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December 28, 2020

The Honorable Ronald D. Kouchi,
President, and
Members of The Senate
Thirtieth State Legislature
Hawaii State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Scott K. Saiki,
Speaker, and
Members of The House of Representatives
Thirtieth State Legislature
Hawaii State Capitol, Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Saiki, and Members of the Legislature:

The Office of Enterprise Technology Services (ETS) and the Department of the Attorney General submit this report according to Section 487N-4: Reporting Requirements, regarding the inadvertent data sharing of two hundred and three travelers' information.

In accordance with HRS section 93-16, this report may be viewed electronically at <http://ets.hawaii.gov> (see "Reports").

Sincerely,


Douglas Murdock (Dec 29, 2020 15:06 HST)

DOUGLAS MURDOCK
Chief Information Officer
State of Hawai'i

Attachment (2)

RE: Hawaii Travel Quarantine Exemption Web Portal: Accidental Sharing of Personal Information for 147 People

On September 9, 2020, the Department of the Attorney General (ATG) and the Office of Enterprise Services (ETS) launched the online trans-pacific Hawaii Travel Quarantine Exemption web portal (travelexemption.hawaii.gov) to streamline the paper-based and email quarantine exemption request process that had been in use since March. The new web forms provide more efficient interactions with exemption requestors and more accurate information collection for timely exemption decisions.

On September 21, 2020, a quarantine exemption application user reported seeing the names, trip details, and images of photo identifications of others in the system. Upon investigation, ETS immediately discovered a combination of access controls and obscure coding conditions that permitted a user in one account to retrieve and view information in other accounts. Within 90 minutes, ETS completed corrective actions that limited users to view only information in their account.

As the exemption application has been operating for only three days, this access issue potentially affected only 147 users and associated travelers. Although only one person reported the unusual situation, ATG notified all users who were registered at the time of the security breach incident out of caution. A copy of that ATG notification is attached.

Incident Response Timeline:

- Sept 21 - 0744: User reports incident
- Sept 21 - 0924: ETS investigates and completes corrective action
- Oct 09 - 1318: ATG completes investigation and informs account holders of possible security incident.

To better protect confidentiality of account information and to prevent unintended and unauthorized data access, ETS is:

- implementing controls to mitigate risks by establishing and integrating more rigid application security procedures into ETS software deployment cycles
- retaining application security services that perform security assessments on apps before deployment
- improving internal security governance over applications prior to and after release

ETS requested ATG:

- to agree to remove regulated data from the system as soon as practical, as part of information retention best practices

As the unauthorized sharing of Names and Driver's License numbers is a reportable security breach incident under Section 487N-1: Definitions, ATG & ETS jointly submit this report according to Section 487N-4: Reporting Requirements.

From: [hawaiiag](#)
Subject: NOTICE OF POTENTIAL DATA SECURITY BREACH (HAW. REV. STAT. § 487N-2)
Date: Friday, October 9, 2020 1:18:01 PM

You are receiving this notice because you accessed or uploaded information to a web-based form at: <https://ag.hawaii.gov/travelexemption/> (the **application**) between Friday September 18, 2020 and Monday September 21, 2020.

Background:

On **Monday, September 21, 2020** around 7:44 a.m. (HST), the State of Hawaii (the **State**) learned that the application, which it uses to collect, review, and process exemption requests from the State's mandatory self-quarantine, may have allowed logged-in users unauthorized access to other users' personal information (such as names, phone numbers, addresses, and copies of state IDs) (the **Issue**).

Actions Taken:

At around 8:28 a.m. (HST), the State closed public access to the application to prevent any further potential compromise of the system or the data stored in it. By 9:24 a.m. (HST), the State identified the issue and fixed the application and its access control to restrict logged-in users to only view their own request and any attached personal information.

The user interface of the application was adjusted to remove the navigation to linkable data to further secure personal information and data in the application.

The State reviewed how the application accesses data in the database and will continue monitoring the application and look at ways to further safeguard users' information.

Be Vigilant:

Please remain vigilant to detect potential fraud or identity theft. We suggest that you review account statements and monitor your credit reports.

Contact for More Information:

If you require further information or assistance, please contact:
hawaiiag@hawaii.gov.

Department of the Attorney General

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