



Ravenswood City School District
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Gina Sudaria
Superintendent

November 20, 2020

Via Email (grandjury@sanmateocourt.org)

The Honorable Danny Y. Chou
Judge of the Superior Court
c/o Jenarda Dubois
Hall of Justice
400 County Center; 2nd Floor
Redwood City, CA 94063-1655

Re: Response to the 2019-2020 Grand Jury Report entitled “Ransomware: It Is Not Enough To Think You Are Protected.”

Dear Judge Chou:

The Ravenswood City School District (“District”) has received and reviewed the 2019-2020 Grand Jury Report entitled “Ransomware: It Is Not Enough To Think You Are Protected.” We appreciate the Grand Jury’s interest in this matter. Having reviewed and considered the Grand Jury’s Findings and Recommendations, the District responds below pursuant to section 933.05 of the California Penal Code.

Please be advised that the District presented the Grand Jury Report to its Board of Trustees, and the District’s Board approved these responses, on November 19, 2020.

Findings:

1. Ransomware is a real and growing threat to public entities including those in San Mateo County.

The District agrees with this Finding.

2. Across the country, local governments and schools represent 12% of all Ransomware attacks.

The District lacks information to fully agree or disagree with this Finding given that it did not conduct the research related to this Report. The District, however, accepts the Grand Jury's Finding for the purposes of this Response.

3. The direct and indirect costs of Ransomware can be significant.

The District agrees with this Finding.

4. Cybersecurity reviews and assessments, and an updated, well-executed Cybersecurity plan, are critical components of IT security strategy.

The District agrees with this Finding.

5. A comprehensive Cybersecurity plan should include, at a minimum, information concerning prevention steps, spam and malware software, and backups and full recovery testing.

The District agrees with this Finding.

6. The identification of phishing attempts, including the use of spam filters, is an important component to protecting an IT system from Ransomware attacks.

The District agrees with this Finding.

7. Testing a full restore of a server to ensure that backups are reliable should be undertaken regularly as part an entity's backup plan to recover lost information.

The District lacks information to fully agree or disagree with this Finding given that it did not conduct the research related to this Report. The District, however, accepts the Grand Jury's Finding for the purposes of this Response.

8. Training of new employees, and the recurring training of existing employees, is an important component of defense against Ransomware.

The District agrees with this Finding.

Recommendations:

1. Each of the governmental entities in San Mateo County with an IT department or IT function (whether in-house, handled by another government unit or outsourced to a private enterprise) as listed in Appendix F, should by November 30, 2020, make a request for a report from their IT organization that addresses the concerns identified in the report, specifically:
 - a. System Security (Firewalls, Anti-malware/Antivirus software, use of subnets, strong password policies, updating/patching regularly)

- b. Backup & Recovery (In the event of an attack, can you shut down your system quickly? What is being backed up, how it is being backed up, when are backups run, and where are the backups being stored? Have backups been tested? Can you fully restore a Server from a backup?)
- c. Prevention (turning on email filtering, setting up message rules to warn users, providing employee training on phishing and providing a reporting system to flag suspect content)

The District implemented this Recommendation on November 19, 2020 by directing the District's IT Department to prepare a confidential report which addresses the three concerns specifically identified above.

- 2. These confidential internal reports should be provided to the governing body by June 30, 2021. This report should describe what actions have already been taken and which will be given timely consideration for future enhancements to the existing cybersecurity plan.

The District intends to implement this Recommendation, provided that the District may require an extension of time (not to exceed six months) beyond June 30, 2021 depending on the scope, complexity, and feasibility of any recommended actions and/or enhancements, and any delays necessitated by the ongoing COVID-19 pandemic.

- 3. Given the results of their internal reports, governmental entities may choose to request further guidance by means of a Cybersecurity review from the U.S. Department of Homeland Security and/or a cyber hygiene assessment from the County Controller's Office.

The District will implement this Recommendation if warranted and appropriate based on the results of the District's confidential internal report.

- 4. Given the results of their internal reports, governmental entities may choose to ask their IT departments to review their own Cybersecurity Plan with the detailed template provided by the FCC's Cybersecurity Planning Guide and consider customizing it using FCC's Create Custom Cybersecurity Planning Guide tool (see footnote 52).

The District will implement this Recommendation if warranted and appropriate based on the results of the District's confidential internal report.

Please do not hesitate to contact me if you have questions or require additional information.

Sincerely,

Gina Sudaria
Superintendent
Ravenswood City School District