidence that your information has been misused, or that any financial fraud or identity theft has or can result from this incident, you should always remain vigilant in reviewing your financial account statements for fraudulent or irregular activity on a regular basis.

For More Information

If you have any questions or need additional information, please feel free to call us at (877) 209-9599, Monday through Friday from 6:00 AM to 6:00 PM Pacific Time or visit go.sjsu.edu/it-incident.

Sincerely,

Bob Lim
Vice President for Information Technology and Chief Information Officer
San Jose State University