

Oops We Did It Again

Presented by: WIU's Chief Technology Security Officer

I attended a conference recently were the keynote speaker, Joanne McNabb chief of the state Office of Privacy Protection for the state of California shared some interesting information regarding the 800 Exabyte of data as a society we have created and our struggle to maintain our privacy surrounded by all this data.

To put 800 Exabytes of data in prospective one Exabyte is equal to 1,048,576 terabytes. Now the Library of Congress with 130 million items on about 530 miles of bookshelves, including 29 million book, 2.7 million recordings, 12 million photographs, 4.8 million maps, and 58 million manuscripts, can be stored on 10 terabytes. If that is not enough, according to IDC (a leading provider of market intelligence and advisory services) by 2011 they estimate there will be 1,800 Exabyte of electronic data in existence.

McNabb speculated that the combination of out of control growth of data and what is going on with the Internet has the potential for some pretty serious privacy ramifications. Some of the Internet trends mentioned were:

- 1.1 million malware on the Internet
- Over 31,000 malicious web sites on the Internet
- 20-30% of personal computers are or have been part of one or more Botnets
- 26% of complaints received by the FTC are related to ID theft
- 62% of people have or know someone who has received one or more breach notification letters

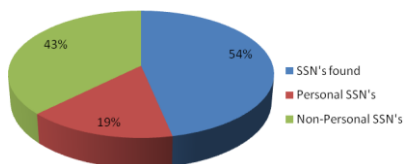
University Response

University Technology and its technology partners (ESS, Library, etc.) have instituted programs to scan & reimage infected computers, reimage computers prior to transferring between users, scanning of data prior to moving between computers, DOD approved wiping of computers prior to state approved disposal and a baseline deployment of security patches. The chart below is used to track SSN and credit card information found on University computers.

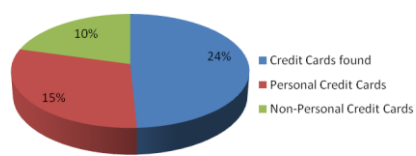
# of Computers	Discovered by	Credit Cards found	Personal Credit Cards	Non-Personal Credit Cards	SSN's found	Personal SSN's	Non-Personal SSN's
57	Computer Incidents	7	5	2	23	15	18
72	Other	24	14	11	47	9	38
129							
	Computers /w sensitive data	31	19	13	70	24	56
	% of Computers Reviewed	24%	15%	10%	54%	19%	43%
	# of records found	109	87	22	74,006	83	73,923

While this chart only covers the review of 129 University computers (and is therefore not statistically significant) some observations can still be made:

- 3 incidents in FY09 involving 112 alumni, 214 charitable donors and 8 non-WIU alumni (alumni from another school) required WIU to notify the Illinois General Assembly and those whose data was compromised including informing another institution that they in turn would need to notify their alumni.
- Over **74,000** SSNs and almost **110** credit cards have been discovered on reviewed computers
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% WIU computers containing SSNs



% WIU computers containing credit card data

Over and over people are surprised when sensitive data is found on their University computer. Observations regarding where data is being found reveals that,

- We forget to empty recycle bins
- We forget to clear web browser cache
- We retain old or archived email (outlook, etc.)
- We retain old reports that once contained SSN numbers
- We retain old electronic media such as CDs full of data
- We retain old personal data including tax forms and mortgage refinancing paperwork
- We retain Spreadsheets, Paradox, FileMaker Pro and Access databases
- We have not fully converted forms to not use SSNs or we retain old forms containing SSNs
- We do not discourage folks from sending us sensitive data or educate them when they do
- We do not understand that Peer-to-Peer (P2P) technology can be used to share data (and not just music) with or without our knowledge

Typically this data is legacy in nature, is being kept long after its useful business life and is still around even after [policies](#) have been put in place to prevent its retention. While the programs mentioned above are helping they alone may never touch all University computers; therefore, University Technology is in the process of putting together a sensitive data scanning and cleanup program targeting sensitive data on nearly **8,000** University computers. Everyone's cooperation will be needed to make this program successful.

Thank you,

Michael Rodriguez
CTSO @ Western Illinois University
ma-rodriguez2@wiu.edu

“When it comes to privacy and accountability, people always demand the former for themselves and the latter for everyone else” - David Brin