

REQUEST FOR AGENDA PLACEMENT FORM

Submission Deadline - Tuesday, 12:00 PM before Court Dates

SUBMITTED BY: Dan Milam

TODAY'S DATE: 11/7/2022

DEPARTMENT:

Information Technology

COMMISSIONERS COURT

SIGNATURE OF DEPARTMENT HEAD:

Dan Milam

NOV 14 2022

REQUESTED AGENDA DATE:

11/14/2022

Approved

SPECIFIC AGENDA WORDING:

Government Code Sec. 551.076 and Sec. 551.089 – Deliberation Regarding Security Devices or Security Audits. Johnson County Computer Security.

PERSON(S) TO PRESENT ITEM:

Dan Milam

SUPPORT MATERIAL: (Must enclose supporting documentation)

TIME: 20

ACTION ITEM:

WORKSHOP:

(Anticipated number of minutes needed to discuss item) **CONSENT:**

EXECUTIVE: XX

STAFF NOTICE:

COUNTY ATTORNEY:

IT DEPARTMENT: _____

AUDITOR: _____

PURCHASING DEPARTMENT:

PERSONNEL:

PUBLIC WORKS:

BUDGET COORDINATOR: _____

OTHER:

*****This Section to be completed by County Judge's Office*****

ASSIGNED AGENDA DATE: _____

REQUEST RECEIVED BY COUNTY JUDGE'S OFFICE _____

COURT MEMBER APPROVAL _____ Date _____



Return to IDX:
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

To Enroll, Please Call:

XXX-XXX-XXXX

Or Visit:

[https://app.idx.us/\[customlink\]](https://app.idx.us/[customlink])

Enrollment Code:

<<XXXXXXXX>>

<<FirstName>> <<LastName>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip Code>>

<<Date>>

Re: Notice of Data <<Variable 1>>

Dear <<FirstName>> <<LastName>>,

We are writing to provide you with information about a recent data security incident that may have involved your personal information. Johnson County (the "County") strives to maintain the privacy and security of all information within our possession. We are writing to notify you of this incident, offer you complimentary identity monitoring services, and inform you about steps you can take to help safeguard your personal information.

What Happened. On July 7, 2022, the County became aware of a file belonging to the County that may have been obtained by an unauthorized actor. In response, we immediately took steps to secure our digital environment and engaged a leading cybersecurity firm to assist with an investigation. This investigation determined that one file belonging to the County was inadvertently left publicly available during a data migration project and may have been accessed without authorization as a result. We completed a comprehensive review of the potentially affected data and determined some of your personal information may have been involved in this incident. We engaged a vendor to gather up-to-date contact information in order to provide notification to potentially affected individuals. We concluded this process on October 17, 2022. Please note this incident was limited to a file obtained from a third-party website. The investigation did not identify any evidence of impact to the County's own environment. Additionally, the County is not aware of any misuse or attempted misuse of information.

What Information Was Involved. The potentially affected information may have included your name, address, Social Security number, and date of birth.

What We Are Doing. As soon as we discovered this incident, we took the steps described above. As part of the response process, we implemented additional measures to reduce the risk of a similar incident occurring in the future.

Additionally, the County is providing you with information about steps that you can take to help protect your personal information and, as an added precaution, is offering you complimentary identity theft protection services through IDX. These identity protection services include: <<12/24 months>> of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

What You Can Do. We recommend that you activate your complimentary IDX services by calling XXX-XXX-XXXX or going to IDX and using the enrollment code provided above. Representatives are available from 8:00am to 8:00pm Central Time from Monday to Friday. Please note that deadline to enroll is <<Enrollment Date>>. In addition, we recommend that you review the guidance included with this letter about additional steps you can take to protect your personal information.

For More Information. If you have questions or need assistance, please contact IDX at **XXX-XXX-XXXX**, Monday through Friday from 8:00 a.m. to 8:00 p.m. Central Time, excluding major U.S. holidays. IDX representatives are fully versed on this incident and can answer questions you may have regarding the protection of your personal information.

Johnson County takes this matter very seriously. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

<<Signature>>

[Signatory Name]

[Signatory Title]

Johnson County
2 North Main Street
Cleburne, Texas 76033

Steps You Can Take to Protect Your Personal Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You also can contact one of the following three national credit reporting agencies:

Equifax
P.O. Box 105788
Atlanta, GA 30348
1-888-378-4329
www.equifax.com

Experian
P.O. Box 9532
Allen, TX 75013
1-800-831-5614
www.experian.com

TransUnion
P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission
600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov
1-877-438-4338

Maryland Attorney General
St. Paul Plaza
200 St. Paul Place
Baltimore, MD 21202
marylandattorneygeneral.gov
1-888-743-0023

New York Attorney General
Bureau of Internet and Technology
Resources
28 Liberty Street
New York, NY 10005
ag.ny.gov
1-212-416-8433 / 1-800-771-7755

North Carolina Attorney General
9001 Mail Service Center
Raleigh, NC 27699
ncdoj.gov
1-877-566-7226

Rhode Island Attorney General
150 South Main Street
Providence, RI 02903
<http://www.riag.ri.gov>
riag.ri.gov
1-401-274-4400

Washington D.C. Attorney General
400 S 6th Street, NW
Washington, DC 20001
oag.dc.gov
1-202-727-3400

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit https://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

**JOHNSON COUNTY
FREQUENTLY ASKED QUESTIONS**

Please send all escalations to Lindsay Nickle (Lindsay.Nickle@lewisbrisbois.com) and Rachel Weinstein (Rachel.Weinstein@lewisbrisbois.com) with Lewis Brisbois

Q: What happened?

A: On July 7, 2022, Johnson County became aware of a file belonging to the County that may have been obtained by an unauthorized actor. In response, the County immediately took steps to secure our digital environment and engaged a leading cybersecurity firm to assist with an investigation. This investigation determined that one file belonging to the County was inadvertently left publicly available following a data migration and may have been accessed without authorization as a result. The County completed a comprehensive review of the potentially affected data and determined some of your personal information may have been involved in this incident. We engaged vendor to gather up-to-date contact information in order to provide notification to potentially affected individuals. We concluded this process on October 17, 2022. Please note this incident was limited to a file obtained from a third-party website. The investigation did not identify any evidence of impact to the County's own environment. Additionally, the County is not aware of any misuse or attempted misuse of information.

Q: Who is IDX?

A: We are a company that has been engaged by Johnson County to assist with any questions or concerns you may have about this incident.

Q: What information was involved?

A: The information which may have been exposed is included in the letter you received.

Q: What are the risks of identity theft with the information that was exposed?

A: Receiving a letter does not mean that you are victim of identity theft or that your information was compromised or misused. Nonetheless, as a precautionary measure, Johnson County recommends you remain vigilant and review your account statements closely. Johnson County recommends that you take the steps outlined in the mailed letter and on its website in order to further protect your information.

Q: What did you do when you learned about the incident?

A: After learning about the incident, Johnson County conducted a forensic investigation with the assistance of leading outside experts. Although this investigation did not identify any impact to the County's own environment, the County implemented additional safeguards to help ensure the security of its digital environment and to reduce the risk of a similar incident occurring in the future. Johnson County has also taken steps to provide notice to all potentially affected individuals and provided information on steps they can take to protect their personal information.

Q: Why has it taken this long to notify me?

A: Johnson County undertook an investigation in an effort to determine what happened and what information may have been involved. Johnson County thereafter conducted a thorough review to identify the potentially impacted individuals' identities and up-to-date contact information, which

took some time. This process concluded on [DATE]. Notification was provided as soon as possible under these circumstances.

Q: What is being done to protect my information?

A: Johnson County has engaged an independent cybersecurity firm to conduct an investigation into the incident and implemented additional safeguards in its digital environment to reduce the risk of a similar incident occurring in the future. Additionally, Johnson County has provided you with information about steps you can take to help protect your personal information and, out of an abundance of caution, providing you with credit monitoring and identity protection services at no cost through IDX. These services will help you resolve issues if your identity is compromised.

Q: What can I do to protect my personal information?

A: As a precautionary measure to safeguard your information, Johnson County encourages you to enroll in the complimentary identity monitoring services included in your letter. Additionally, Johnson County encourages you to follow the recommendations included with the letter you received to protect your personal information, such as monitoring your account statements, reviewing your credit report, placing a fraud alert on your credit report, and putting a security freeze on your credit.

Q: Who is Johnson County?

A: Johnson County is a county located in Texas. Its county seat is Cleburne, Texas.

Q: Why do you have my information?

A: Let me take down your contact information and I will have someone return your call.

[Agent, ask for: (1) name; (2) phone number; and (3) three convenient call back times]

Q: I am calling on behalf of [letter recipient], can you assist me on their behalf?

A: Yes, but I need to speak with them first and confirm that they approve me speaking to you. Are they available?

[Agent please make sure you receive approval prior to speaking with someone other than the recipient].

Q: Who should I contact if I have questions?

A: You can call us back for more information or if you have additional questions.

Q: I did not receive a letter stating that my information was compromised, but feel that I should have. Can you help me?

A: The review of the data was extensive and limited to the individuals contained on a single file. All affected individuals were notified by U.S. First-Class mail on [mail date] in accordance with state laws. I can check to see if you were sent a letter.

[Agent: Please check the system. If not listed, please confirm that they are not affected. If they believe they have been affected, ask for (1) name, (2) phone number, and (3) convenient call back information.]

Q: I am not in your system; however, I would like information regarding this incident.

A: We certainly appreciate your concern. Unfortunately, I am unable to provide information except to those individuals that may have been affected by the incident.

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Q: Is this letter legitimate? Is this a scam?

A: I can assure you the letter is legitimate and is not a scam. Johnson County is committed to protecting the sensitive information in its care and takes this incident very seriously.

Q: What is the deadline for registering for the pre-paid identity protection services?

A: The deadline for enrolling in the complimentary identity protection services is [enrollment date].

Questions beyond this list:

Any additional questions that are asked specific to this event (not listed above), the agent will respond with, “Unfortunately, that information has not been provided to me.” If the call center begins to see a common question not addressed above, it will work with Johnson County and counsel to develop an appropriate response and then add it to the list.

Notification of Data Security Incident

[DATE], 2022 – On July 7, 2022, Johnson County (“the County”) became aware of a file belonging to the County that may have been obtained by an unauthorized actor. In response, the County immediately took steps to secure its digital environment and engaged a leading cybersecurity firm to assist with an investigation. This investigation determined that one file belonging to the County was inadvertently left publicly available during a data migration project and may have been accessed without authorization as a result. The County completed a comprehensive review of the potentially affected data and determined some personal information may have been involved in this incident. Please note this incident was limited to a file obtained from a third-party website. The investigation did not identify any evidence of impact to the County’s own environment. Additionally, the County is not aware of any misuse or attempted misuse of information.

The information involved in the incident varies but may have included the following: name, date of birth, address, and Social Security number.

On [MAILING DATE], 2022, notification letters were sent to potentially affected individuals for whom the County was able to identify addresses. The letters include information about this incident and about steps that potentially affected individuals can take to monitor and help protect their personal information. The County has established a toll-free call center to answer questions about the incident and to address related concerns. The call center can be reached at XXX-XXX-XXXX, Monday through Friday from 8:00am to 8:00pm Central Time. In addition, as a precaution, the County is offering complimentary identity protection services through IDX to those individuals whose protected information was potentially affected in connection with this incident.

Due to the limited availability of address information, some potentially impacted individuals have not been sent letters. If you believe your information may have been maintained by Johnson County, and you did not receive a notification letter about this incident, please call XXX-XXX-XXXX for further information or to enroll in complimentary identify monitoring services.

The privacy and protection of private information is a top priority for the County, and we deeply regret any inconvenience or concern this incident may cause.

While we are not aware of the misuse or attempted misuse of any potentially affected individual’s information, we are providing the following information to help individuals wanting more information about steps that they can take to protect themselves and their personal information.

What steps can I take to protect my personal information?

- Please notify your financial institution immediately if you detect any suspicious activity on any of your accounts, including unauthorized transactions or new accounts opened in our name that you do not recognize. You should also promptly report any fraudulent activity or any suspected incidents of identity theft to proper law enforcement authorities.
- You can request a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To do so, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-833-365-2599. Contact information for the three nationwide credit reporting agencies is listed at the bottom of this page.
- You can take steps recommended by the Federal Trade Commission to protect yourself from identify theft. The FTC’s website offers helpful information at www.ftc.gov/idtheft.

- Additional information on what you can do to better protect yourself is included in your notification letter.

How do I obtain a copy of my credit report?

You can obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Use the following contact information for the three nationwide credit reporting agencies:

TransUnion
P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Experian
P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

Equifax
P.O. Box 105851
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

How do I put a fraud alert on my account?

You may consider placing a fraud alert on your credit report. This fraud alert statement informs creditors to possible fraudulent activity within your report and requests that your creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact Equifax, Experian or TransUnion and follow the Fraud Victims instructions. To place a fraud alert on your credit accounts, contact your financial institution or credit provider. Contact information for the three nationwide credit reporting agencies is included in the letter and is also listed at the bottom of this page.

How do I put a security freeze on my credit reports?

You also have the right to place a security freeze on your credit report. A security freeze is intended to prevent credit, loans and services from being approved in your name without your consent. To place a security freeze on your credit report, you need to make a request to each consumer reporting agency. You may make that request by certified mail, overnight mail, or regular stamped mail, or online by following the instructions found at the websites listed below. You will need to provide the following information when requesting a security freeze (note that if you are making a request for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) address. You may also be asked to provide other personal information such as your email address, a copy of a government-issued identification card, and a copy of a recent utility bill or bank or insurance statement. It is essential that each copy be legible, display your name and current mailing address, and the date of issue. There is no charge to place, lift, or remove a freeze. You may obtain a security freeze by contacting any one or more of the following national consumer reporting agencies:

Equifax Security Freeze
PO Box 105788
Atlanta, GA 30348
1-800-685-1111
www.equifax.com

Experian Security Freeze
PO Box 9701
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion (FVAD)
PO Box 2000
Chester, PA 19022
1-800-909-8872
www.transunion.com

What should I do if my family member was involved in the incident and is deceased?

You may choose to notify the three major credit bureaus, Equifax, Experian and Trans Union, and request they flag the deceased credit file. This will prevent the credit file information from being used to open credit. To make this request, mail a copy of your family member's death certificate to each company at the addresses below.

Equifax

Equifax Information Services
P.O. Box 105169
Atlanta, GA 30348

Experian

Experian Information Services
P.O. Box 9701
Allen, TX 75013

TransUnion

Trans Union Information
Services
P.O. Box 2000
Chester, PA 19022

What should I do if my minor child or protected person's information was involved in the incident?

You can request that each of the three national credit reporting agencies perform a manual search for a minor's or protected person's Social Security number to determine if there is an associated credit report. Copies of identifying information for the minor and parent/guardian may be required, including birth or adoption certificate, Social Security card and government issued identification card. If a credit report exists, you should request a copy of the report and immediately report any fraudulent accounts to the credit reporting agency. You can also report any misuse of a minor's information to the FTC at <https://www.identitytheft.gov/>. For more information about Child Identity Theft and instructions for requesting a manual Social Security number search, visit the FTC website: <https://www.consumer.ftc.gov/articles/0040-child-identity-theft>. Contact information for the three national credit reporting agencies may be found above.



Return to IDX:
10300 SW Greenburg Rd. Suite 570
Portland, OR 97223

To Enroll, Please Call:
XXX-XXX-XXXX
Or Visit:
[https://app.idx.us/\[customlink\]](https://app.idx.us/[customlink])
Enrollment Code:
<<XXXXXXXXXX>>

<<FirstName>> <<LastName>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip Code>>

<<Date>>

Re: Notice of Data <<Variable 1>>

Dear <<FirstName>> <<LastName>>,

We are writing to provide you with information about a recent data security incident that may have involved your personal information. Johnson County, Texas (the “County”) strives to maintain the privacy and security of all information within our possession. We are writing to notify you of this incident, offer you complimentary identity monitoring services, and inform you about steps you can take to help safeguard your personal information.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a consumer reporting agency from releasing any information from a consumer’s credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit, mortgages, employment, housing, or other services.

You must place your request for a freeze with each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com). To place a security freeze on your credit report, you may send a written request by regular, certified or overnight mail at the addresses below. You may also place a security freeze through each of the consumer reporting agencies’ websites or over the phone, using the contact information below:

Equifax Security Freeze: P.O. Box 105788, Atlanta, GA 30348, 1-800-349-9960,
<https://www.equifax.com/personal/credit-report-services/>

Experian Security Freeze: P.O. Box 9554, Allen, TX 75013, 1-888-397-3742,
<https://www.experian.com/freeze/center.html>

TransUnion Security Freeze: P.O. Box 2000, Chester, PA 19016, 1-888-909-8872,
<https://www.freeze.transunion.com>

In order to request a security freeze, you will need to provide some or all of the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;

4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address, such as a current utility bill, telephone bill, rental agreement, or deed;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.);
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft.

The consumer reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a request to the consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The consumer reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must send a request to each of the three consumer reporting agencies and include proper identification (name, address, and Social Security Number) and the PIN or password provided to you when you placed the security freeze. The consumer reporting agencies have three (3) business days after receiving your request to remove the security freeze. No fee is required to be paid to any of the consumer reporting agencies to place, lift or remove a security freeze.

In order to determine whether any unauthorized credit was obtained with your information, you may obtain a copy of your credit report at www.annualcreditreport.com or 1-877-322-8228. You may also request information on how to place a fraud alert by contacting any of the above consumer reporting agencies. A fraud alert is intended to alert you if someone attempts to obtain credit in your name without your consent. It is recommended that you remain vigilant for any incidents of fraud or identity theft by reviewing credit card account statements and your credit report for unauthorized activity. You may also contact the Federal Trade Commission (FTC) to learn more about how to prevent identity theft:

FTC, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, D.C. 20580,
www.ftc.gov/bcp/edu/microsites/idtheft/ 1-877-IDTHEFT (438-4338).

You can also enroll in the identity protection services being provided to you, at no cost, through IDX. These identity protection services include 24 months of credit and CyberScan monitoring, a \$1,000,000 insurance reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you resolve issues if your identity is compromised.

We recommend that you activate your complimentary IDX services by calling XXX-XXX-XXXX or going to IDX and using the enrollment code provided above. Representatives are available from 9:00am to 9:00pm Eastern Time from Monday to Friday. Please note that deadline to enroll is <<Enrollment Date>>. In addition, we recommend that you review the guidance included with this letter about additional steps you can take to protect your personal information.

If you have questions or need assistance, please contact IDX at ~~XXX-XXX-XXXX~~, Monday through Friday from 9:00 a.m. to 9:00 p.m. Eastern Time, excluding major U.S. holidays. IDX representatives are fully versed on this incident and can answer questions you may have regarding the protection of your personal information.

Johnson County takes this matter very seriously. Please accept our sincere apologies and know that we deeply regret any worry or inconvenience that this may cause you.

Sincerely,

<<Signature>>

[Signatory Name]

[Signatory Title]

Johnson County
2 North Main Street
Cleburne, Texas 76033