

From: Holcombe, Rebecca [Rebecca.Holcombe@vermont.gov]
Sent: Tuesday, October 04, 2016 9:36 PM
To: Pepper, James; Allen, Susan
Subject: Exec privilege -- heads up

Sue and Pepper,

Wanted to give you a heads up in case this becomes a news story.

We discovered after COB yesterday from an educator that some personal information from three other educators had appeared in her online account in our teacher licensing system. We immediately called the vendor and the preliminary investigation revealed a vendor error. The vendor is working with us to audit and investigate. Out of caution, we have shut down the affected modules in the system until the review is complete. We have noticed those educators (3) for whom we are aware there is a problem, but cannot confirm that others were not affected until the investigation is complete. Below is a draft statement which needs confirmation of details, and which we will hold in the event we are contacted by the media.

We learned late Monday from a VT educator that personal information (including social security numbers) from three other educator's files had shown up in her account on our online licensing system (ALiS), which is a product provided and supported by the Athient corporation.

We are grateful to this educator for immediately alerting us immediately, so that we could quickly respond.

We verified that there was a system error on the part of the vendor. We have no evidence that hacking was involved. Out of caution, we have closed down the affected modules (peer review and transcript review) until the vendor can fully investigate and fix the situation. We have directly notified the three affected educators of whom we are aware. In our contract, the vendor is required to fully investigate and notify any individual whose privacy has been violated. The vendor is working with us cooperatively to address this situation as quickly as possible.

Once we can verify the situation has been fully corrected by the vendor and educators' data will be fully protected, we will reopen the accounts.

In the meantime, we are working to ensure the vendor provides appropriate redress to protect the identity of the individuals involved, and we will work strenuously to ensure no educators are negatively affected.

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