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Seeing Another Customer's Data

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The story

- What occurred – not once but twice
- What we did
- Why it occurred
- How we handled it – internal and external
- What you can do

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Incident One - March 6

One municipality could view:

- transaction exports
- first pages of operators and assets

Of another municipality's data

8:23-12:00

We were informed at 12:00

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Because….

A vulnerability in our web application source code

The City informed us and the second city.

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What we did and did not do

At 4:00 pm we revised the application

- *reintroduction* of 30 minute session inactivity timeout

- Two days of investigating the entire source code

- We did not inform the Simcom community as this was limited to only this one incident

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Incident Two – March 8

- The City re-loaded the URL link and could see the other City's data.
- The 2nd City logged in, copy the encrypted link from the address bar and emailed it – the first City could see the data.

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Because…

Another source code vulnerability

Needed to be a Simcom customer, and

Needed to be logged in.

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What we did

- Put measures in the entire code to eliminate sharing of encrypted links
- Daily updates
- Final report
- Written protocol in case of breach

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What You Can Do:

1. Use multi-factor authentication
2. Never share your password
3. Never share encrypted links
4. Never leave your session inactive
5. Log out once you finish

6. Ask companies their policies and plans

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