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Subject: draft responses

Good afternoon,

Please see the below revised draft responses, and let us know if you'd like us to elaborate further.

Question 1: Basically, and to whatever extent you can detail, I would like to know the differences in cybersecurity at DOR now compared to before the breach.

Since 2012, the Department has implemented several measures to strengthen the security and protection of taxpayer information in three main areas: personnel; organizational structure and management; and technology.

- On day one of employment, all new employees are required to complete comprehensive security and skill training, testing and certification before being granted access to SCDOR computers or systems. Additionally, all SCDOR employees must complete annual security and skill training and certification, including phishing email training and testing. Fingerprint screening is required of all SCDOR employees and contractors. Additional security training is required for IT staff according to the area of expertise.
- Agency security is a top-level priority and directive. The Department now has a Chief Information Security Office, led by a Chief Information Security Officer (CISO), who reports directly to the SCDOR Director and is not subordinate to the CIO. Senior management staff -- including CISO and Internal Audit -- coordinate, implement, and continually enhance information security practices. Independent, third-party audits and reviews of SCDOR security are regularly conducted.
- Our improved technology protocols include 24/7 monitoring by the Department of Administration's Division of Information Security. Digital entry/exit points to the network are limited and tightly controlled. Two-factor authentication for all remote access by employees as well as data encryption, additional firewall rules and strict password requirements have been implemented.

Question 2: Have there been any breaches since then ?

No

Question 3: And does the agency feel confident now that a breach like the one four years ago could not occur at again at DOR?

All facets of the Department's security -- including procedures, training, and technology -- are absolutely stronger, more complex, and safer than they were in 2012.

Thank you,

Bonnie

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