

## **Finalsite Security Updates and Action Steps Following Ransomware Incident February, 2022**

Following the Jan. 4, 2022 ransomware incident, Finalsite is taking key action steps in the following areas: security, recovery response times and emergency notifications.

### **SECURITY**

The security of our clients' data is of the utmost importance to Finalsite. Since the incident occurred, Finalsite has been engaged with two separate third-party specialists to ensure we're taking every measure possible to prevent a future attack on our systems. This includes penetration testing of our network and all applications to identify any other areas for security improvement.

Finalsite values transparency with our clients and has been forthcoming with as many details as possible during and after the forensic investigation. Revealing specific information about our security plans would potentially compromise the safety of our products and data.

### **RECOVERY RESPONSE TIMES**

Disaster recovery response times are another area of focus for Finalsite. We are working hard to ensure our recovery times improve, so you'll be back online much faster in the future, should the need arise. We are in conversations with outside parties to ensure we enable the most optimal solution moving forward.

### **EMERGENCY NOTIFICATIONS**

Lastly, we have made significant improvements to the accuracy and completeness of our emergency contact lists. We will continue to audit and update these lists on an ongoing basis so everyone who needs to be informed of emergency notices will receive them in a timely manner. If you have a change or would like to add a person to your school or district's emergency response contact list, please contact your client success manager.

Additionally, we also will continue recommending that emergency contacts subscribe to [status.finalsite.com](https://status.finalsite.com) to be notified in real time whenever an issue arises.