Cyber Data Breach Services Case Study

One of the largest K – 12 charter school education organizations with students in almost every US state along with many other countries across the globe was hacked. We were hired to interrogate the exfiltrated data and identify all regulated data that was stolen. This includes PII, PHI, PFI (including Financial Aid), FERPA (including grades and standardized test scores) and some other custom categories required to tie data to students, employees, parents, and donors.

We received over 860GB of data (over 5M files) which was securely transferred to our secure FedRamp certified forensic lab environment. Once received, we created a full text index of all the files so we could analyze them to determine the files that have potential PII. After interrogating the files with our advanced PII algorithms, we identified approximately 670K files that had potentially contained PII.

Based on the file types, file sizes and other file features, we further split the population into files that would be most efficiently analyzed by automated review versus those requiring manual file review. Approximately 300K files were identified for automated review and extraction and 300K files were identified for manual file review and extraction. Automated extractions include PII rich files most commonly spreadsheets, PDF reports and more than 300 different database file formats.

Files requiring manual review are processed through our team of trained PII file reviewers both on and offshore, operating 24/7/365. In addition to their extensive review training, we utilize a fully customized application with numerous features including persistent highlighting, keyword identification amongst others. These features maximize the reviewer's efficiency by pinpointing the specific sections and words they're most interested in.

Overall, we identified and extracted over 40M PII records from all of the files. After deduplication and linking disparate PII records, we ended up with approximately 6M unique PII records. These records are prepared for a printer and mailer to provide notifications to the individuals.

Our team is comprised of attorneys, data privacy experts, eDiscovery experts, data analytics experts, data science experts, technology automation experts and multi-lingual document review experts.

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