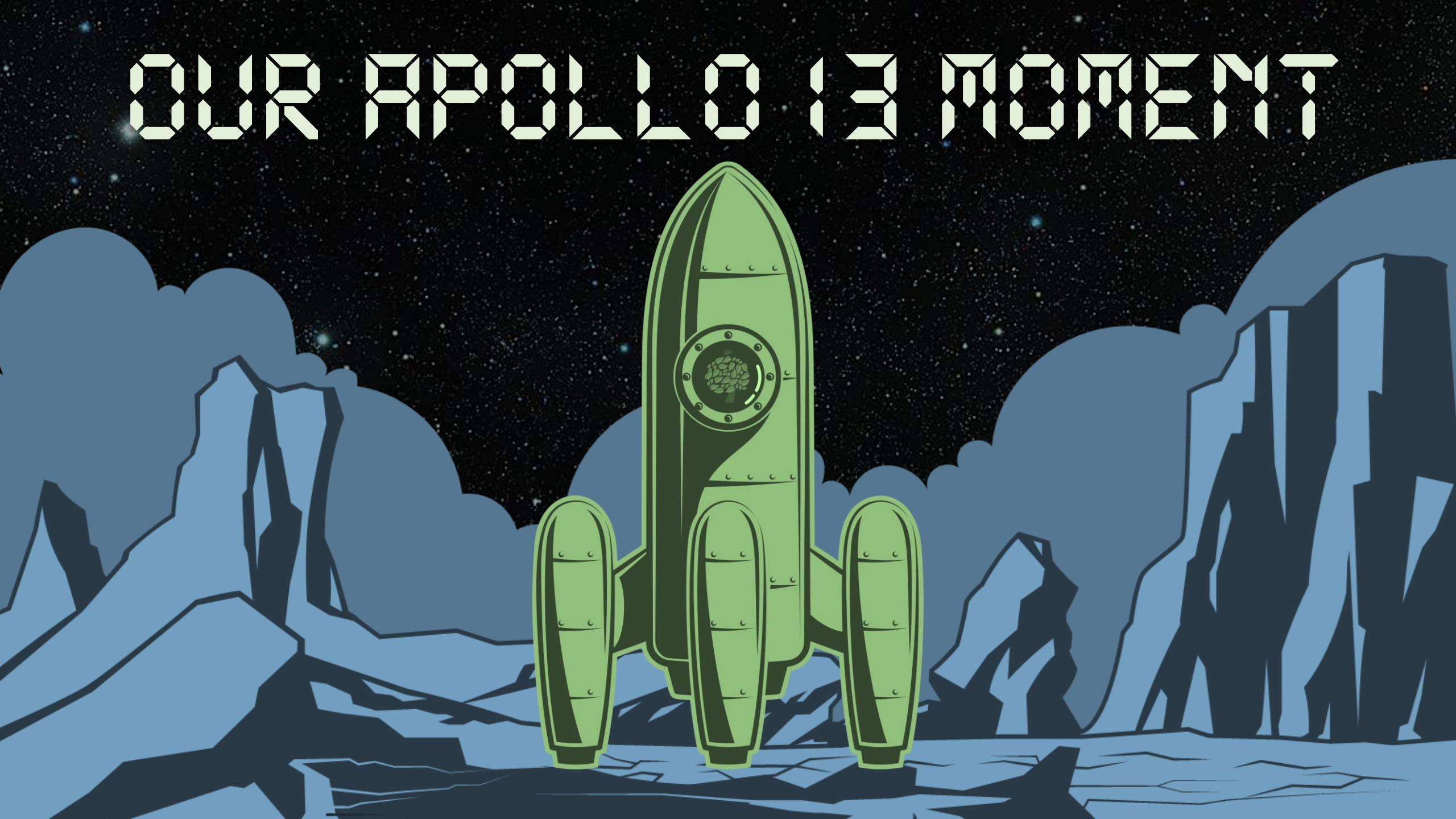
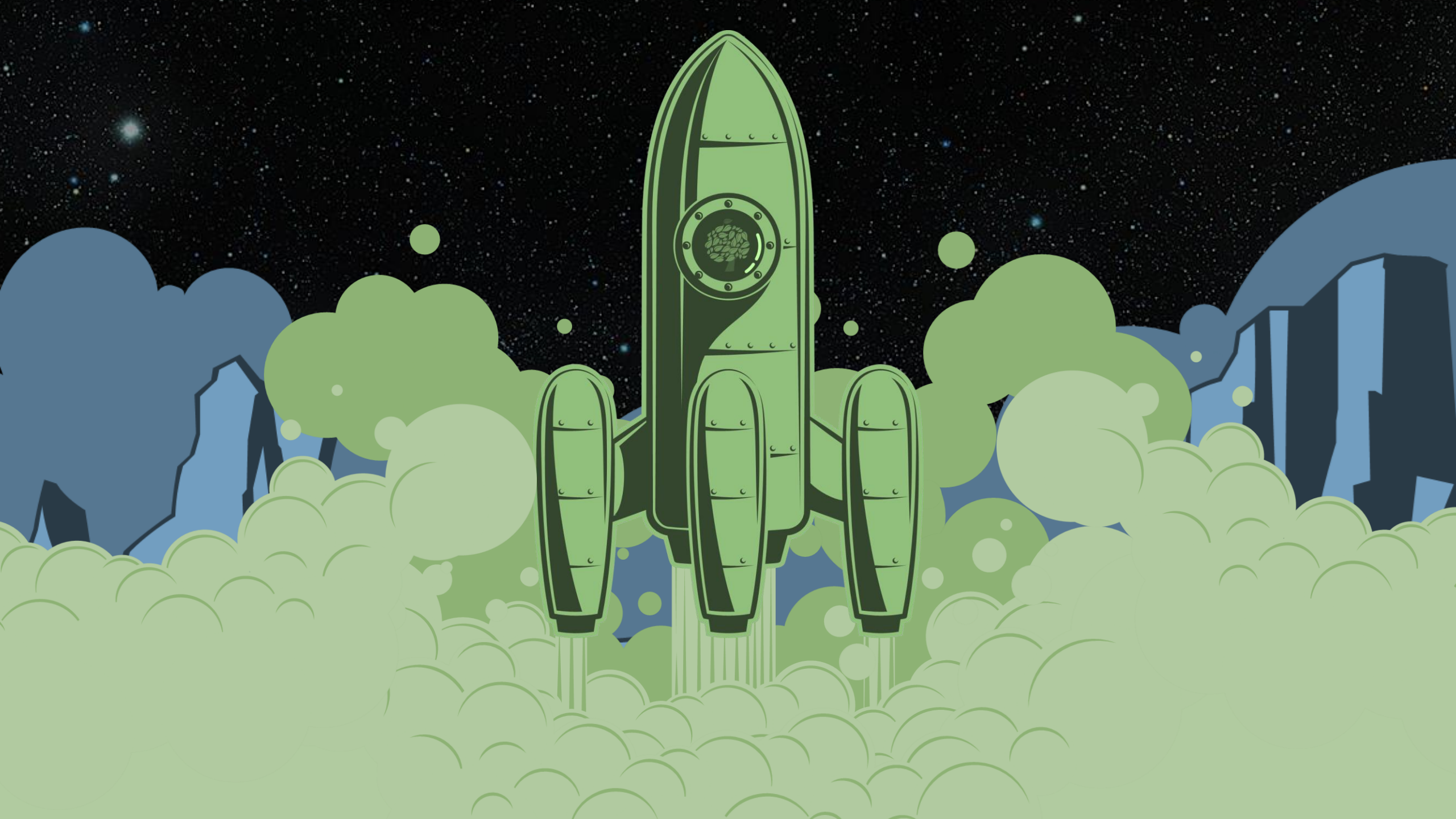
CHRIS CRAFT *Serving Our Neighbors*

TAX COLLECTOR

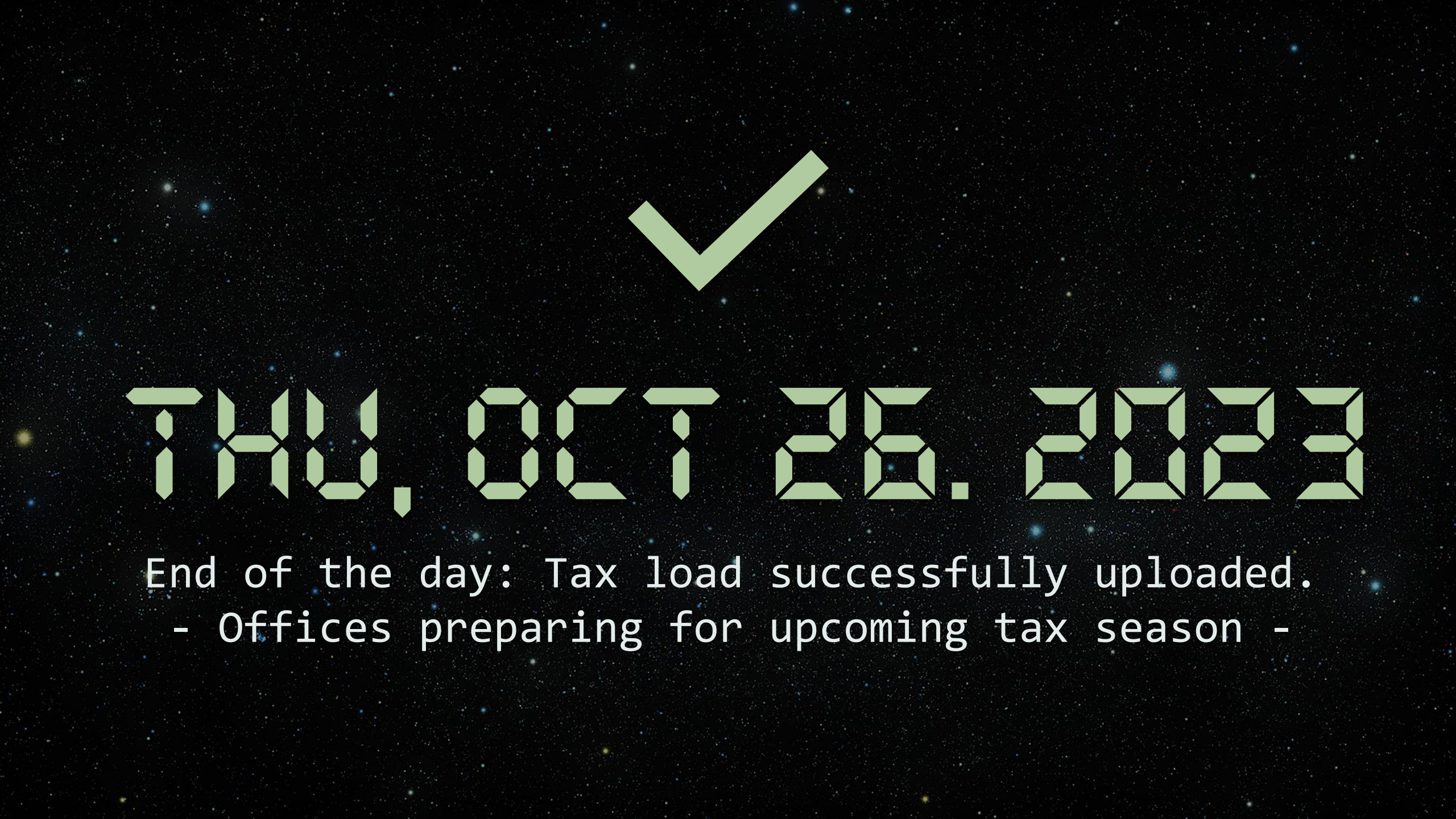
ST. LUCIE COUNTY

OUR APOLLO 13 MOMENT





THU, OCT 26, 2023


THU, OCT 26. 2023
End of the day: Tax load successfully uploaded.
- Offices preparing for upcoming tax season -

THU, OCT 26. 2023
TRADITION
TAX COLLECTOR

THU, OCT 26. 2023
FORT PIERCE

THU, OCT 26, 2023
WALTON

FRI, OCT 27, 2023

FRI, OCT 27, 2023

0600

SLC Tax Collector’s IT staff began getting “Virus Detected” alerts.

FRI, OCT 27, 2023

All services and systems were shut down countywide.

FRI, OCT 27, 2023

0730

Call from Nick Wells, IT Director of St. Lucie County Tax Collector.

FRI, OCT 27, 2023

Call from Carrie Mast, CIO of St. Lucie County Board of County Commissioners. “Worst day of her life.”

FRI, OCT 27, 2023

ACTION REQUIRED

We notified the state
we had a potential cyber incident.
Customers were called to cancel their appointments.

FRI, OCT 27, 2023

ACTION REQUIRED

Updates were posted on Social Media and TCSLC.COM. By lunchtime, it was determined this wouldn’t be a quick fix.

FRI, OCT 27, 2023

A C T I O N R E Q U I R E D

Staff was sent home and put on stand-by while we continued to monitor the situation with BOCC staff. The county communicated with the insurance company Booz Allen Hamilton (cybersecurity recovery and forensic team) and Mullen Coughlin LLC cybersecurity law team.

FRI, OCT 27, 2023

ACTION REQUIRED

1530

Chris Craft and Nick Wells found out the severity of the outage by being confidentially notified it was a ransomware attack.

FRI, OCT 27, 2023

ACTION REQUIRED

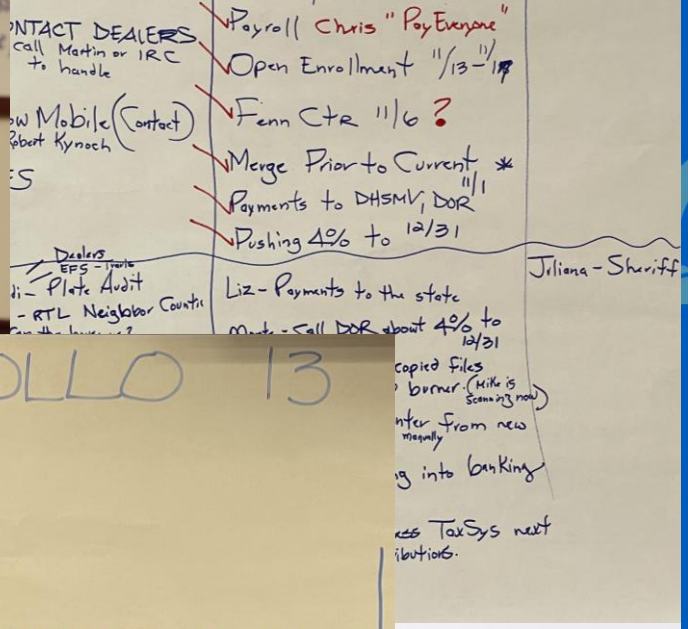
Senior Leadership Team (SLT) was told to report back at 1700 to establish Mission Control and identify non-negotiable timelines.

Chris Craft asked his Senior Leadership Team if they had seen the movie **Apollo 13**.
"This will be the scariest thing we'll ever deal with, but I know this will be our finest hour."

FRI, OCT 27, 2023

A C T I O N R E Q U I R E D

All departments (Operations, Admin, Finance, IT, Communications) were given tasks to enact a Continuity of Government plan.
A mass text was sent to the entire organization to report to the Fenn Center for an all-staff meeting the following Monday.

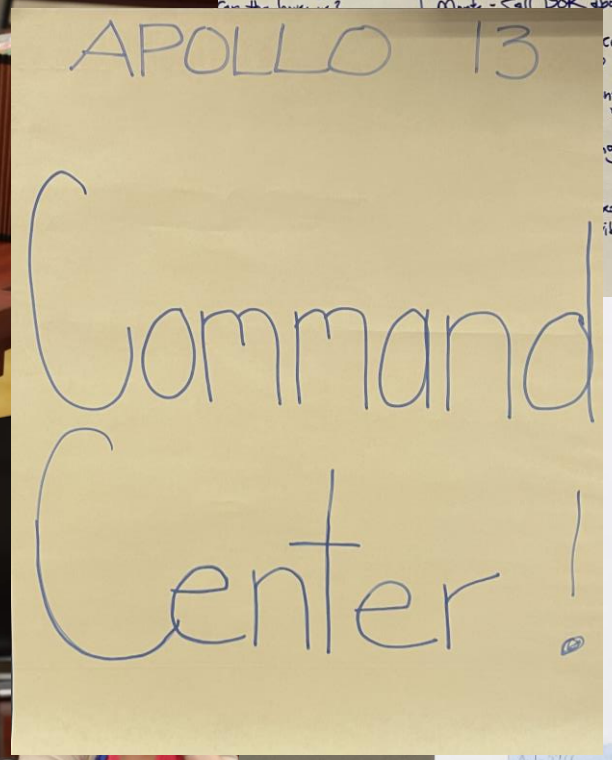


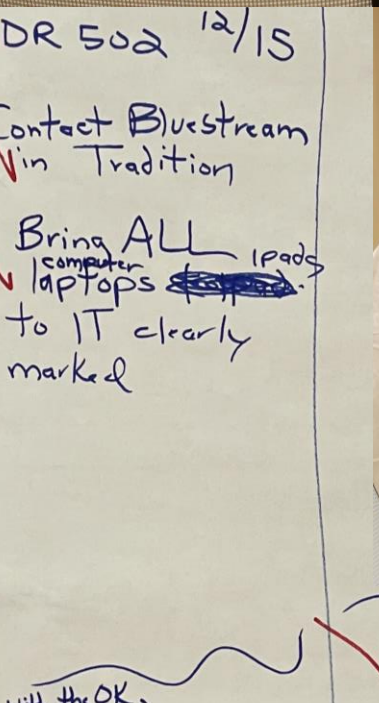
St. Lucie County is experiencing an

Interruption in services

This is affecting all three SLC Tax Collector locations. No services, including phones, are available at this time.

CHRIS CRAFT TAX COLLECTOR ST. LUCIE COUNTY





David to call Fenn Center to Hold 11/6 @ 9:00

SUN, OCT 29, 2023

A C T I O N R E Q U I R E D

Our IT Department started scanning endpoints at each branch following directions of the forensic team.

MON, OCT 30, 2023

MITIGATION

IT collected all staff laptops and iPads to scan them and install carbon black.
We communicated through our website and social media that all offices remained closed.

Staff debrief at the Fenn Center.
MITIGATION

Everyone was asked to step up: “You may be asked to do things out of your normal job scope.”

M I T I G A T I O N

We identified who was able and willing to go to other counties to serve St. Lucie County customers.

M I T I G A T I O N

MON, OCT 30, 2023

M I T I G A T I O N

We notified all neighboring Tax Collectors of our extended closure and offered staff to assist at their locations.

MON, OCT 30, 2023

MITIGATION

In an abundance of caution, the forensics team suggested the creation of Gmail accounts for email communications.

MON, OCT 30, 2023

M I T I G A T I O N

Proof of life listing provided by the threat actor. No access to servers, backup systems, phones, or internet.

MON, OCT 30, 2023

M I T I G A T I O N

Gio Orozco, Director of Operations of St. Lucie County Tax Collector contacted the state and confirmed the assistance of FLOW Mobile Buses for each of our locations.

Go with the
FLOW
Florida Licensing on Wheels
A SAFER FLORIDA

Monday to Staff

- 9:00 to Fenn
- Pay (Auto) 8°
- Ppl on Vacay next wk.
- On Call, Alt. Assignments & Hours
- May work 5pm - 9pm or diff. locations in other counties.
- Any scheduling issues get ☰ your mgr.
- Why is this happening?
- EVERYONE needs an assigment in the organization.
- SLT back to FTP after.

~~First Initial Last Name~~

First Initial . Last Name 23 @ gmail.com

J. Kalinowski 23 @ gmail.com

MON, OCT 30, 2023

M I T I G A T I O N

We encouraged customers to utilize our website and only come to our offices for super-pressing business.

MON, OCT 30, 2023

M I T I G A T I O N

Customers were being referred to the Clerk of the Court in order to clear minor suspensions.
Law enforcement agreed to be lenient on expired registrations, driver licenses, and sex offenders updates.

TUE, OCT 31, 2023

C O N T I N U I T Y O F G O V E R N M E N T

The public was notified via Facebook Live that the majority of sensitive information is housed at the State, not locally.

TUE. OCT 31. 2023

C O N T I N U I T Y O F G O V E R N M E N T

We understood the magnitude of what we’re dealing with and decided to make Tradition office our lifeboat.

TUE, OCT 31, 2023

C O N T I N U I T Y O F G O V E R N M E N T

Chrome Books from GrantStreet arrived at our three offices to process online Property Tax Payments.

TUE, OCT 31, 2023

C O N T I N U I T Y O F G O V E R N M E N T

Mobile hotspots from the Property Appraiser’s office, the Sheriff’s office, and the County Commission office were borrowed.

TUE, OCT 31, 2023

CONTINUITY OF GOVERNMENT

At 1430 the FLOW Mobile Buses arrived at our three locations. Operations created shift schedules.

WED, NOV 1, 2023

TAX SEASON STARTED

Tradition is up on a separate internet, making strides for that office to stand alone. We assigned staff to work in surrounding counties to process motor vehicle transactions.

WED, NOV 1, 2023

TAX SEASON STARTED

FLOW Mobile Buses were ready and set up to serve St. Lucie County residents (motor vehicle services only). By the end of the day, we served 374 customers in person and 1050 online.

From: KnowBe4 <do-not-reply@training.knowbe4.com>
Sent: Friday, October 27, 2023 9:30 AM
To: Darst, Brad <Brad.Darst@tcslc.com>
Subject: You've been enrolled in training

SECURITY WARNING: This email originated from outside the County systems. Please show caution when clicking links or opening attachments unless you recognize the sender and know the content is safe.

Dear Brad Darst,

You are now enrolled in Security Culture and You. You must complete this training by November 03, 2023.

The assignments you've been enrolled in are displayed below:

- Security Culture and You

Please use this link to start your training:
https://training.knowbe4.com/ui/login/YnJehZC5kYXUzdEB0Y3tNsYy5jqjb20=

KnowBe4 incident

WED, NOV 2, 2023

TAX SEASON STARTED

Road tests continued being performed with CSRs teaming up with the FLOW Mobile Buses, so no service was interrupted with the help of the FLHSMV staff.

RESOURCES AVAILABLE

WI-FI HOTSPOTS BORROWED FROM THE ST. LUCIE COUNTY SHERIFF'S & PROPERTY APPRAISER'S OFFICE

SUPPORT FROM BUSINESS PARTNERS

35 CHROMEBOOKS LOANED FROM GRANT STREET

3 MOBILE FLOW BUSES (Florida Licensing On Wheels) CONFIRMED FROM DHSMV

STAFF SENT TO EOC TO ASSIST THE COUNTY WITH INFORMATION PHONE LINE

THU, NOV 9, 2023

BY THE WAY . . .

We’re still working to separate Tradition and get it to stand alone.
“It's more important to get this right than fast.”
Delay in computer imaging due to state requirements.

THU, NOV 9, 2023

BY THE WAY...

Schedules with extended hours were created to operate the lifeboat (Tradition).

Mon-Sat, 0800 to 2000

THU, NOV 9, 2023

BY THE WAY...

During the first week of tax season, we collected $50.000.000 across the counter.

THU, NOV 9, 2023

BY THE WAY...

We decided to control the narrative and shared it was a ransomware attack.
It was confirmed that public information was compromised.

MON, NOV 13, 2023

F I R I N G U P T H E L E M

Our IT Team followed behind them to complete the configuration for our sites.
Direct messaging enabled on social media to field questions and ensure communication with the public.

MON, NOV 13, 2023

F I R I N G U P T H E L E M

Our Tradition office started operations that afternoon.

MON, NOV 13, 2023

F I R I N G U P T H E L E M

We started bringing Tradition up.
State contractor started to reimage all the machines at Tradition with an old image that was incomplete.

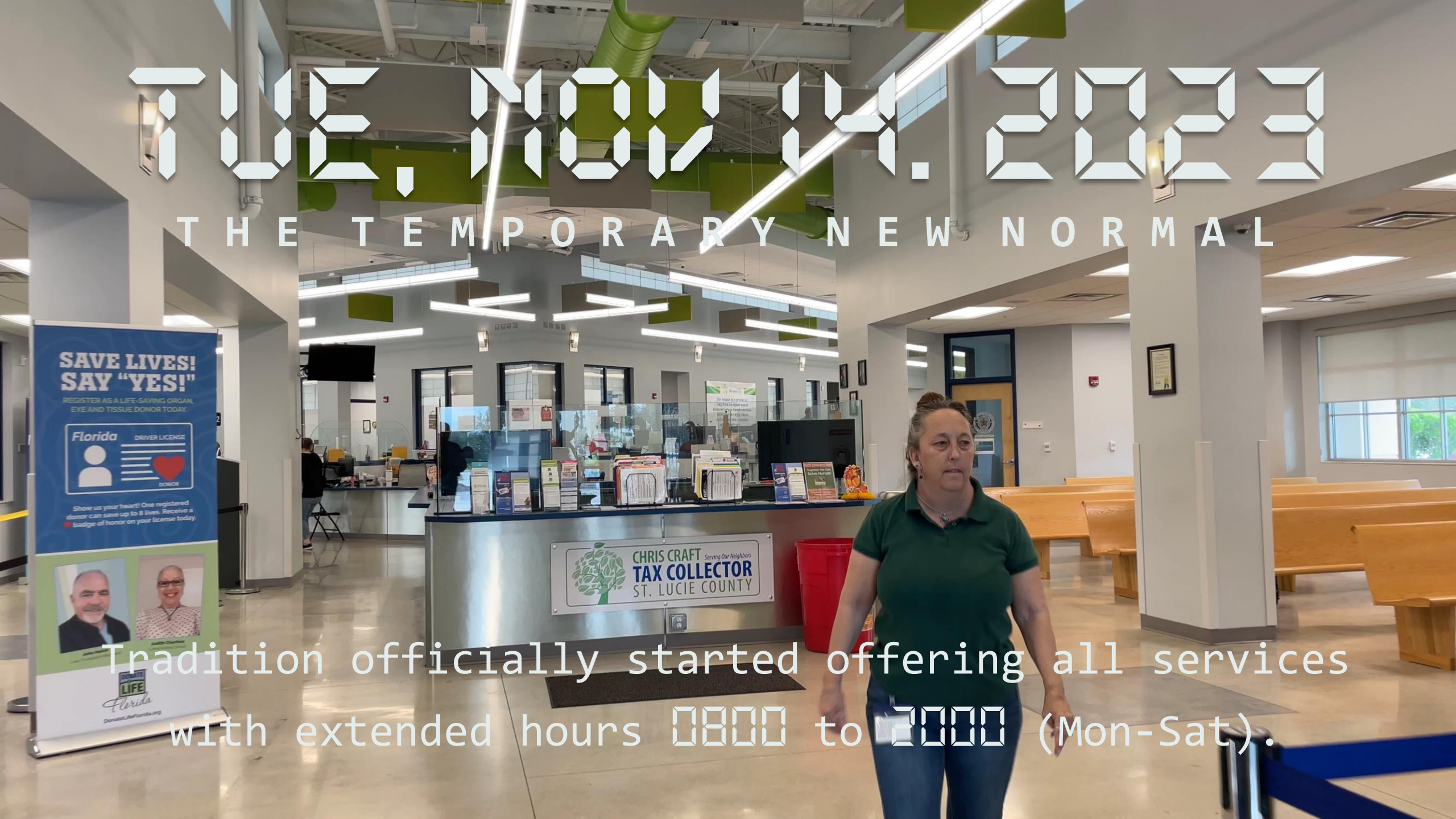
TUE, NOV 14, 2023

THE TEMPORARY NEW NORMAL

We decided to close Walton until further notice.

TUE. NOV 14. 2023

THE TEMPORARY NEW NORMAL



Tradition officially started offering all services with extended hours 0800 to 2000 (Mon-Sat).

TUE, NOV 14, 2023

THE TEMPORARY NEW NORMAL

Two FLOW Mobile buses were operating in Fort Pierce offering ID/DL services and registration renewals. Our phone service remained down.

TUE, NOV 14, 2023

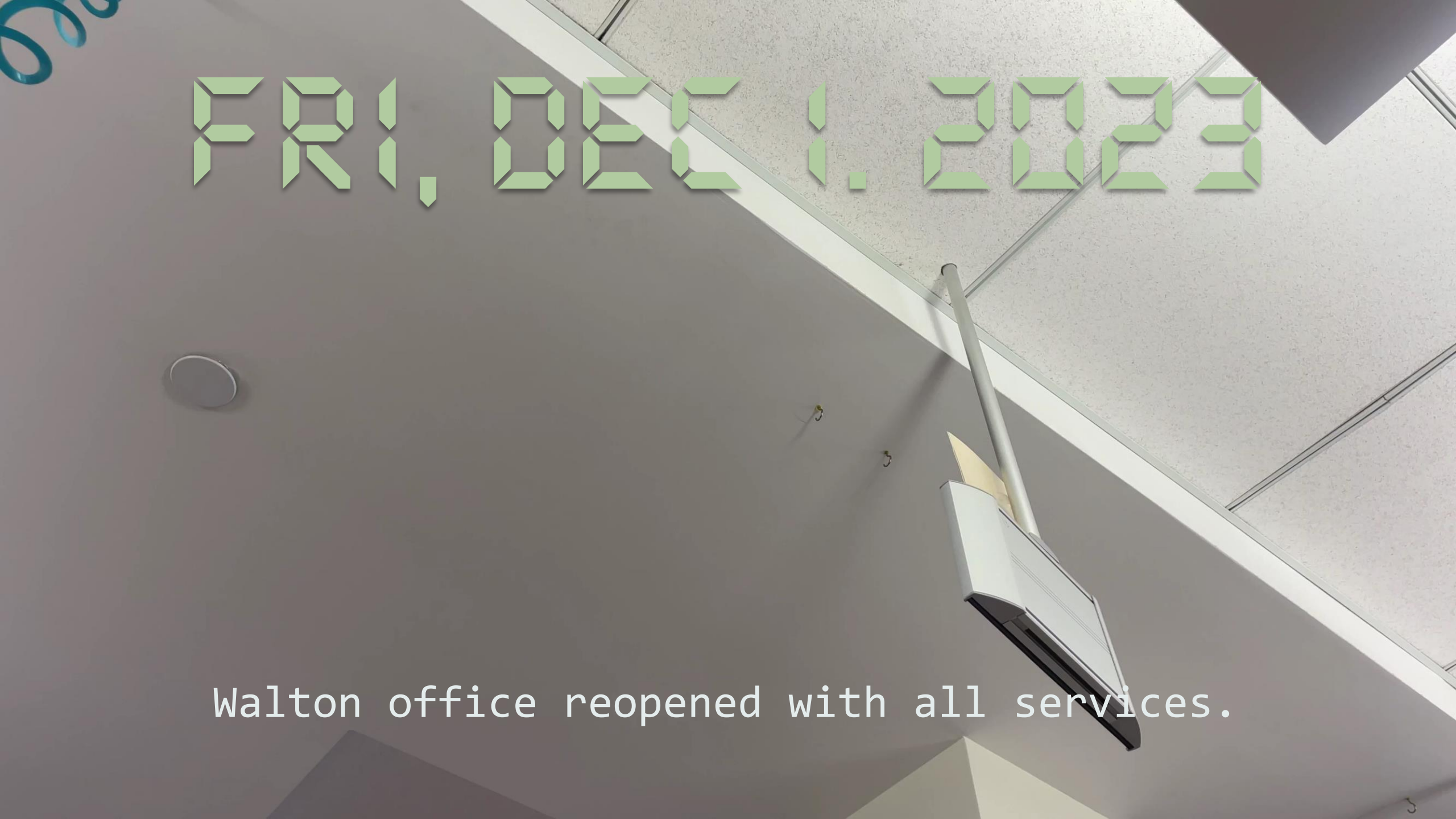
THE TEMPORARY NEW NORMAL

We are still behind in processing mailed property tax payments and sending registration renewals.

TUE, NOV 14, 2023

RESTORING FORT PIERCE

IT moved to the Fort Pierce office to begin equipment reimaging.


FRI, DEC 1, 2023
Walton office reopened with all services.

TUE, DEC 5, 2023

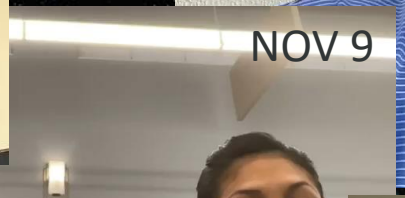
After 5 weeks, the phone service was restored.

COMMUNICATIONS

OCT 31

NOV 2

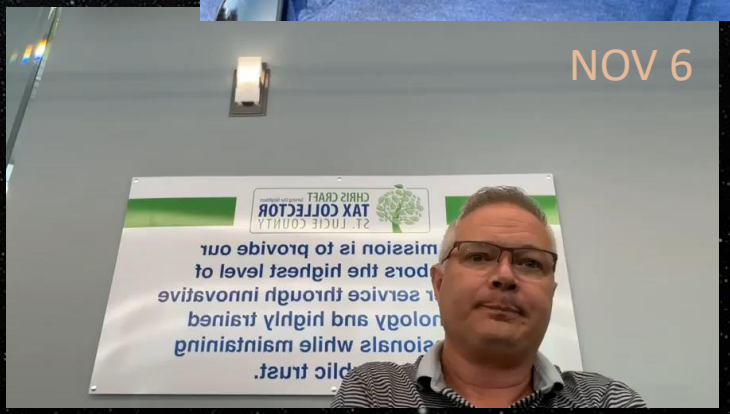
NOV 1


NOV 9

OCT 31

NOV 9

NOV 17


NOV 6

TAX COLLECTOR
ST. LUCIE COUNTY

TCSLC UPDATE

Due to a county-wide network failure, we're offering limited services to all of our residents.

- Our offices are up and running with appointments only -

(Property Tax Payments don't require appointment and follow regular office hours)

Our phones are still down. For any questions and/or live updates, please stay tuned to our Social Media.

THE FLOW MOBILE IS SERVING OUR

DO NOT SHOW AGAIN

CLOSE

AA tcslc.com

PLEASE WAIT
HERE

CHRIS CRAFT
TAX COLLECTOR
ST. LUCIE COUNTY

LUCIE COUNTY

LUCIE COUNTY
ST. LUCIE COUNTY
TAX COLLECTOR
MELANIE CROOKS CARTER BRANCH
FT. PIERCE
MON-FRI 9AM-5PM
TRADITION
MON-FRI 9AM-5PM
WALTON
CLOSED UNTIL
FURTHER NOTICE
NO APPOINTMENT NEEDED
FOR TAX PAYMENTS
CHRIS CRAFT
TAX COLLECTOR
ST. LUCIE COUNTY

13
14
15
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22
CHRIS CRAFT
TAX COLLECTOR
ST. LUCIE COUNTY

EMOTIONS

TAKEAWAYS

Assign one person whose only goal is to document all aspects daily.

A decentralized system with hard firewalls between any systems that we're unable to move from the network.

Multi-factor authentication on every app

Redundant systems and cross-trained staff

Penetration testing done by a certified vendor

Make sure internal testing systems (KnowBe4) are turned off during forensics.

Make sure you have a good image stored off-site with a certified recovery vendor and update it periodically.

Bureaucratic Red Tape

External Backups

Follow your retention schedules.

Knowledgeable programmers

Communicate often and transparently.
Share as much as you absolutely can
with the public.

Back up hot spots

Have the bones of your plan together,
and always prepare for the next attack.

QUESTIONS

CHRIS CRAFT *Serving Our Neighbors*

TAX COLLECTOR

ST. LUCIE COUNTY

THANK YOU