



The State Bar *of California*

# Update on Odyssey Case Management System Vulnerability Regarding Confidential Attorney Discipline Records

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**Open Session Item 707**

Board of Trustees Meeting, March 25, 2022

# Agenda

- The Issue and Our Commitment to Resolving It
- The Incident Response Team
- Transparency/Communication
- Key Facts
- Technical Follow Up





## **The Issue and Our Commitment to Resolving It The Incident Response Team Transparency/Communication**



## The Issue and Our Commitment to Resolving It

**Thursday, February 24:**

State Bar becomes aware that judyrecords.com, a public website that aggregates nationwide court case records, has public and nonpublic State Bar case records in its search engine.



**100% commitment to resolving this issue with:**

- **Appropriate staff and external resources**
- **Transparency**

## State Bar Staff

- Executive Director, Office of General Counsel, Administrative Division, Information Technology, Communications

## IT Security Firm – Forensic Analysis

- 20 years of IT security experience with private sector and government agencies
- Experience investigating Tyler Technologies products including Odyssey
- Team of IT forensic investigators and security engineers, with private investigator and law enforcement experience

## Cooley LLP – Legal Representation

- Partners have national reputations in data privacy and data security
- Advise on all matters related to notification of impacted parties, and the State Bar's pursuit of legal remedies
- Substantially discounted rates, reflecting the firm's commitment to public service

# Transparency and Communication

- **Notification to/coordination with Board of Trustees Chair, Vice Chair, Audit Chair**
- **Notification to Key Stakeholders**
- **Press Release and Public Website FAQ Page**
  - Published on February 26
  - Updated six times (to date)

## Key Facts



## February 24 – 26: Mobilization of Response Team and Preliminary Investigation

- State Bar becomes aware that judyrecords has both public and nonpublic case records
- Investigation begins - State Bar Staff, IT Security Firm, Tyler Technologies
- Preliminary Assessment
  - 60,000 public case records (full case profile information)
  - 260,000 nonpublic case records (limited fields only)
  - Seemingly confidential court records from other jurisdictions also observed
  - Odyssey portal likely source of breach
- Tyler Technologies confirms existence of a vulnerability in the Odyssey portal which could allow access to nonpublic records, begins work on solution
- Portal vulnerability not unique to State Bar, could impact other Tyler clients
- Initial concern that exploitation of Odyssey vulnerability was malicious
- State Bar Court Odyssey portal taken offline
- Judyrecords becomes aware of the issue and takes State Bar records offline



## February 27 – March 14: Further Investigation and Analysis

- Investigation continues with support from IT Security Firm and Tyler, and cooperation from judyrecords
- Determine what nonpublic records were posted and had evidence of page views, ensure that State Bar nonpublic records are permanently purged
- Cooperation from judyrecords, and acknowledgment by Tyler of Odyssey portal security vulnerability, leads State Bar to believe that data breach was not a malicious attack on State Bar
- Vulnerability in Odyssey portal allowed nonpublic records to be unintentionally swept up by judyrecords when they attempted to obtain public records
- Nonpublic records were never available to anyone simply searching the State Bar Court portal in the normal manner
- Media reports confirm that nonpublic records of Tyler clients in other jurisdictions, including state and federal courts, were available on judyrecords
- Judyrecords subsequently states that it downloaded records from approximately 30 different Tyler Odyssey portals in the U.S. Claims the number of nonpublic records it has is “well into the millions”

Odyssey Portal Remediated  
March 8 – 15, 2022

- Tyler confirms that “data harvesting” by judyrecords did not involve direct access to the State Bar’s Odyssey case management system, but was contained to its public-facing Odyssey portal.
- State Bar IT staff and security firm install and test the Odyssey portal security fix provided by Tyler Technologies
- State Bar Court portal is brought back online for public records access

Current count of records that were  
available and viewed on judyrecords  
October 15, 2021 – February 26, 2022

	Posted	Viewed
Public Records	47,964	60
Nonpublic Records	322,525	1,034
Nonpublic Records with Personal Information	188	6



## Technical Follow Up

# Technical Follow Up

- **Judyrecords used a previously unseen method for accessing Odyssey portal records**
  - This type of access does not appear in IT security tools as an intrusion or attack
- **The State Bar's IT security posture is sound overall**
  - Application Security Assessment - March 2021 (private IT security firm)
  - Network Security Assessment - September 2021 (California Department of Technology)
- **Additional IT security review**
  - Additional reviews are being conducted of application and network security