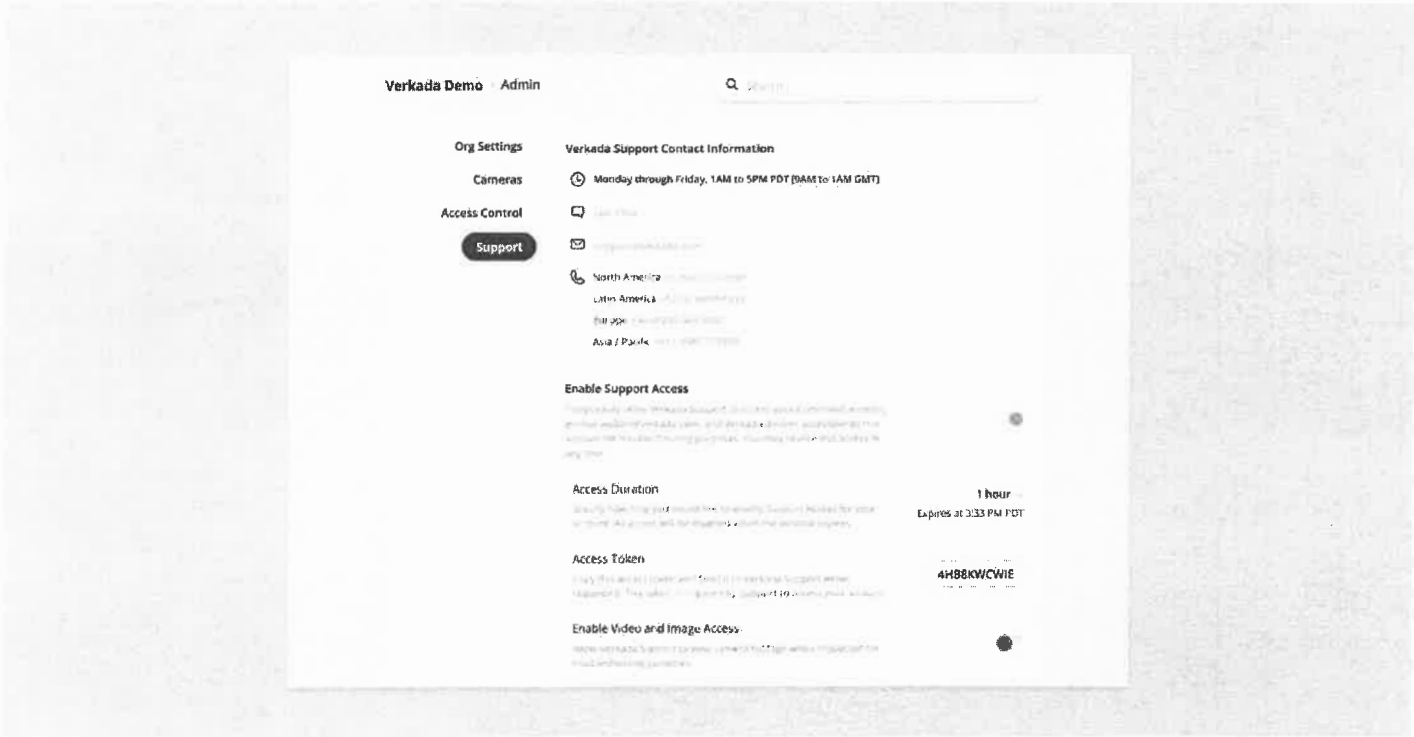
April Product Updates

email: "jeff@verkada.com Jeff at Verkada" **Tuesday, April 6, 2021 at 11:45:57 AM Central Daylight Time**
To: email: "agower@florenceisd.net"

Verkada



Support Permission System

Direct control and increased security around how Verkada provides technical support.

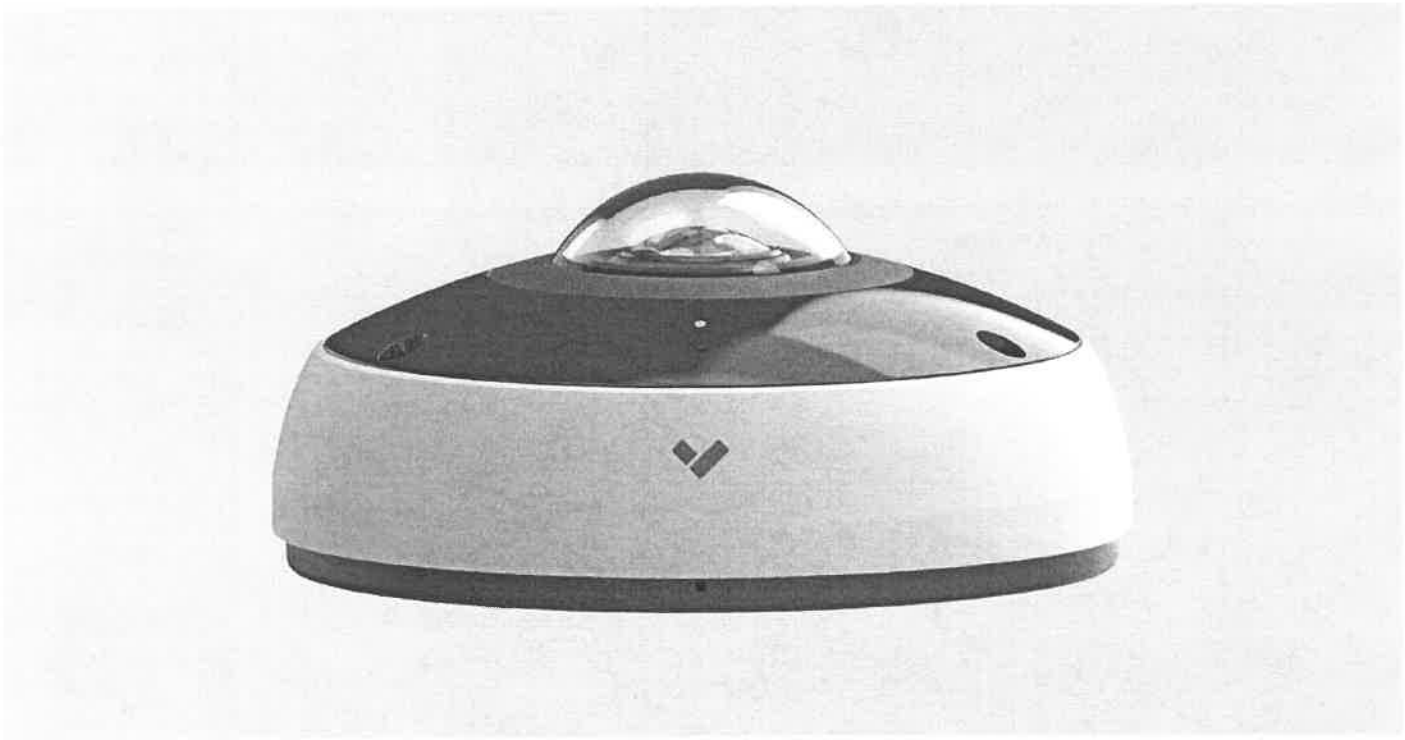
Learn More

Recent Releases

Meet the Updated Command

Introducing the latest version of Command—an integrated platform for accessing and managing your Verkada devices.

Read Blog



CF81-E Fisheye

Meet our new Fisheye Series with immersive coverage in 360° with digital pan-tilt-zoom

See Details

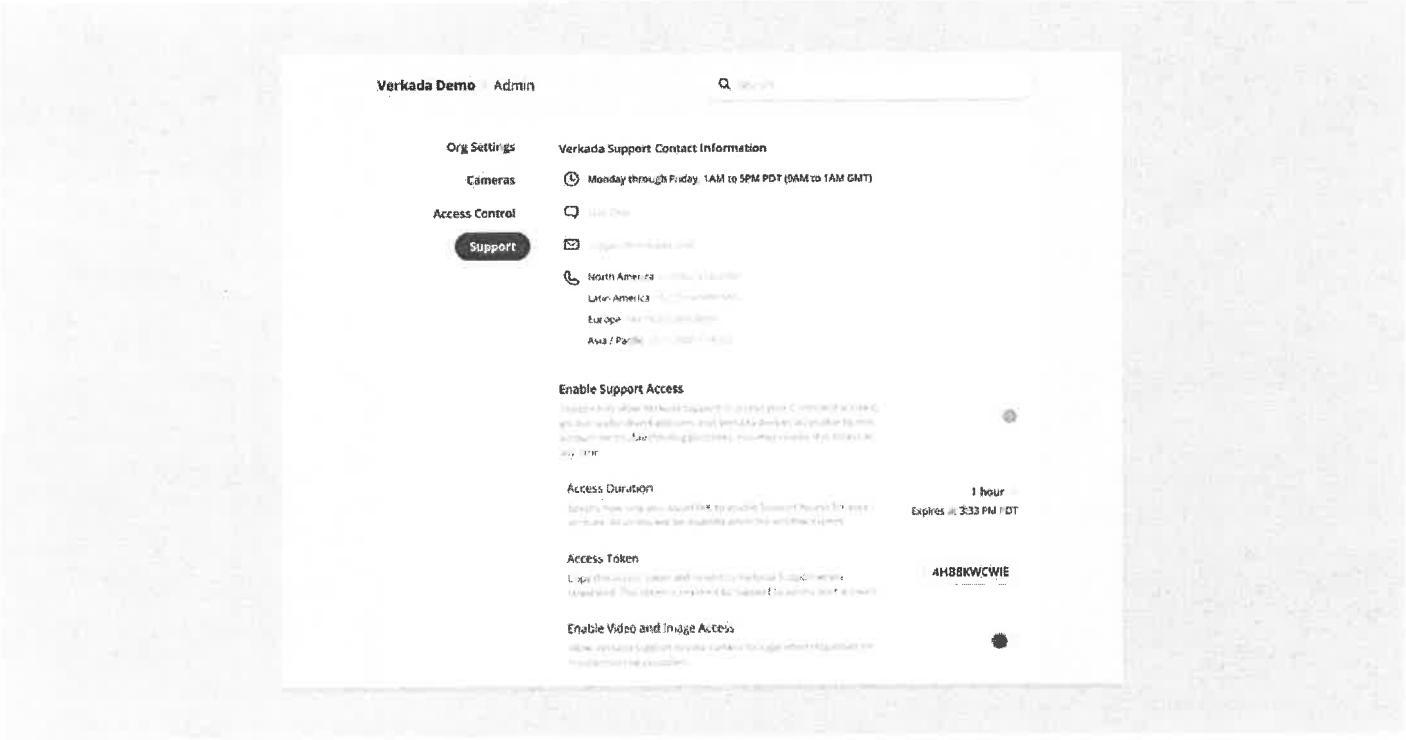
This email was sent to agower@florenceisd.net
why did I get this? unsubscribe from this list update subscription preferences
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

April Product Updates

email: "jeff@verkada.com Jeff at Verkada"
To: email: "jbirch@florenceisd.net Jimmy"

Tuesday, April 6, 2021 at 11:45:22 AM Central Daylight Time

Verkada



Support Permission System

Direct control and increased security around how Verkada provides technical support.

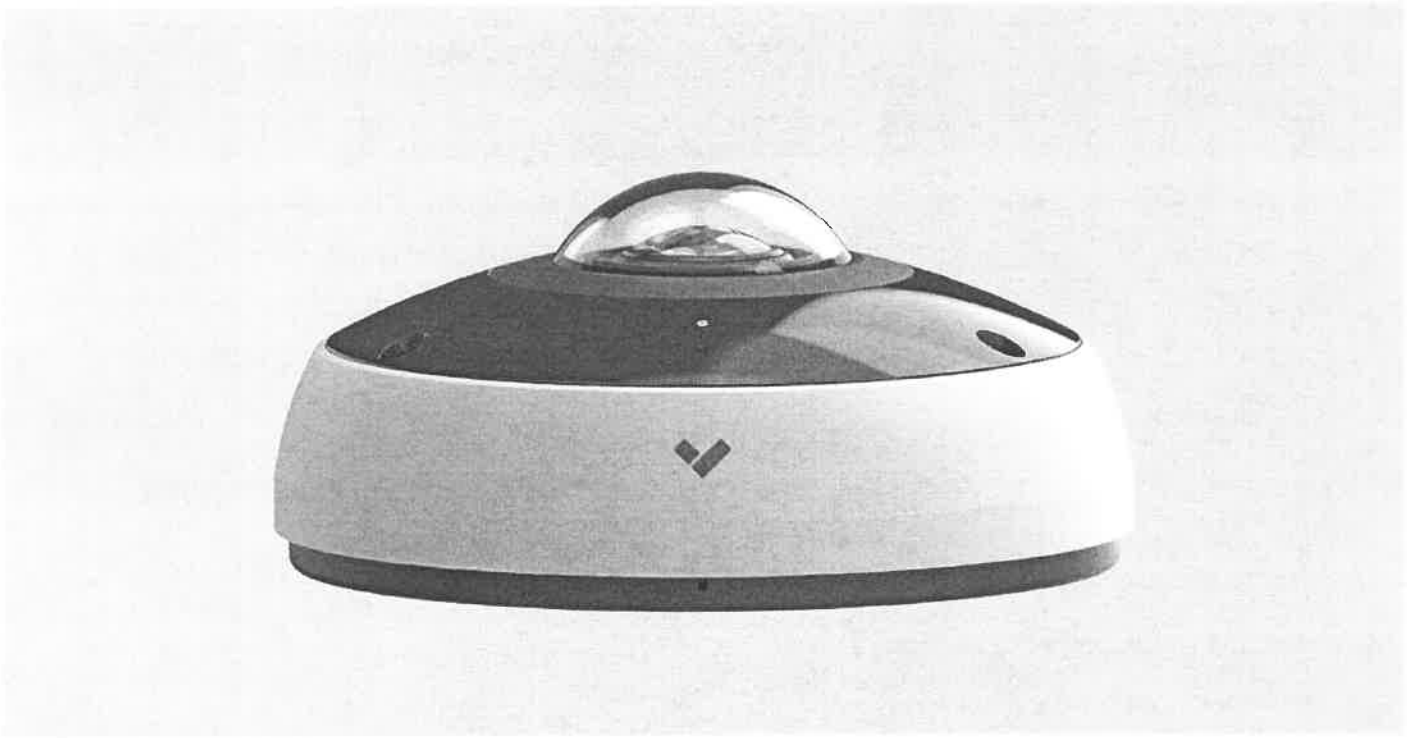
Learn More

Recent Releases

Meet the Updated Command

Introducing the latest version of Command—an integrated platform for accessing and managing your Verkada devices.

Read Blog



CF81-E Fisheye

Meet our new Fisheye Series with immersive coverage in 360° with digital pan-tilt-zoom

See Details

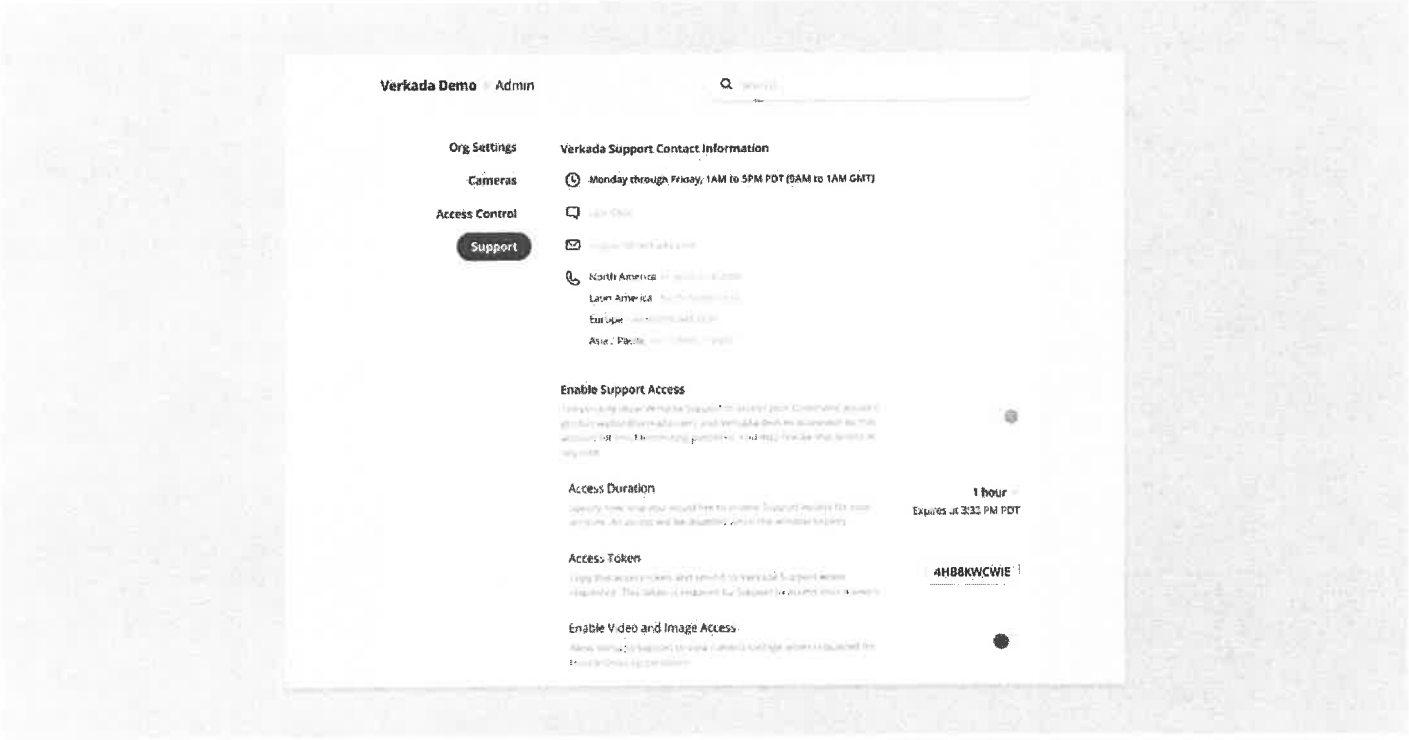
This email was sent to jbirch@florenceisd.net
why did I get this? unsubscribe from this list update subscription preferences
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

April Product Updates

email: "jeff@verkada.com Jeff at Verkada"
To: email: "hpiatt@florenceisd.net Heather Piatt"

Tuesday, April 6, 2021 at 11:44:58 AM Central Daylight Time

Verkada



Support Permission System

Direct control and increased security around how Verkada provides technical support.

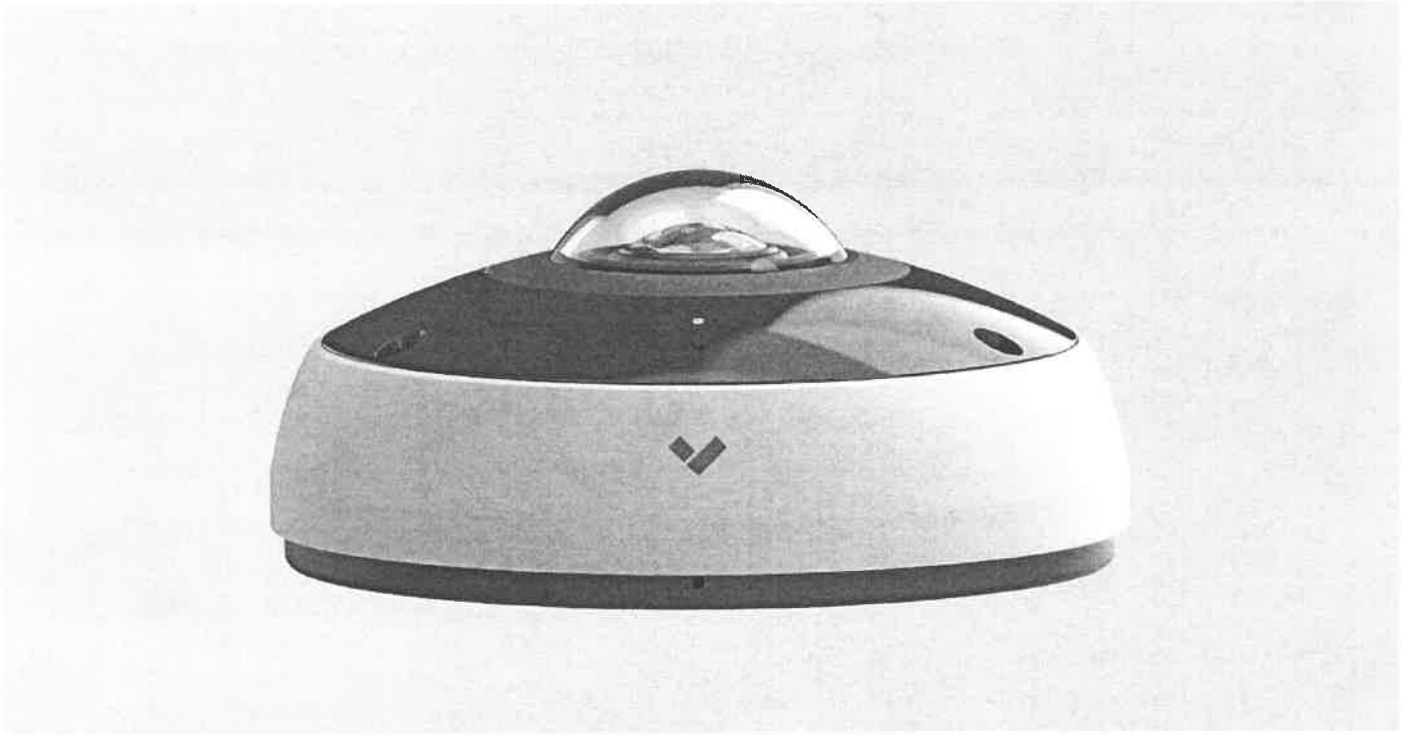
Learn More

Recent Releases

Meet the Updated Command

Introducing the latest version of Command—an integrated platform for accessing and managing your Verkada devices.

Read Blog



CF81-E Fisheye

Meet our new Fisheye Series with immersive coverage in 360° with digital pan-tilt-zoom

See Details

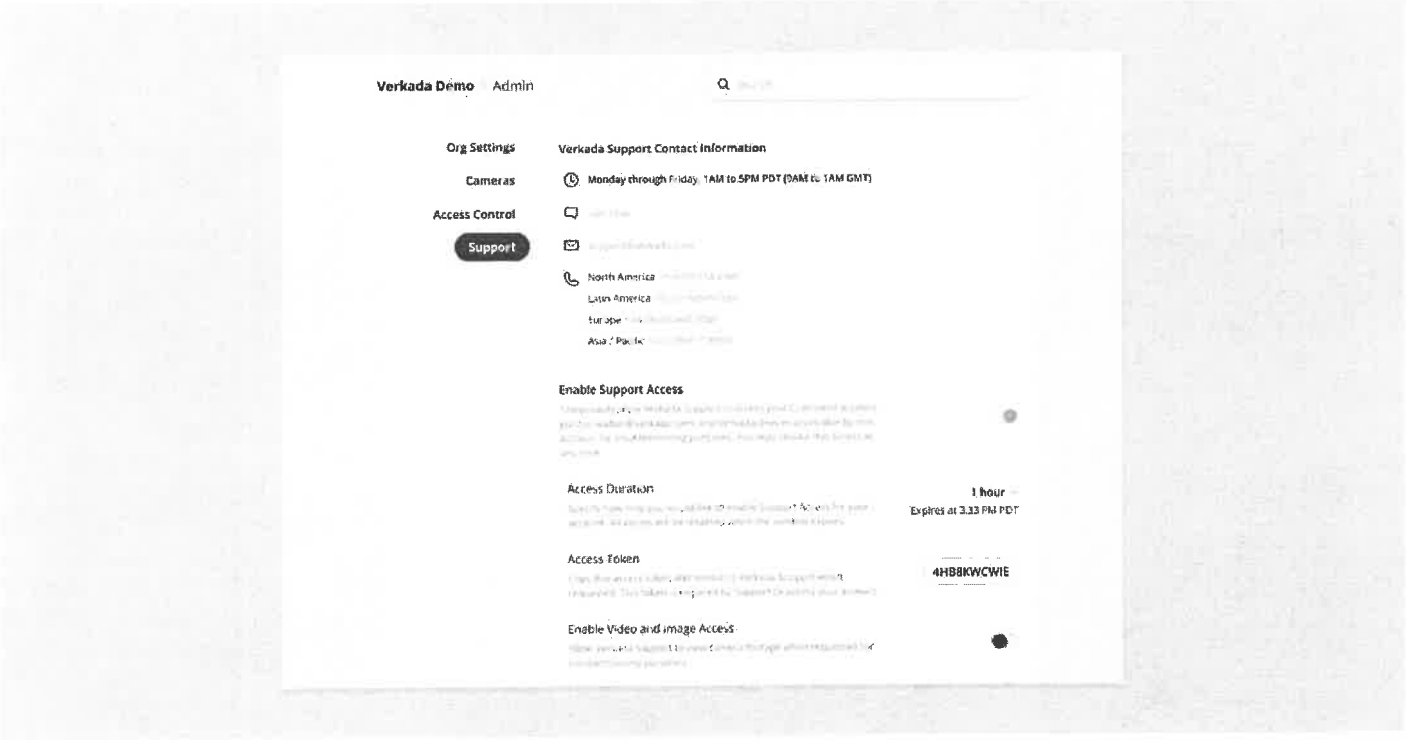
This email was sent to hpiatt@florenceisd.net
why did I get this? unsubscribe from this list update subscription preferences
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

April Product Updates

email: "jeff@verkada.com Jeff at Verkada"
To: email: "rtuck@florenceisd.net"

Tuesday, April 6, 2021 at 11:44:59 AM Central Daylight Time

Verkada



Support Permission System

Direct control and increased security around how Verkada provides technical support.

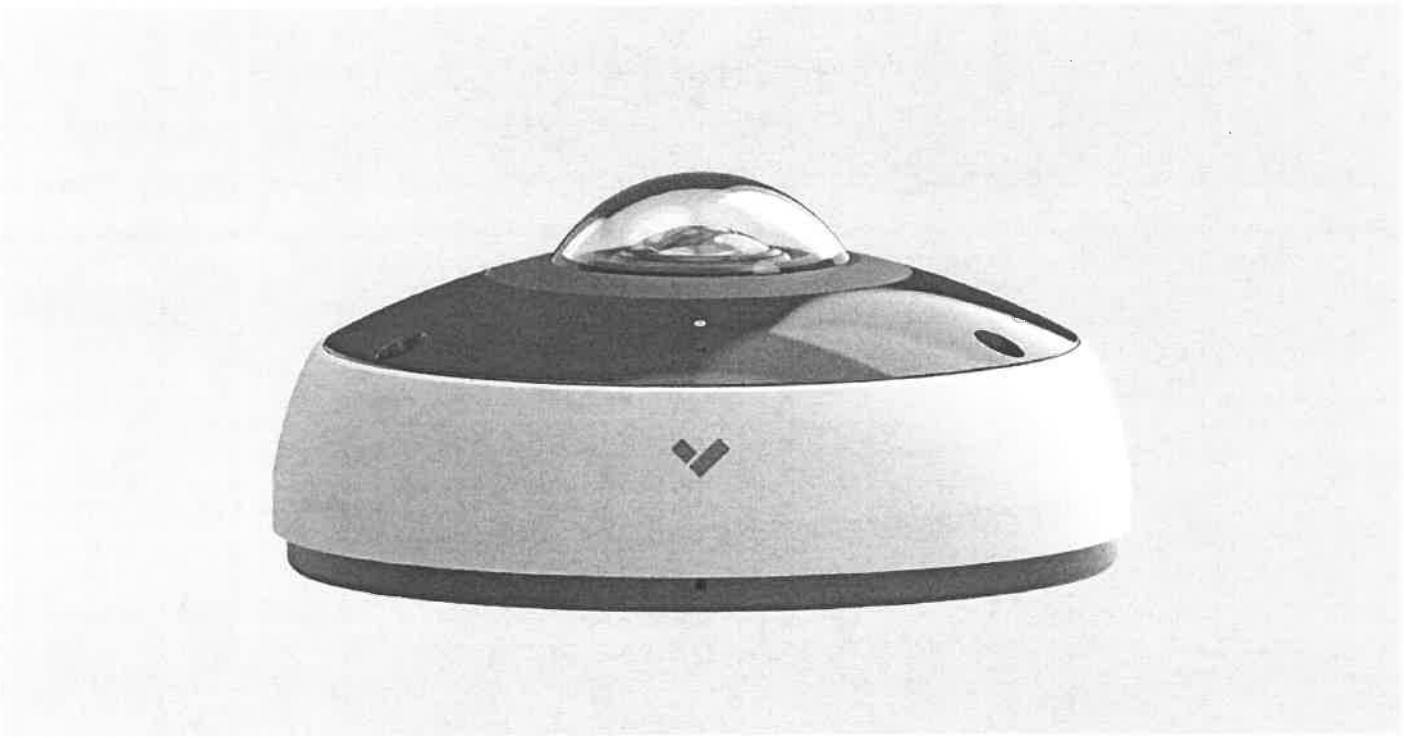
Learn More

Recent Releases

Meet the Updated Command

Introducing the latest version of Command—an integrated platform for accessing and managing your Verkada devices.

Read Blog



CF81-E Fisheye

Meet our new Fisheye Series with immersive coverage in 360° with digital pan-tilt-zoom

See Details

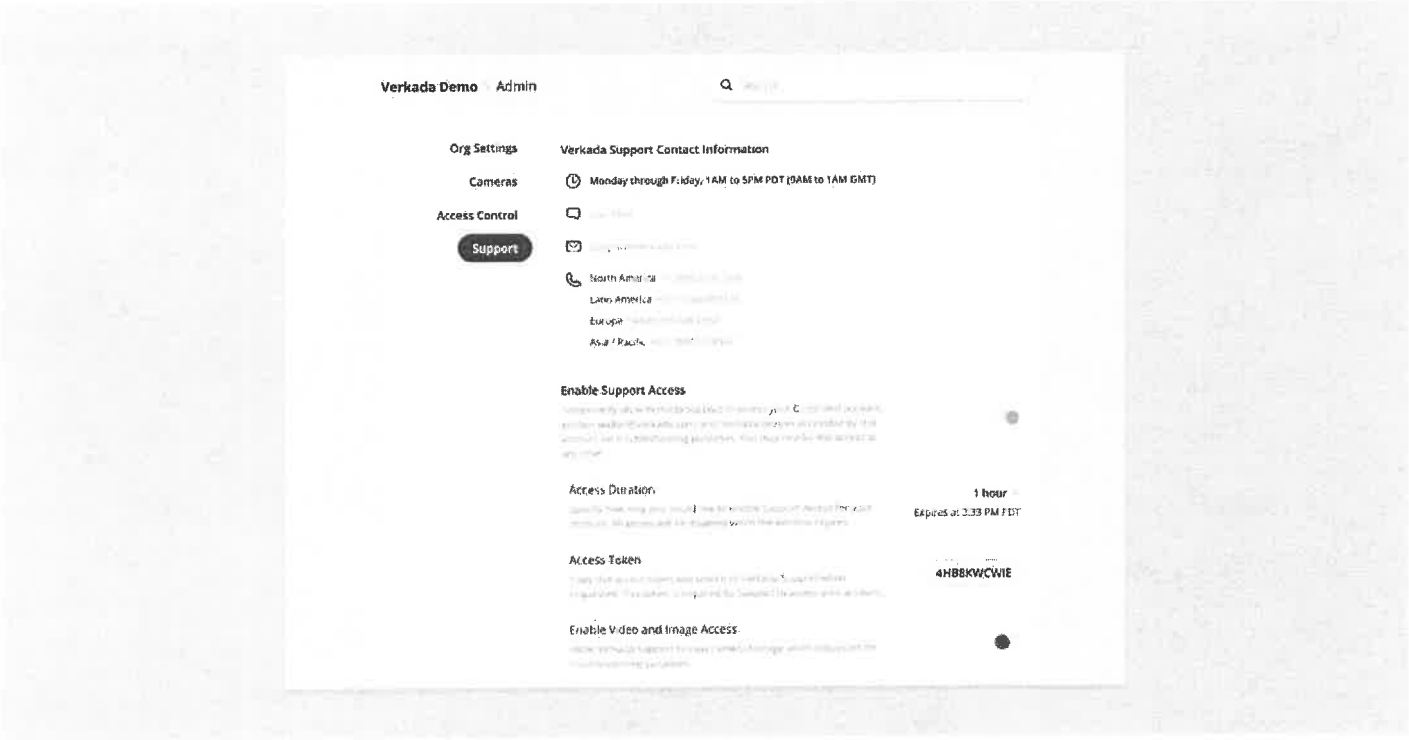
This email was sent to rtuck@florenceisd.net
why did I get this? unsubscribe from this list update subscription preferences
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

April Product Updates

email: "jeff@verkada.com Jeff at Verkada"
To: email: "kbradford@florenceisd.net Kay Bradford"

Tuesday, April 6, 2021 at 11:44:58 AM Central Daylight Time

Verkada



Support Permission System

Direct control and increased security around how Verkada provides technical support.

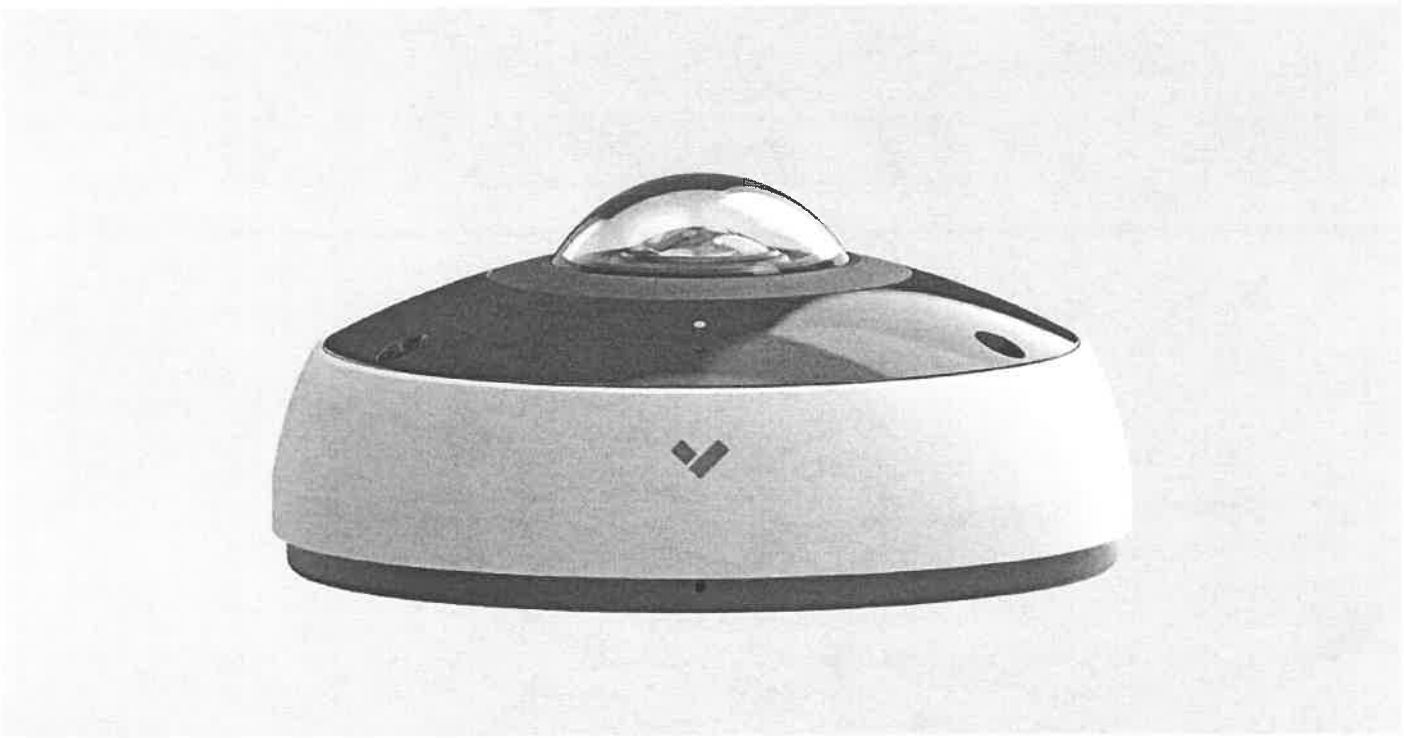
Learn More

Recent Releases

Meet the Updated Command

Introducing the latest version of Command—an integrated platform for accessing and managing your Verkada devices.

Read Blog



CF81-E Fisheye

Meet our new Fisheye Series with immersive coverage in 360° with digital pan-tilt-zoom

See Details

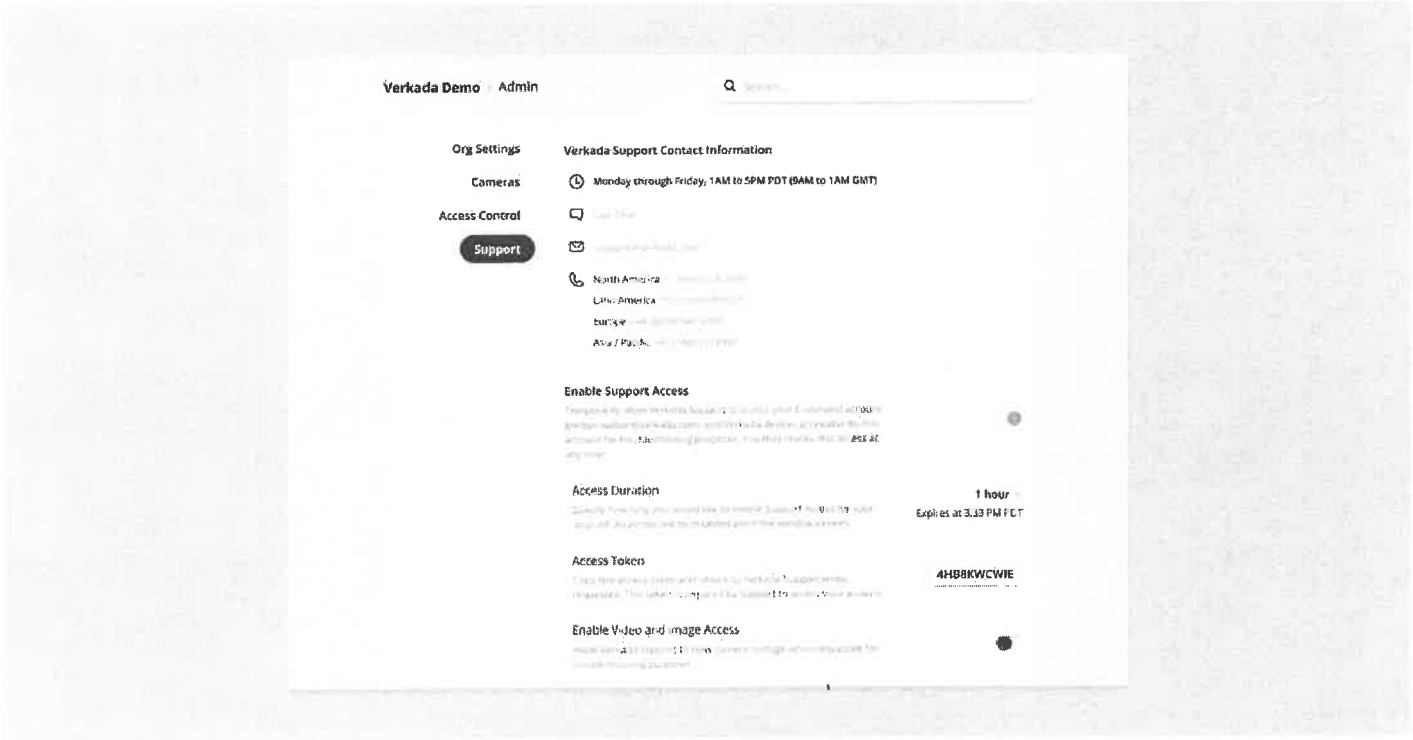
This email was sent to kbradford@florenceisd.net
why did I get this? unsubscribe from this list update subscription preferences
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

April Product Updates

email: "jeff@verkada.com Jeff at Verkada"
To: email: "selder@florenceisd.net"

Tuesday, April 6, 2021 at 11:44:58 AM Central Daylight Time

Verkada



Support Permission System

Direct control and increased security around how Verkada provides technical support.

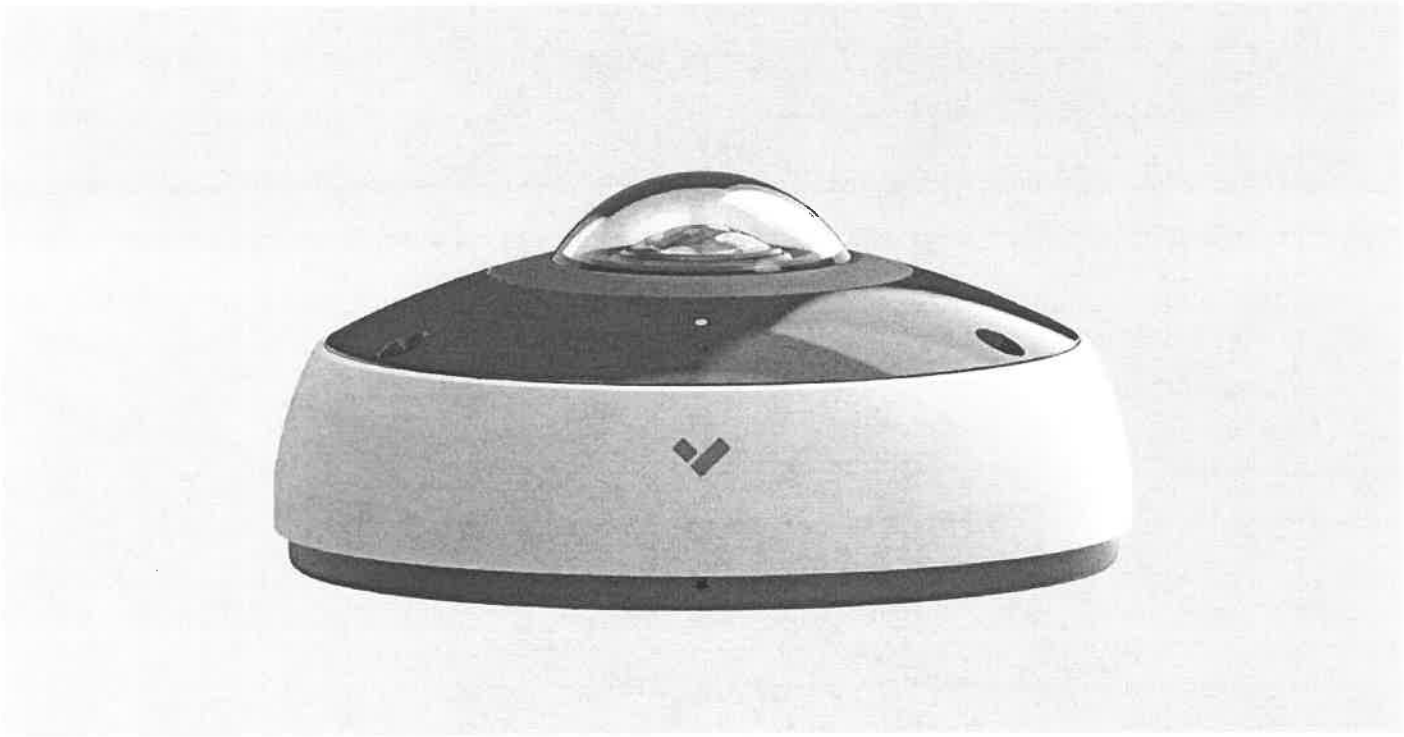
Learn More

Recent Releases

Meet the Updated Command

Introducing the latest version of Command—an integrated platform for accessing and managing your Verkada devices.

Read Blog



CF81-E Fisheye

Meet our new Fisheye Series with immersive coverage in 360° with digital pan-tilt-zoom

See Details

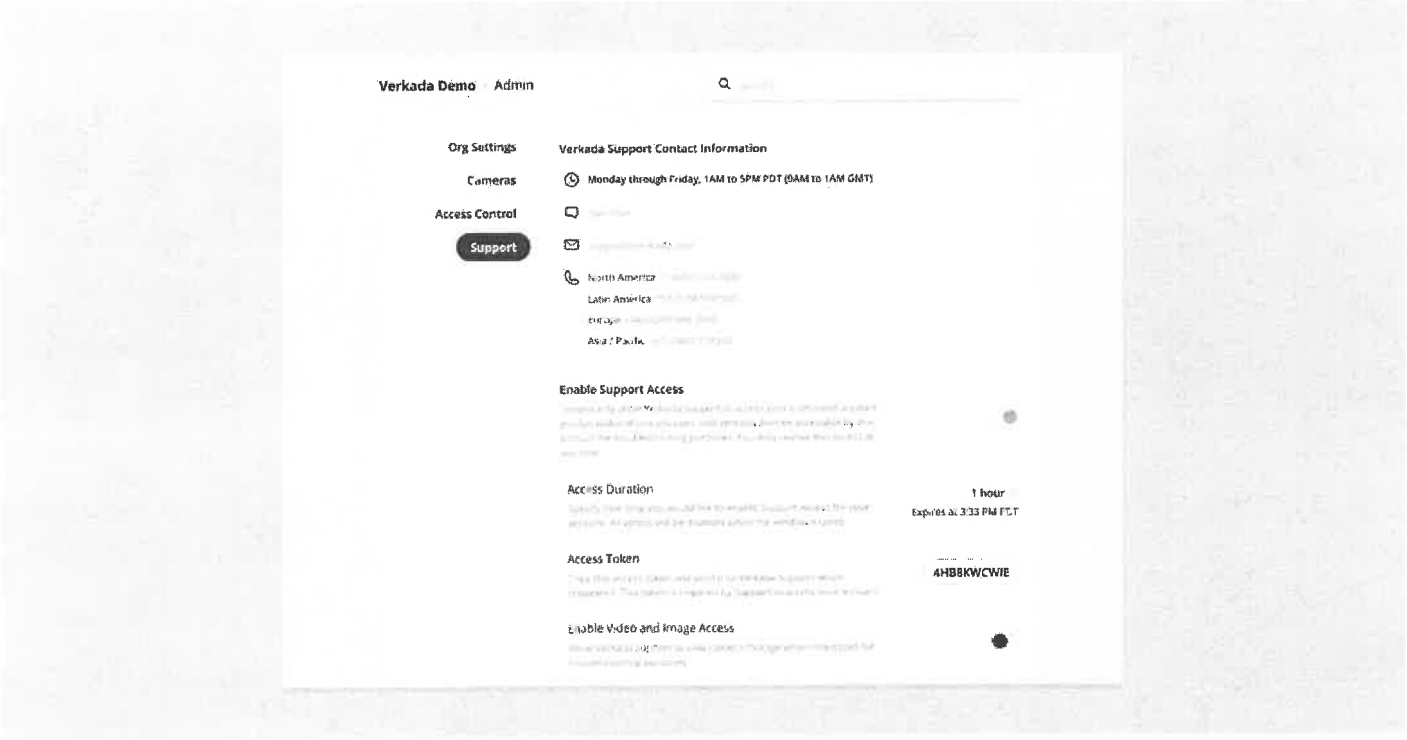
This email was sent to selder@florenceisd.net
why did I get this? unsubscribe from this list update subscription preferences
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

April Product Updates

email: "jeff@verkada.com Jeff at Verkada"
To: email: "jgrant@florenceisd.net James Grant"

Tuesday, April 6, 2021 at 11:44:58 AM Central Daylight Time

Verkada



Support Permission System

Direct control and increased security around how Verkada provides technical support.

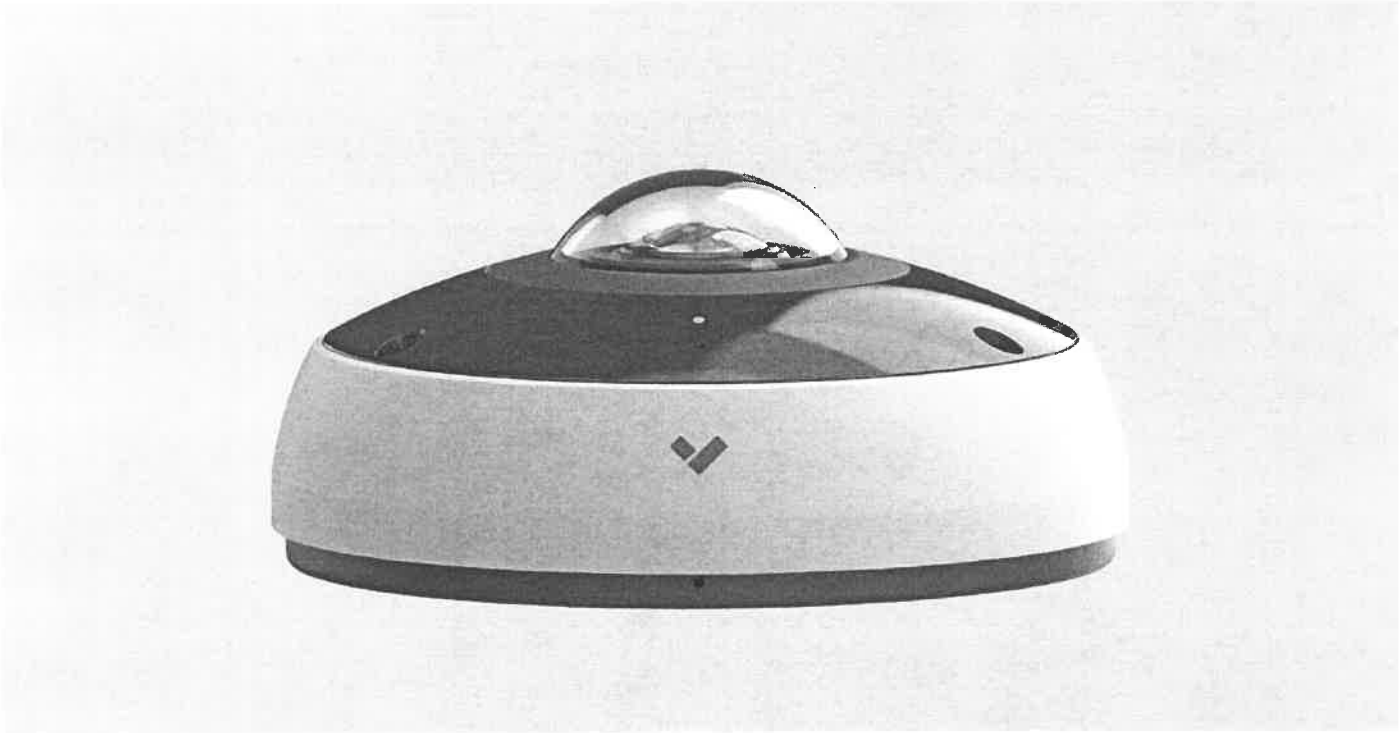
Learn More

Recent Releases

Meet the Updated Command

Introducing the latest version of Command—an integrated platform for accessing and managing your Verkada devices.

Read Blog



CF81-E Fisheye

Meet our new Fisheye Series with immersive coverage in 360° with digital pan-tilt-zoom

See Details

This email was sent to jgrant@florenceisd.net
why did I get this? unsubscribe from this list update subscription preferences
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

Security Webinar - April 7th

email: "security@verkada.com Security at Verkada" **Monday, April 5, 2021 at 1:30:10 PM Central Daylight Time**
To: email: "jbirch@florenceisd.net"

Hello,

Verkada will be holding our next security webinar led by CEO and Co-Founder Filip Kaliszan on Wednesday, April 7th at 2pm ET / 11am PT.

To register, please click below:
https://www.verkada.com/webinars/addressing-security-privacy-concerns/

If you have any questions or topics you'd like us to address in this next session, please fill out the form below:
https://forms.gle/1xs2SjoPnPmKssp9A

Thank you,
Verkada Team

Manage your email settings: https://verkada.us7.list-manage.com/unsubscribe?u=b197becd601a1fbd31253bba2&id=804be2c46d&e=205549c9de&c=60933fc05b

Security Webinar - April 7th

email: "security@verkada.com Security at Verkada" **Monday, April 5, 2021 at 1:16:56 PM Central Daylight Time**
To: email: "cblackman@florenceisd.net"

Hi Chad,

Verkada will be holding our next security webinar led by CEO and Co-Founder Filip Kaliszan on Wednesday, April 7th at 2pm ET / 11am PT.

To register, please click below:
https://www.verkada.com/webinars/addressing-security-privacy-concerns/

If you have any questions or topics you'd like us to address in this next session, please fill out the form below:
https://forms.gle/1xs2SjoPnPmKssp9A

Thank you,
Verkada Team

Manage your email settings: https://www.verkada.com/emailsettings/

March 31st Security Update

email: "security@verkada.com Security at Verkada" **Wednesday, March 31, 2021 at 2:44:52 PM Central Daylight Time**
To: email: "jbirch@florenceisd.net"

Hello,

We are writing to inform you of an update to our ongoing response to Verkada's security incident.

Click the link below to view our most recent update:
https://www.verkada.com/security-update/

Thank you,
Verkada Team

Manage your email settings: https://verkada.us7.list-manage.com/unsubscribe?u=b197becd601a1fbd31253bba2&id=804be2c46d&e=205549c9de&c=de7cfbc80e

Security Update - March 31st

email: "security@verkada.com Security at Verkada" **Wednesday, March 31, 2021 at 2:45:45 PM Central Daylight Time**
To: email: "cblackman@florenceisd.net"

Hi Chad,

We are writing to inform you of an update to our ongoing response to Verkada's security incident.

Click the link below to view our most recent update:
https://www.verkada.com/security-update/

Thank you,
Team Verkada

Manage your email settings: https://www.verkada.com/emailsettings/

Security Update - March 31st

email: "security@verkada.com Security at Verkada" **Wednesday, March 31, 2021 at 2:45:45 PM Central Daylight Time**
To: email: "cblackman@florenceisd.net"

Hi Chad,

We are writing to inform you of an update to our ongoing response to Verkada's security incident.

Click the link below to view our most recent update:
https://www.verkada.com/security-update/

Thank you,
Team Verkada

Manage your email settings: https://www.verkada.com/emailsettings/

Security Webinar - March 31st

email: "security@verkada.com Security at Verkada" **Monday, March 29, 2021 at 6:44:54 PM Central Daylight Time**
To: email: "jbirch@florenceisd.net"

Hello,

Verkada will be holding our next security webinar led by CEO and Co-Founder Filip Kaliszan on Wednesday, March 31st at 2pm ET / 11am PT.

To register, please click below:
https://www.verkada.com/webinars/addressing-security-privacy-concerns/

If you have any questions or topics you'd like us to address in this next session, please fill out the form below:
https://forms.gle/1xs2SjoPnPmKssp9A

Thank you,
Verkada Team

Manage your email settings: https://verkada.us7.list-manage.com/unsubscribe?u=b197becd601a1fbd31253bba2&id=804be2c46d&e=205549c9de&c=fd8ce54ccf

Fwd: Texas Public Information Act Request: Verkada hack emails and documents (Florence)

email: "dbean@florenceisd.net Debra Bean" **Friday, March 26, 2021 at 10:01:49 AM Central Daylight Time**
To: email: "ebanfield@florenceisd.net Eric Banfield" , email: "pmichalewicz@florenceisd.net Paul Michalewicz"

Debbie Bean
Administrative Assistant to the Superintendent
Florence ISD
(254) 793-2850 Ext. 2221

CONFIDENTIALITY NOTICE: This email and any files transmitted with it are subject to the laws and policies regulating confidentiality to communications with and/or of Florence Independent School District's parents, students, and personnel; and, therefore, could be considered confidential. The contents of this transmission are intended solely for the use of the individual or entity to whom this e-mail is addressed. Improper copying or dissemination of this e-mail to individuals other than those permitted to receive same by law and policy may result in legal action. If you are not one of the named recipients or otherwise have reason to believe that you have received this message in error, please notify Florence Independent School District (254) 793-2850.

---------- Forwarded message ---------
From: <110222-06099768@requests.muckrock.com>
Date: Fri, Mar 26, 2021 at 9:29 AM
Subject: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: <dbean@florenceisd.net>

Florence Independent School District
Texas Public Information Act Office
306 COLLEGE AVE
FLORENCE, TX 76527

March 26, 2021

To Whom It May Concern:

Pursuant to the Texas Public Information Act, I hereby request the following records:

1) All emails sent and received from Jan. 1, 2021 until the date this request is completed between Florence Independent School District staff and employees of Verkada Inc. (email addresses ending in "@verkada.com").

2) All emails sent or received by Florence Independent School District staff containing the word "Verkada" from Jan. 1, 2021 until the date this request is completed.

3) All contracts and statements of work related to Florence Independent School District's purchase and use of Verkada Inc. technology.

4) All user manuals or guidebooks for Verkada Inc. technology used by Florence Independent School District.

I ask that all fees be waived as this information is in the public interest. In the event that the district chooses to impose fees, I request a detailed breakdown of the costs, including the hourly wages of any personnel assigned to process the request and estimates of how many hours the request will take them to process.

Should the district choose to deny access to or redact records responsive to this request, I ask that the district provides a detailed explanation of its reasoning--as required by law--citing the specific statutes and case law on which each decision is based.

Thank you very much for your help, and if you have any questions regarding my request please do not hesitate to contact me for clarification.

I look forward to receiving your response to this request within 10 business days, as the statute requires.

Sincerely,

Todd Feathers

Filed via MuckRock.com
E-mail (Preferred): 110222-06099768@requests.muckrock.com
Upload documents directly: https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fflorence-independent-school-district-22618%252Fverkada-hack-emails-and-documents-florence-110222%252F%253Femail%253Ddbean%252540florenceisd.net&url_auth_token=AACNVEalba1AizDuwcu3eXcXFdM%3A1lPnQ1%3AQkZEsC9kfV5hIvUCw0pIkiMZbmo
Is this email coming to the wrong contact? Something else wrong? Use the above link to let us know.

For mailed responses, please address (see note):
MuckRock News

DEPT MR 110222
411A Highland Ave
Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.

---

email: "pmichalewicz@florenceisd.net Paul Michalewicz" **Friday, March 26, 2021 at 3:47:31 PM Central Daylight Time**
To: email: "ebanfield@florenceisd.net Eric Banfield"

---------- Forwarded message ---------
From: **Debra Bean** <dbean@florenceisd.net>
Date: Fri, Mar 26, 2021 at 10:02 AM
Subject: Fwd: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: Eric Banfield <ebanfield@florenceisd.net>, Paul Michalewicz <pmichalewicz@florenceisd.net>

Debbie Bean
Administrative Assistant to the Superintendent
Florence ISD
(254) 793-2850 Ext. 2221

CONFIDENTIALITY NOTICE: This email and any files transmitted with it are subject to the laws and policies regulating confidentiality to communications with and/or of Florence Independent School District's parents, students, and personnel; and, therefore, could be considered confidential. The contents of this transmission are intended solely for the use of the individual or entity to whom this e-mail is addressed. Improper copying or dissemination of this e-mail to individuals other than those permitted to receive same by law and policy may result in legal action. If you are not one of the named recipients or otherwise have reason to believe that you have received this message in error, please notify Florence Independent School District (254) 793-2850.

---------- Forwarded message ---------
From: <110222-06099768@requests.muckrock.com>
Date: Fri, Mar 26, 2021 at 9:29 AM
Subject: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: <dbean@florenceisd.net>

Florence Independent School District
Texas Public Information Act Office
306 COLLEGE AVE
FLORENCE, TX 76527

March 26, 2021

To Whom It May Concern:

Pursuant to the Texas Public Information Act, I hereby request the following records:

1) All emails sent and received from Jan. 1, 2021 until the date this request is completed between Florence Independent School District staff and employees of Verkada Inc. (email addresses ending in "@verkada.com").

2) All emails sent or received by Florence Independent School District staff containing the word "Verkada" from Jan. 1, 2021 until the date this request is completed.

3) All contracts and statements of work related to Florence Independent School District's purchase and use of Verkada Inc. technology.

4) All user manuals or guidebooks for Verkada Inc. technology used by Florence Independent School District.

I ask that all fees be waived as this information is in the public interest. In the event that the district chooses to impose fees, I request a detailed breakdown of the costs, including the hourly wages of any personnel assigned to process the request and estimates of how many hours the request will take them to process.

Should the district choose to deny access to or redact records responsive to this request, I ask that the district provides a detailed explanation of its reasoning--as required by law--citing the specific statutes and case law on which each decision is based.

Thank you very much for your help, and if you have any questions regarding my request please do not hesitate to contact me for clarification.

I look forward to receiving your response to this request within 10 business days, as the statute requires.

Sincerely,

Todd Feathers

Filed via MuckRock.com
E-mail (Preferred): 110222-06099768@requests.muckrock.com
Upload documents directly: https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fflorence-independent-school-district-22618%252Fverkada-hack-emails-and-documents-florence-110222%252F%253Femail%253Ddbean%252540florenceisd.net&url_auth_token=AACNVEalba1AizDuwcu3eXcXFdM%3A1lPnQ1%3AQkZEsC9kfV5hIvUCw0pIkiMZbmo
Is this email coming to the wrong contact? Something else wrong? Use the above link to let us know.

For mailed responses, please address (see note):
MuckRock News
DEPT MR 110222
411A Highland Ave
Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.

---

email: "ebanfield@florenceisd.net Eric Banfield" **Monday, March 29, 2021 at 4:40:32 PM Central Daylight Time**

---------- Forwarded message ---------
From: **Paul Michalewicz** <pmichalewicz@florenceisd.net>
Date: Fri, Mar 26, 2021 at 3:47 PM
Subject: Fwd: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: Eric Banfield <ebanfield@florenceisd.net>

---------- Forwarded message ---------
From: **Debra Bean** <dbean@florenceisd.net>
Date: Fri, Mar 26, 2021 at 10:02 AM
Subject: Fwd: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: Eric Banfield <ebanfield@florenceisd.net>, Paul Michalewicz <pmichalewicz@florenceisd.net>

Debbie Bean
Administrative Assistant to the Superintendent
Florence ISD
(254) 793-2850 Ext. 2221

CONFIDENTIALITY NOTICE: This email and any files transmitted with it are subject to the laws and policies regulating confidentiality to communications with and/or of Florence Independent School District's parents, students, and personnel; and, therefore, could be considered confidential. The contents of this transmission are intended solely for the use of the individual or entity to whom this e-mail is addressed. Improper copying or dissemination of this e-mail to individuals other than those permitted to receive same by law and policy may result in legal action. If you are not one of the named recipients or otherwise have reason to believe that you have received this message in error, please notify Florence Independent School District (254) 793-2850.

---------- Forwarded message ---------
From: <110222-06099768@requests.muckrock.com>
Date: Fri, Mar 26, 2021 at 9:29 AM
Subject: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: <dbean@florenceisd.net>

Florence Independent School District
Texas Public Information Act Office
306 COLLEGE AVE
FLORENCE, TX 76527

March 26, 2021

To Whom It May Concern:

Pursuant to the Texas Public Information Act, I hereby request the following records:

1) All emails sent and received from Jan. 1, 2021 until the date this request is completed between Florence Independent School District staff and employees of Verkada Inc. (email addresses ending in "@verkada.com").

2) All emails sent or received by Florence Independent School District staff containing the word "Verkada" from Jan. 1, 2021 until the date this request is completed.

3) All contracts and statements of work related to Florence Independent School District's purchase and use of Verkada Inc. technology.

4) All user manuals or guidebooks for Verkada Inc. technology used by Florence Independent School District.

I ask that all fees be waived as this information is in the public interest. In the event that the district chooses to impose fees, I request a detailed breakdown of the costs, including the hourly wages of any personnel assigned to process the request and estimates of how many hours the request will take them to process.

Should the district choose to deny access to or redact records responsive to this request, I ask that the district provides a detailed explanation of its reasoning--as required by law--citing the specific statutes and case law on which each decision is based.

Thank you very much for your help, and if you have any questions regarding my request please do not hesitate to contact me for clarification.

I look forward to receiving your response to this request within 10 business days, as the statute requires.

Sincerely,

Todd Feathers

Filed via MuckRock.com
E-mail (Preferred): 110222-06099768@requests.muckrock.com
Upload documents directly: https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fflorence-independent-school-district-22618%252Fverkada-hack-emails-and-documents-florence-110222%252F%253Femail%253Ddbean%252540florenceisd.net&url_auth_token=AACNVEalba1AizDuwcu3eXcXFdM%3A1lPnQ1%3AQkZEsC9kfV5hlvUCw0plkiMZbmo
Is this email coming to the wrong contact? Something else wrong? Use the above link to let us know.

For mailed responses, please address (see note):
MuckRock News
DEPT MR 110222
411A Highland Ave
Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.

--
Eric Banfield
Business Manager
Florence ISD
254-793-2850 ext. 2225

Fwd: Texas Public Information Act Request: Verkada hack emails and documents (Florence)

email: "dbean@florenceisd.net Debra Bean" **Friday, March 26, 2021 at 10:01:49 AM Central Daylight Time**
To: email: "ebanfield@florenceisd.net Eric Banfield" , email: "pmichalewicz@florenceisd.net Paul Michalewicz"

Debbie Bean
Administrative Assistant to the Superintendent
Florence ISD
(254) 793-2850 Ext. 2221

CONFIDENTIALITY NOTICE: This email and any files transmitted with it are subject to the laws and policies regulating confidentiality to communications with and/or of Florence Independent School District's parents, students, and personnel; and, therefore, could be considered confidential. The contents of this transmission are intended solely for the use of the individual or entity to whom this e-mail is addressed. Improper copying or dissemination of this e-mail to individuals other than those permitted to receive same by law and policy may result in legal action. If you are not one of the named recipients or otherwise have reason to believe that you have received this message in error, please notify Florence Independent School District (254) 793-2850.

---------- Forwarded message ---------
From: <110222-06099768@requests.muckrock.com>
Date: Fri, Mar 26, 2021 at 9:29 AM
Subject: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: <dbean@florenceisd.net>

Florence Independent School District
Texas Public Information Act Office
306 COLLEGE AVE
FLORENCE, TX 76527

March 26, 2021

To Whom It May Concern:

Pursuant to the Texas Public Information Act, I hereby request the following records:

1) All emails sent and received from Jan. 1, 2021 until the date this request is completed between Florence Independent School District staff and employees of Verkada Inc. (email addresses ending in "@verkada.com").

2) All emails sent or received by Florence Independent School District staff containing the word "Verkada" from Jan. 1, 2021 until the date this request is completed.

3) All contracts and statements of work related to Florence Independent School District's purchase and use of Verkada Inc. technology.

4) All user manuals or guidebooks for Verkada Inc. technology used by Florence Independent School District.

I ask that all fees be waived as this information is in the public interest. In the event that the district chooses to impose fees, I request a detailed breakdown of the costs, including the hourly wages of any personnel assigned to process the request and estimates of how many hours the request will take them to process.

Should the district choose to deny access to or redact records responsive to this request, I ask that the district provides a detailed explanation of its reasoning--as required by law--citing the specific statutes and case law on which each decision is based.

Thank you very much for your help, and if you have any questions regarding my request please do not hesitate to contact me for clarification.

I look forward to receiving your response to this request within 10 business days, as the statute requires.

Sincerely,

Todd Feathers

Filed via MuckRock.com
E-mail (Preferred): 110222-06099768@requests.muckrock.com
Upload documents directly: https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fflorence-independent-school-district-22618%252Fverkada-hack-emails-and-documents-florence-110222%252F%253Femail%253Ddbean%252540florenceisd.net&url_auth_token=AACNVEalba1AizDuwcu3eXcXFdM%3A1lPnQ1%3AQkZEsC9kfV5hIvUCw0plkiMZbmo
Is this email coming to the wrong contact? Something else wrong? Use the above link to let us know.

For mailed responses, please address (see note):
MuckRock News

DEPT MR 110222
411A Highland Ave
Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.

---

email: "pmichalewicz@florenceisd.net Paul Michalewicz" **Friday, March 26, 2021 at 3:47:31 PM Central Daylight Time**
To: email: "ebanfield@florenceisd.net Eric Banfield"

---------- Forwarded message ---------
From: **Debra Bean** <dbean@florenceisd.net>
Date: Fri, Mar 26, 2021 at 10:02 AM
Subject: Fwd: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: Eric Banfield <ebanfield@florenceisd.net>, Paul Michalewicz <pmichalewicz@florenceisd.net>

Debbie Bean
Administrative Assistant to the Superintendent
Florence ISD
(254) 793-2850 Ext. 2221

CONFIDENTIALITY NOTICE: This email and any files transmitted with it are subject to the laws and policies regulating confidentiality to communications with and/or of Florence Independent School District's parents, students, and personnel; and, therefore, could be considered confidential. The contents of this transmission are intended solely for the use of the individual or entity to whom this e-mail is addressed. Improper copying or dissemination of this e-mail to individuals other than those permitted to receive same by law and policy may result in legal action. If you are not one of the named recipients or otherwise have reason to believe that you have received this message in error, please notify Florence Independent School District (254) 793-2850.

---------- Forwarded message ---------
From: <110222-06099768@requests.muckrock.com>
Date: Fri, Mar 26, 2021 at 9:29 AM
Subject: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: <dbean@florenceisd.net>

Florence Independent School District
Texas Public Information Act Office
306 COLLEGE AVE
FLORENCE, TX 76527

March 26, 2021

To Whom It May Concern:

Pursuant to the Texas Public Information Act, I hereby request the following records:

1) All emails sent and received from Jan. 1, 2021 until the date this request is completed between Florence Independent School District staff and employees of Verkada Inc. (email addresses ending in "@verkada.com").

2) All emails sent or received by Florence Independent School District staff containing the word "Verkada" from Jan. 1, 2021 until the date this request is completed.

3) All contracts and statements of work related to Florence Independent School District's purchase and use of Verkada Inc. technology.

4) All user manuals or guidebooks for Verkada Inc. technology used by Florence Independent School District.

I ask that all fees be waived as this information is in the public interest. In the event that the district chooses to impose fees, I request a detailed breakdown of the costs, including the hourly wages of any personnel assigned to process the request and estimates of how many hours the request will take them to process.

Should the district choose to deny access to or redact records responsive to this request, I ask that the district provides a detailed explanation of its reasoning--as required by law--citing the specific statutes and case law on which each decision is based.

Thank you very much for your help, and if you have any questions regarding my request please do not hesitate to contact me for clarification.

I look forward to receiving your response to this request within 10 business days, as the statute requires.

Sincerely,

Todd Feathers

Filed via MuckRock.com
E-mail (Preferred): 110222-06099768@requests.muckrock.com
Upload documents directly: https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fflorence-independent-school-district-22618%252Fverkada-hack-emails-and-documents-florence-110222%252F%253Femail%253Ddbean%252540florenceisd.net&url_auth_token=AACNVEalba1AizDuwcu3eXcXFdM%3A1lPnQ1%3AQkZEsC9kfV5hIvUCw0plkiMZbmo
Is this email coming to the wrong contact? Something else wrong? Use the above link to let us know.

For mailed responses, please address (see note):
MuckRock News
DEPT MR 110222
411A Highland Ave
Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.

Fwd: Texas Public Information Act Request: Verkada hack emails and documents (Florence)

email: "dbean@florenceisd.net Debra Bean" **Friday, March 26, 2021 at 10:01:49 AM Central Daylight Time**
To: email: "ebanfield@florenceisd.net Eric Banfield" , email: "pmichalewicz@florenceisd.net Paul Michalewicz"

Debbie Bean
Administrative Assistant to the Superintendent
Florence ISD
(254) 793-2850 Ext. 2221

CONFIDENTIALITY NOTICE: This email and any files transmitted with it are subject to the laws and policies regulating confidentiality to communications with and/or of Florence Independent School District's parents, students, and personnel; and, therefore, could be considered confidential. The contents of this transmission are intended solely for the use of the individual or entity to whom this e-mail is addressed. Improper copying or dissemination of this e-mail to individuals other than those permitted to receive same by law and policy may result in legal action. If you are not one of the named recipients or otherwise have reason to believe that you have received this message in error, please notify Florence Independent School District (254) 793-2850.

--------- Forwarded message ---------
From: <110222-06099768@requests.muckrock.com>
Date: Fri, Mar 26, 2021 at 9:29 AM
Subject: Texas Public Information Act Request: Verkada hack emails and documents (Florence)
To: <dbean@florenceisd.net>

Florence Independent School District
Texas Public Information Act Office
306 COLLEGE AVE
FLORENCE, TX 76527

March 26, 2021

To Whom It May Concern:

Pursuant to the Texas Public Information Act, I hereby request the following records:

1) All emails sent and received from Jan. 1, 2021 until the date this request is completed between Florence Independent School District staff and employees of Verkada Inc. (email addresses ending in "@verkada.com").

2) All emails sent or received by Florence Independent School District staff containing the word "Verkada" from Jan. 1, 2021 until the date this request is completed.

3) All contracts and statements of work related to Florence Independent School District's purchase and use of Verkada Inc. technology.

4) All user manuals or guidebooks for Verkada Inc. technology used by Florence Independent School District.

I ask that all fees be waived as this information is in the public interest. In the event that the district chooses to impose fees, I request a detailed breakdown of the costs, including the hourly wages of any personnel assigned to process the request and estimates of how many hours the request will take them to process.

Should the district choose to deny access to or redact records responsive to this request, I ask that the district provides a detailed explanation of its reasoning--as required by law--citing the specific statutes and case law on which each decision is based.

Thank you very much for your help, and if you have any questions regarding my request please do not hesitate to contact me for clarification.

I look forward to receiving your response to this request within 10 business days, as the statute requires.

Sincerely,

Todd Feathers

Filed via MuckRock.com
E-mail (Preferred): 110222-06099768@requests.muckrock.com
Upload documents directly: https://accounts.muckrock.com/accounts/login/?next=https%3A%2F%2Fwww.muckrock.com%2Faccounts%2Flogin%2F%3Fnext%3D%252Faccounts%252Fagency_login%252Fflorence-independent-school-district-22618%252Fverkada-hack-emails-and-documents-florence-110222%252F%253Femail%253Ddbean%252540florenceisd.net&url_auth_token=AACNVEalba1AizDuwcu3eXcXFdM%3A1lPnQ1%3AQkZEsC9kfV5hIvUCw0plkiMZbmo
Is this email coming to the wrong contact? Something else wrong? Use the above link to let us know.

For mailed responses, please address (see note):
MuckRock News

DEPT MR 110222
411A Highland Ave
Somerville, MA 02144-2516

PLEASE NOTE: This request is not filed by a MuckRock staff member, but is being sent through MuckRock by the above in order to better track, share, and manage public records requests. Also note that improperly addressed (i.e., with the requester's name rather than "MuckRock News" and the department number) requests might be returned as undeliverable.

Thank you for Registering For Our Webinar, "Addressing Security & Privacy Concerns."

email: "a.furuya@verkada.com Alex from Verkada" **Wednesday, March 24, 2021 at 2:36:54 PM Central Daylight Time**
To: email: "cblackman@florenceisd.net Cblackman"

Hello Chad,

Thank you for registering for today's webinar, "Addressing Security & Privacy Concerns."

We will have another session next week on March 31st at 2PM ET / 11AM PT. To sign up, please visit:
https://www.verkada.com/webinars/addressing-security-privacy-concerns/?date=2021-03-31

As mentioned during today's session, if you have any questions or topics for us to address during an upcoming webinar, please fill out this form:
https://forms.gle/nJdjK6jJt9KBkgc46

Thank you,

Alex Furuya
Verkada Operations

Today at 2PM ET / 11AM PT: "Addressing Security & Privacy Concerns" Webinar

email: "a.furuya@verkada.com Alex from Verkada" **Wednesday, March 24, 2021 at 11:52:04 AM Central Daylight Time**
To: email: "cblackman@florenceisd.net Cblackman"

Hello Chad,

Apologies for the additional email, I just want to make sure you received the Zoom link for the webinar. We will be running today's webinar, "Addressing Security & Privacy Concerns" at 2PM ET / 11AM PT.

If you would like any questions to be answered by Filip during the webinar, please add them to this form: https://forms.gle/nJdjK6jJt9KBkgc46

Hope to connect with you soon,

Alex Furuya
Operations at Verkada

Reminder: Tomorrow's "Addressing Security & Privacy Concerns" Webinar is at 2PM ET / 11AM PT

email: "furuya@verkada.com Alex From Verkada" **Tuesday, March 23, 2021 at 2:43:50 PM Central Daylight Time**
To: email: "cblackman@florenceisd.net Cblackman"

Hey Chad,

We will be running tomorrow's webinar, "Addressing Security & Privacy Concerns", at 2PM ET / 11AM PT. You should have received a Zoom link by now, if not please let me know.

Looking forward to it.

Alex Furuya
Operations at Verkada

Registration Confirmation: Addressing Security & Privacy Concerns

email: "team@verkada.com Alex From Verkada"
To: email: "cblackman@florenceisd.net"

Monday, March 22, 2021 at 4:21:15 PM Central Daylight Time

Thanks For Registering!

Title: Addressing Security & Privacy Concerns

Date: Wednesday, Mar 24, 21

Time: 11:00AM PT/02:00PM ET

Login URL: https://verkada.zoom.us/w/93443378590?tk=3BbhJB-9QAP8ZGlGE3xmMPb7ARGk0XLKcdD1EoUhs8w.DQIAAAAVwajNnhZMdVdMMnVHYlJyaTdONkNGVGVuZkNBAAAAAAAAAAAAAAAAAAAAAAAAAAAA&uuid=WN_G1Y4fJjlR8yCUqdIlYl7NQ

This link is unique to you and should **not** be shared with others.

Hope to see you there!

Unsubscribe from this list Update subscription preferences

Copyright © 2020 Verkada, All rights reserved. | 405 East 4th Avenue, San Mateo CA 94401

If video security does not pertain to you please reply back to this email with your email address, thank you.

PT - Addressing Security & Privacy Concerns Confirmation

email: "no-reply@zoom.us Verkada Team" **Monday, March 22, 2021 at 4:19:11 PM Central Daylight Time**
To: email: "cblackman@florenceisd.net"

Hi Chad Blackman,

Thank you for registering for "PT - Addressing Security & Privacy Concerns".

Please submit any questions to: team@verkada.com

Date Time: Mar 24, 2021 11:00 AM Pacific Time (US and Canada)

Join from a PC, Mac, iPad, iPhone or Android device:
Click Here to Join
Note: This link should not be shared with others; it is unique to you.
Add to Calendar Add to Google Calendar Add to Yahoo Calendar
Description: Co-founder and CEO Filip Kaliszan will hold a weekly webinar over the next several months focused on privacy and security and to answer any customer or Partner questions or concerns. Our goal is to serve as a resource to help you build and maintain the best security practices for your physical security systems.

Or One tap mobile :
France: +33170372246,,93443378590# or +33170379729,,93443378590#

Or Telephone:
Dial(for higher quality, dial a number based on your current location):
France: +33 1 7037 2246 or +33 1 7037 9729 or +33 1 7095 0103 or +33 1 7095 0350 or +33 1 8699 5831
United Kingdom: +44 208 080 6592 or +44 330 088 5830 or +44 131 460 1196 or +44 203 481 5237 or +44 203 481 5240 or +44 203 901 7895 or +44 208 080 6591
Ireland: +353 1 653 3895 or +353 1 653 3897 or +353 1 653 3898 or +353 6 163 9031 or +353 1 240 8941 or +353 1 536 9320
US: +1 669 900 6833 or +1 253 215 8782 or +1 346 248 7799 or +1 646 558 8656 or +1 301 715 8592 or +1 312 626 6799
Webinar ID: 934 4337 8590
International numbers available: https://verkada.zoom.us/u/a2oOAzvfn

You can cancel your registration at any time.

Security Update - March 22nd

email: "security@verkada.com Security at Verkada" **Monday, March 22, 2021 at 1:22:06 PM Central Daylight Time**
To: email: "cblackman@florenceisd.net"

Hi Chad,

Filip will be holding the next webinar on Wednesday at 11am PT / 2pm ET. To register please click below:
https://www.verkada.com/webinars/addressing-security-privacy-concerns/

As per last week's customer feedback, in order for us to provide the best experience for our attendees please submit your questions ahead of our next session below:
https://docs.google.com/forms/d/e/1FAIpQLSfHJjypP4vItC1suf230yugOZk9lqAVtZ7vpCV9ZmiodMueQw/viewform

If you haven't already, please see Friday's quick update:
https://verkada.com/security-update

Thank you,
Verkada Team

Manage your email settings: https://www.verkada.com/emailsettings/

March 22nd Security Update

email: "security@verkada.com Security at Verkada" **Monday, March 22, 2021 at 1:14:59 PM Central Daylight Time**
To: email: "jbirch@florenceisd.net"

Hello,

Filip will be holding the next webinar on Wednesday at 11am PT / 2pm ET. To register please click below:
https://www.verkada.com/webinars/addressing-security-privacy-concerns/

As per last week's customer feedback, in order for us to provide the best experience for our attendees please submit your questions ahead of our next session below:
https://docs.google.com/forms/d/e/1FAIpQLSfHJjypP4vltC1suf230yugOZk9lqAVtZ7vpCV9ZmiodMueQw/viewform

If you haven't already, please see Friday's quick update:
https://verkada.com/security-update

Thank you,
Verkada Team

Manage your email settings: https://verkada.us7.list-manage.com/unsubscribe?u=b197becd601a1fbd31253bba2&id=804be2c46d&e=205549c9de&c=6dc81323a9

March 15th Security Update

email: "security@verkada.com Security at Verkada" **Monday, March 15, 2021 at 11:28:33 AM Central Daylight Time**
To: email: "jbirch@florenceisd.net"

As part of our ongoing investigation, we have notified customers whose Verkada systems were accessed by the attackers.

If you have not been contacted, we want to let you know that currently available evidence shows no access to your organization's image or video data by the attackers.

It is important to note that our investigation remains ongoing and we have engaged a third-party firm, Mandiant, to conduct their own investigation. If we discover that your organization's image or video was accessed, we will notify you promptly.

As part of our commitment to ongoing transparency, over the next 3 months, Verkada CEO Filip Kaliszan will be hosting a series of weekly live webinars.

To sign up for our first webinar, visit: https://www.verkada.com/webinars/ask-filip-anything/

Kyle Randolph
CISO, Verkada

https://verkada.us7.list-manage.com/unsubscribe?u=b197becd601a1fbd31253bba2&id=804be2c46d&e=205549c9de&c=539f39362a

March 15th Security Update

email: "security@verkada.com Security at Verkada" **Monday, March 15, 2021 at 11:25:38 AM Central Daylight Time**
To: email: "cblackman@florenceisd.net"

Hi Chad,

As part of our ongoing investigation, we have notified customers whose Verkada systems were accessed by the attackers.

If you have not been contacted, we want to let you know that currently available evidence shows no access to your organization's image or video data by the attackers.

It is important to note that our investigation remains ongoing and we have engaged a third-party firm, Mandiant, to conduct their own investigation. If we discover that your organization's image or video was accessed, we will notify you promptly.

As part of our commitment to ongoing transparency, over the next 3 months, Verkada CEO Filip Kaliszan will be hosting a series of weekly live webinars.

To sign up for our first webinar, visit: https://www.verkada.com/webinars/ask-filip-anything/

Kyle Randolph
CISO, Verkada

A Note from our CEO

email: "security@verkada.com Security at Verkada" **Friday, March 12, 2021 at 6:44:53 PM Central Standard Time**
To: email: "jbirch@florenceisd.net"

While our investigation is still ongoing, we invite you to read a personal note from our CEO, Filip Kaliszan. In it, he outlines the immediate steps we are already taking, as well as a plan that will guide our work moving forward as we look to strengthen our privacy and security as we work to maintain and regain your trust.

You can find Filip's note and updates here: https://www.verkada.com/security-update/

Thank you,
Verkada Team

https://verkada.us7.list-manage.com/unsubscribe?u=b197becd601a1fbd31253bba2&id=804be2c46d&e=205549c9de&c=cd4468be79

A note from our CEO

email: "security@verkada.com Security at Verkada" **Friday, March 12, 2021 at 6:41:42 PM Central Standard Time**
To: email: "cblackman@florenceisd.net"

While our investigation is still ongoing, we invite you to read a personal note from our CEO, Filip Kaliszan. In it, he outlines the immediate steps we are already taking, as well as a plan that will guide our work moving forward as we look to strengthen our privacy and security as we work to maintain and regain your trust.

You can find Filip's note and updates here: https://www.verkada.com/security-update/

Thank you,
Verkada Team

Verkada Case 00044250: Question Regarding Security Breach | Florence ISD [ref:_00Df4knD9._5002T1GPmY4:ref]

email: "support@verkada.com Cloud Security Team" **Thursday, March 11, 2021 at 11:11:58 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

email: "jbirch@florenceisd.net Jimmy Birch" **Thursday, March 11, 2021 at 11:38:52 AM Central Standard Time**
To: email: "support@verkada.com Cloud Security Team"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Jimmy Birch

Chad Blackman
cblackman@florenceisd.net
254-793-2850 x 2127

On Thu, Mar 11, 2021 at 11:11 AM Cloud Security Team <support@verkada.com> wrote:

> Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

--

Jimmy Birch
Florence ISD
System Administrator
(O) 254-793-4518
(F) 254-793-4519
"Ideas don't help students, actions do." - Mike Mattos

---

email: "support@verkada.com Cloud Security Team" **Thursday, March 11, 2021 at 11:40:42 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Hello Jimmy,

I've gone ahead and added both of those contacts to the list.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

##

Issue: Hello,

Per the security breach information posted on 3/10/2021, are you able to confirm if our account (Florence Independent School District, Florence, Texas) was breached and if any video was retrieved? If so, please provide as much detail as possible.

Regards,

--

Jimmy Birch

Florence ISD

System Administrator

(O) 254-793-4518

(F) 254-793-4519

"Ideas don't help students, actions do." - Mike Mattos

[image: Image result for florence isd]

Latest Security Update

March 10, 2021

To Our Verkada Customers --

Yesterday, we contacted you after learning that Verkada's system was accessed by attackers. We want to share an update on the security of our system, the status of our investigation, and the steps we are taking to ensure the protection of our system and our customers.

First, we have identified the attack vector used in this incident, and we are confident that all customer systems were secured as of approximately noon PST on March 9, 2021. If you are a Verkada customer, no action is required on your part.

The attack targeted a Jenkins server used by our support team to perform bulk maintenance operations on customer cameras, such as adjusting camera image settings upon customer request. We believe the attackers gained access to this server on March 7, 2021 and maintained access until approximately noon PST on March 9, 2021. In gaining access to the server, the attackers obtained credentials that allowed them to bypass our authorization system, including two-factor authentication.

We are continuing to investigate the incident, and we are contacting all affected customers. At this point, we have confirmed that the attackers obtained the following:

- Video and image data from a limited number of cameras from a subset of client organizations
- A list of our client account administrators, including names and email addresses. This list did not include passwords or password hashes.
- A list of Verkada sales orders. Sales order information is used by our

Command system to maintain the license state of our customers. This information was obtained from our Command system and not from other Verkada business systems.

At this time, we have no evidence that the breach compromised the following:

- User passwords or password hashes
- Verkada's internal network, financial systems, or other business systems

We can also confirm that the attackers gained access to a tool that allowed the execution of shell commands on a subset of customer cameras; however we have no evidence at this time that this access was used maliciously against our customers' networks. All shell commands issued through our internal tool were logged.

In addition to our internal response team, we have retained two external firms, Mandiant Solutions and Perkins Coie, to conduct a thorough review of the root cause of this attack and support our efforts to ensure internal security. We also notified the FBI, who are assisting us in this investigation.

I want to thank you all for your support. We will continue to share updates with you as our investigation proceeds. Please reach out to us if you have any additional questions.

Sincerely,

Filip Kaliszan

CEO, Verkada Inc.

##

ref:_00Df4knD9._5002T1GPmY4:ref

---------- Original Message ----------

From: Jimmy Birch [jbirch@florenceisd.net]

Sent: 3/11/2021 9:38 AM

To: support@verkada.com

Cc: ebanfield@florenceisd.net; cblackman@florenceisd.net

Subject: Re: Verkada Case 00044250: Question Regarding Security Breach | Florence ISD [ref:_00Df4knD9._5002T1GPmY4:ref]

Jimmy Birch
jbirch@florenceisd.net

Chad Blackman

cblackman@florenceisd.net

254-793-2850 x 2127

On Thu, Mar 11, 2021 at 11:11 AM Cloud Security Team <support@verkada.com> wrote:

> Hello Jimmy,
>
> This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.
>
> Kind regards,
>
> John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

--

Jimmy Birch

Florence ISD

System Administrator

(O) 254-793-4518

(F) 254-793-4519

"Ideas don't help students, actions do." - Mike Mattos

Verkada Case 00044250: Question Regarding Security Breach | Florence ISD [ref:_00Df4knD9._5002T1GPmY4:ref]

email: "support@verkada.com Cloud Security Team" **Thursday, March 11, 2021 at 11:11:58 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

email: "jbirch@florenceisd.net Jimmy Birch" **Thursday, March 11, 2021 at 11:38:52 AM Central Standard Time**
To: email: "support@verkada.com Cloud Security Team"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Jimmy Birch
jbirch@florenceisd.net

Chad Blackman
cblackman@florenceisd.net
254-793-2850 x 2127

On Thu, Mar 11, 2021 at 11:11 AM Cloud Security Team <support@verkada.com> wrote:

> Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

--

Jimmy Birch
Florence ISD
System Administrator
(O) 254-793-4518
(F) 254-793-4519
"Ideas don't help students, actions do." - Mike Mattos

---

email: "support@verkada.com Cloud Security Team" **Thursday, March 11, 2021 at 11:40:42 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Hello Jimmy,

I've gone ahead and added both of those contacts to the list.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

##

Issue: Hello,

Per the security breach information posted on 3/10/2021, are you able to confirm if our account (Florence Independent School District, Florence, Texas) was breached and if any video was retrieved? If so, please provide as much detail as possible.

Regards,

--

Jimmy Birch

Florence ISD

System Administrator

(O) 254-793-4518

(F) 254-793-4519

"Ideas don't help students, actions do." - Mike Mattos

[image: Image result for florence isd]

Latest Security Update

March 10, 2021

To Our Verkada Customers --

Yesterday, we contacted you after learning that Verkada's system was accessed by attackers. We want to share an update on the security of our system, the status of our investigation, and the steps we are taking to ensure the protection of our system and our customers.

First, we have identified the attack vector used in this incident, and we are confident that all customer systems were secured as of approximately noon PST on March 9, 2021. If you are a Verkada customer, no action is required on your part.

The attack targeted a Jenkins server used by our support team to perform bulk maintenance operations on customer cameras, such as adjusting camera image settings upon customer request. We believe the attackers gained access to this server on March 7, 2021 and maintained access until approximately noon PST on March 9, 2021. In gaining access to the server, the attackers obtained credentials that allowed them to bypass our authorization system, including two-factor authentication.

We are continuing to investigate the incident, and we are contacting all affected customers. At this point, we have confirmed that the attackers obtained the following:

- Video and image data from a limited number of cameras from a subset of client organizations
- A list of our client account administrators, including names and email addresses. This list did not include passwords or password hashes.
- A list of Verkada sales orders. Sales order information is used by our

Command system to maintain the license state of our customers. This information was obtained from our Command system and not from other Verkada business systems.

At this time, we have no evidence that the breach compromised the following:

- User passwords or password hashes
- Verkada's internal network, financial systems, or other business systems

We can also confirm that the attackers gained access to a tool that allowed the execution of shell commands on a subset of customer cameras; however we have no evidence at this time that this access was used maliciously against our customers' networks. All shell commands issued through our internal tool were logged.

In addition to our internal response team, we have retained two external firms, Mandiant Solutions and Perkins Coie, to conduct a thorough review of the root cause of this attack and support our efforts to ensure internal security. We also notified the FBI, who are assisting us in this investigation.

I want to thank you all for your support. We will continue to share updates with you as our investigation proceeds. Please reach out to us if you have any additional questions.

Sincerely,

Filip Kaliszan

CEO, Verkada Inc.

##

ref:_00Df4knD9._5002T1GPmY4:ref

---------- Original Message ----------

From: Jimmy Birch [jbirch@florenceisd.net]

Sent: 3/11/2021 9:38 AM

To: support@verkada.com

Cc: ebanfield@florenceisd.net; cblackman@florenceisd.net

Subject: Re: Verkada Case 00044250: Question Regarding Security Breach | Florence ISD [ref:_00Df4knD9._5002T1GPmY4:ref]

Jimmy Birch
jbirch@florenceisd.net

Chad Blackman

cblackman@florenceisd.net

254-793-2850 x 2127

On Thu, Mar 11, 2021 at 11:11 AM Cloud Security Team <support@verkada.com> wrote:

Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

--

Jimmy Birch

Florence ISD

System Administrator

(O) 254-793-4518

(F) 254-793-4519

"Ideas don't help students, actions do." - Mike Mattos

Verkada Case 00044250: Question Regarding Security Breach | Florence ISD [ref:_00Df4knD9._5002T1GPmY4:ref]

email: "support@verkada.com Cloud Security Team" **Thursday, March 11, 2021 at 11:11:58 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

email: "jbirch@florenceisd.net Jimmy Birch" **Thursday, March 11, 2021 at 11:38:52 AM Central Standard Time**
To: email: "support@verkada.com Cloud Security Team"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Jimmy Birch
jbirch@florenceisd.net

Chad Blackman
cblackman@florenceisd.net
254-793-2850 x 2127

On Thu, Mar 11, 2021 at 11:11 AM Cloud Security Team <support@verkada.com> wrote:

Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

--

Jimmy Birch
Florence ISD
System Administrator
(O) 254-793-4518
(F) 254-793-4519
"Ideas don't help students, actions do." - Mike Mattos

---

email: "support@verkada.com Cloud Security Team" **Thursday, March 11, 2021 at 11:40:42 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Hello Jimmy,

I've gone ahead and added both of those contacts to the list.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

##

Issue: Hello,

Per the security breach information posted on 3/10/2021, are you able to confirm if our account (Florence Independent School District, Florence, Texas) was breached and if any video was retrieved? If so, please provide as much detail as possible.

Regards,

--

Jimmy Birch

Florence ISD

System Administrator

(O) 254-793-4518

(F) 254-793-4519

"Ideas don't help students, actions do." - Mike Mattos

[image: Image result for florence isd]

Latest Security Update

March 10, 2021

To Our Verkada Customers --

Yesterday, we contacted you after learning that Verkada's system was accessed by attackers. We want to share an update on the security of our system, the status of our investigation, and the steps we are taking to ensure the protection of our system and our customers.

First, we have identified the attack vector used in this incident, and we are confident that all customer systems were secured as of approximately noon PST on March 9, 2021. If you are a Verkada customer, no action is required on your part.

The attack targeted a Jenkins server used by our support team to perform bulk maintenance operations on customer cameras, such as adjusting camera image settings upon customer request. We believe the attackers gained access to this server on March 7, 2021 and maintained access until approximately noon PST on March 9, 2021. In gaining access to the server, the attackers obtained credentials that allowed them to bypass our authorization system, including two-factor authentication.

We are continuing to investigate the incident, and we are contacting all affected customers. At this point, we have confirmed that the attackers obtained the following:

- Video and image data from a limited number of cameras from a subset of client organizations
- A list of our client account administrators, including names and email addresses. This list did not include passwords or password hashes.
- A list of Verkada sales orders. Sales order information is used by our

Command system to maintain the license state of our customers. This information was obtained from our Command system and not from other Verkada business systems.

At this time, we have no evidence that the breach compromised the following:

- User passwords or password hashes
- Verkada's internal network, financial systems, or other business systems

We can also confirm that the attackers gained access to a tool that allowed the execution of shell commands on a subset of customer cameras; however we have no evidence at this time that this access was used maliciously against our customers' networks. All shell commands issued through our internal tool were logged.

In addition to our internal response team, we have retained two external firms, Mandiant Solutions and Perkins Coie, to conduct a thorough review of the root cause of this attack and support our efforts to ensure internal security. We also notified the FBI, who are assisting us in this investigation.

I want to thank you all for your support. We will continue to share updates with you as our investigation proceeds. Please reach out to us if you have any additional questions.

Sincerely,

Filip Kaliszan

CEO, Verkada Inc.

##

ref:_00Df4knD9._5002T1GPmY4:ref

---------- Original Message ----------

From: Jimmy Birch [jbirch@florenceisd.net]

Sent: 3/11/2021 9:38 AM

To: support@verkada.com

Cc: ebanfield@florenceisd.net; cblackman@florenceisd.net

Subject: Re: Verkada Case 00044250: Question Regarding Security Breach | Florence ISD [ref:_00Df4knD9._5002T1GPmY4:ref]

Jimmy Birch
jbirch@florenceisd.net

Chad Blackman

cblackman@florenceisd.net

254-793-2850 x 2127

On Thu, Mar 11, 2021 at 11:11 AM Cloud Security Team <support@verkada.com> wrote:

> Hello Jimmy,
>
> This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.
>
> Kind regards,
>
> John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

--

Jimmy Birch

Florence ISD

System Administrator

(O) 254-793-4518

(F) 254-793-4519

"Ideas don't help students, actions do." - Mike Mattos

Verkada Case 00044250: Question Regarding Security Breach | Florence ISD [ref:_00Df4knD9._5002T1GPmY4:ref]

email: "support@verkada.com Cloud Security Team" **Thursday, March 11, 2021 at 11:11:58 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

email: "jbirch@florenceisd.net Jimmy Birch" **Thursday, March 11, 2021 at 11:38:52 AM Central Standard Time**
To: email: "support@verkada.com Cloud Security Team"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Jimmy Birch
jbirch@florenceisd.net

Chad Blackman
cblackman@florenceisd.net
254-793-2850 x 2127

On Thu, Mar 11, 2021 at 11:11 AM Cloud Security Team <support@verkada.com> wrote:

Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

--

Jimmy Birch
Florence ISD
System Administrator
(O) 254-793-4518
(F) 254-793-4519
"Ideas don't help students, actions do." - Mike Mattos

---

email: "support@verkada.com Cloud Security Team" **Thursday, March 11, 2021 at 11:40:42 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"
Cc: email: "ebanfield@florenceisd.net ebanfield@florenceisd.net" , email: "cblackman@florenceisd.net cblackman@florenceisd.net"

Hello Jimmy,

I've gone ahead and added both of those contacts to the list.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

##

Issue: Hello,

Per the security breach information posted on 3/10/2021, are you able to confirm if our account (Florence Independent School District, Florence, Texas) was breached and if any video was retrieved? If so, please provide as much detail as possible.

Regards,

--

Jimmy Birch

Florence ISD

System Administrator

(O) 254-793-4518

(F) 254-793-4519

"Ideas don't help students, actions do." - Mike Mattos

[image: Image result for florence isd]

Latest Security Update

March 10, 2021

To Our Verkada Customers --

Yesterday, we contacted you after learning that Verkada's system was accessed by attackers. We want to share an update on the security of our system, the status of our investigation, and the steps we are taking to ensure the protection of our system and our customers.

First, we have identified the attack vector used in this incident, and we are confident that all customer systems were secured as of approximately noon PST on March 9, 2021. If you are a Verkada customer, no action is required on your part.

The attack targeted a Jenkins server used by our support team to perform bulk maintenance operations on customer cameras, such as adjusting camera image settings upon customer request. We believe the attackers gained access to this server on March 7, 2021 and maintained access until approximately noon PST on March 9, 2021. In gaining access to the server, the attackers obtained credentials that allowed them to bypass our authorization system, including two-factor authentication.

We are continuing to investigate the incident, and we are contacting all affected customers. At this point, we have confirmed that the attackers obtained the following:

- Video and image data from a limited number of cameras from a subset of client organizations
- A list of our client account administrators, including names and email addresses. This list did not include passwords or password hashes.
- A list of Verkada sales orders. Sales order information is used by our

Command system to maintain the license state of our customers. This information was obtained from our Command system and not from other Verkada business systems.

At this time, we have no evidence that the breach compromised the following:

- User passwords or password hashes
- Verkada's internal network, financial systems, or other business systems

We can also confirm that the attackers gained access to a tool that allowed the execution of shell commands on a subset of customer cameras; however we have no evidence at this time that this access was used maliciously against our customers' networks. All shell commands issued through our internal tool were logged.

In addition to our internal response team, we have retained two external firms, Mandiant Solutions and Perkins Coie, to conduct a thorough review of the root cause of this attack and support our efforts to ensure internal security. We also notified the FBI, who are assisting us in this investigation.

I want to thank you all for your support. We will continue to share updates with you as our investigation proceeds. Please reach out to us if you have any additional questions.

Sincerely,

Filip Kaliszan

CEO, Verkada Inc.

##

ref:_00Df4knD9._5002T1GPmY4:ref

---------- Original Message ----------

From: Jimmy Birch [jbirch@florenceisd.net]

Sent: 3/11/2021 9:38 AM

To: support@verkada.com

Cc: ebanfield@florenceisd.net; cblackman@florenceisd.net

Subject: Re: Verkada Case 00044250: Question Regarding Security Breach | Florence ISD [ref:_00Df4knD9._5002T1GPmY4:ref]

Jimmy Birch
jbirch@florenceisd.net

Chad Blackman

cblackman@florenceisd.net

254-793-2850 x 2127

On Thu, Mar 11, 2021 at 11:11 AM Cloud Security Team <support@verkada.com> wrote:

Hello Jimmy,

This incident is under active investigation. We can put you on a list to be contacted once we have more information. To do that, I would just need to know a name, email address, and phone number I could share with our Security team.

Kind regards,

John Shultz

Verkada Cloud Security Team

North America: +1 (650) 514-2500

Latin America: +52 (5) 565991555

Europe: +44 (20) 30486050

Asia / Pacific: +61 (2) 83105777

ref:_00Df4knD9._5002T1GPmY4:ref

--

Jimmy Birch

Florence ISD

System Administrator

(O) 254-793-4518

(F) 254-793-4519

"Ideas don't help students, actions do." - Mike Mattos

Verkada Case 00044250: Question Regarding Security Breach | Florence ISD ref:_00Df4knD9._5002T1GPmY4:ref

email: "noreply@verkada.com Verkada Cloud Security Team" **Thursday, March 11, 2021 at 11:09:07 AM Central Standard Time**
To: email: "jbirch@florenceisd.net jbirch@florenceisd.net"

Thank you for contacting The Verkada Cloud Security Team.

Case 00044250 has been created for you and we are looking into your issue. You can expect to hear from us within 4 hours during US or UK business hours.

For faster service, please use the Live Chat (log in to Command and click Help) or call:

North America: +1 (650) 514-2500
Latin America: +52 (5) 565991555
Europe: +44 (20) 30486050
Asia / Pacific: +61 (2) 83105777

If you are a Verkada Access Control customer and you are currently locked out of your building or have a Verkada Access Control emergency, please log into Verkada Command and type in the following URL: https://command.verkada.com/access/afterhours"

Most questions can also be answered by visiting Verkada Help. https://help.verkada.com/

Thank you,

Verkada Cloud Security Team

ref:_00Df4knD9._5002T1GPmY4:ref

Question Regarding Security Breach | Florence ISD

email: "jbirch@florenceisd.net Jimmy Birch" **Thursday, March 11, 2021 at 11:08:46 AM Central Standard Time**
To: email: "security@verkada.com"
Cc: email: "cblackman@florenceisd.net Chad Blackman" , email: "ebanfield@florenceisd.net Eric Banfield"

Hello,

Per the security breach information posted on 3/10/2021, are you able to confirm if our account (Florence Independent School District, Florence, Texas) was breached and if any video was retrieved? If so, please provide as much detail as possible.

Regards,

--
Jimmy Birch
Florence ISD
System Administrator
(O) 254-793-4518
(F) 254-793-4519
"Ideas don't help students, actions do." - Mike Mattos

Latest Security Update

March 10, 2021

To Our Verkada Customers --

Yesterday, we contacted you after learning that Verkada's system was accessed by attackers. We want to share an update on the security of our system, the status of our investigation, and the steps we are taking to ensure the protection of our system and our customers.

First, we have identified the attack vector used in this incident, and we are confident that all customer systems were secured as of approximately noon PST on March 9, 2021. If you are a Verkada customer, no action is required on your part.

The attack targeted a Jenkins server used by our support team to perform bulk maintenance operations on customer cameras, such as adjusting camera image settings upon customer request. We believe the attackers gained access to this server on March 7, 2021 and maintained access until approximately noon PST on March 9, 2021. In gaining access to the server, the attackers obtained credentials that allowed them to bypass our authorization system, including two-factor authentication.

We are continuing to investigate the incident, and we are contacting all affected customers. At this point, we have confirmed that the attackers obtained the following:

- Video and image data from a limited number of cameras from a subset of client organizations
- A list of our client account administrators, including names and email addresses. This list did not include passwords or password hashes.
- A list of Verkada sales orders. Sales order information is used by our Command system to maintain the license state of our customers. This information was obtained from our Command system and not from other Verkada business systems.

At this time, we have no evidence that the breach compromised the following:

- User passwords or password hashes
- Verkada's internal network, financial systems, or other business systems

We can also confirm that the attackers gained access to a tool that allowed the execution of shell commands on a subset of customer cameras; however we have no evidence at this time that this access was used maliciously against our customers' networks. All shell commands issued through our internal tool were logged.

In addition to our internal response team, we have retained two external firms, Mandiant Solutions and Perkins Coie, to conduct a thorough review of the root cause of this attack and support our efforts to ensure internal security. We also notified the FBI, who are assisting us in this investigation.

I want to thank you all for your support. We will continue to share updates with you as our investigation proceeds. Please reach out to us if you have any additional questions.

Sincerely,

Filip Kaliszan

CEO, Verkada Inc.

Question Regarding Security Breach | Florence ISD

email: "jbirch@florenceisd.net Jimmy Birch" **Thursday, March 11, 2021 at 11:08:46 AM Central Standard Time**
To: email: "security@verkada.com"
Cc: email: "cblackman@florenceisd.net Chad Blackman" , email: "ebanfield@florenceisd.net Eric Banfield"

Hello,

Per the security breach information posted on 3/10/2021, are you able to confirm if our account (Florence Independent School District, Florence, Texas) was breached and if any video was retrieved? If so, please provide as much detail as possible.

Regards,

--
Jimmy Birch
Florence ISD
System Administrator
(O) 254-793-4518
(F) 254-793-4519
"Ideas don't help students, actions do." - Mike Mattos

Latest Security Update

March 10, 2021

To Our Verkada Customers --

Yesterday, we contacted you after learning that Verkada's system was accessed by attackers. We want to share an update on the security of our system, the status of our investigation, and the steps we are taking to ensure the protection of our system and our customers.

First, we have identified the attack vector used in this incident, and we are confident that all customer systems were secured as of approximately noon PST on March 9, 2021. If you are a Verkada customer, no action is required on your part.

The attack targeted a Jenkins server used by our support team to perform bulk maintenance operations on customer cameras, such as adjusting camera image settings upon customer request. We believe the attackers gained access to this server on March 7, 2021 and maintained access until approximately noon PST on March 9, 2021. In gaining access to the server, the attackers obtained credentials that allowed them to bypass our authorization system, including two-factor authentication.

We are continuing to investigate the incident, and we are contacting all affected customers. At this point, we have confirmed that the attackers obtained the following:

- Video and image data from a limited number of cameras from a subset of client organizations
- A list of our client account administrators, including names and email addresses. This list did not include passwords or password hashes.
- A list of Verkada sales orders. Sales order information is used by our Command system to maintain the license state of our customers. This information was obtained from our Command system and not from other Verkada business systems.

At this time, we have no evidence that the breach compromised the following:

- User passwords or password hashes
- Verkada's internal network, financial systems, or other business systems

We can also confirm that the attackers gained access to a tool that allowed the execution of shell commands on a subset of customer cameras; however we have no evidence at this time that this access was used maliciously against our customers' networks. All shell commands issued through our internal tool were logged.

In addition to our internal response team, we have retained two external firms, Mandiant Solutions and Perkins Coie, to conduct a thorough review of the root cause of this attack and support our efforts to ensure internal security. We also notified the FBI, who are assisting us in this investigation.

I want to thank you all for your support. We will continue to share updates with you as our investigation proceeds. Please reach out to us if you have any additional questions.

Sincerely,

Filip Kaliszan

CEO, Verkada Inc.

Question Regarding Security Breach | Florence ISD

email: "jbirch@florenceisd.net Jimmy Birch" **Thursday, March 11, 2021 at 11:08:46 AM Central Standard Time**
To: email: "security@verkada.com"
Cc: email: "cblackman@florenceisd.net Chad Blackman" , email: "ebanfield@florenceisd.net Eric Banfield"

Hello,

Per the security breach information posted on 3/10/2021, are you able to confirm if our account (Florence Independent School District, Florence, Texas) was breached and if any video was retrieved? If so, please provide as much detail as possible.

Regards,

--
Jimmy Birch
Florence ISD
System Administrator
(O) 254-793-4518
(F) 254-793-4519
"Ideas don't help students, actions do." - Mike Mattos

Latest Security Update

March 10, 2021

To Our Verkada Customers --

Yesterday, we contacted you after learning that Verkada's system was accessed by attackers. We want to share an update on the security of our system, the status of our investigation, and the steps we are taking to ensure the protection of our system and our customers.

First, we have identified the attack vector used in this incident, and we are confident that all customer systems were secured as of approximately noon PST on March 9, 2021. If you are a Verkada customer, no action is required on your part.

The attack targeted a Jenkins server used by our support team to perform bulk maintenance operations on customer cameras, such as adjusting camera image settings upon customer request. We believe the attackers gained access to this server on March 7, 2021 and maintained access until approximately noon PST on March 9, 2021. In gaining access to the server, the attackers obtained credentials that allowed them to bypass our authorization system, including two-factor authentication.

We are continuing to investigate the incident, and we are contacting all affected customers. At this point, we have confirmed that the attackers obtained the following:

- Video and image data from a limited number of cameras from a subset of client organizations
- A list of our client account administrators, including names and email addresses. This list did not include passwords or password hashes.
- A list of Verkada sales orders. Sales order information is used by our Command system to maintain the license state of our customers. This information was obtained from our Command system and not from other Verkada business systems.

At this time, we have no evidence that the breach compromised the following:

- User passwords or password hashes
- Verkada's internal network, financial systems, or other business systems

We can also confirm that the attackers gained access to a tool that allowed the execution of shell commands on a subset of customer cameras; however we have no evidence at this time that this access was used maliciously against our customers' networks. All shell commands issued through our internal tool were logged.

In addition to our internal response team, we have retained two external firms, Mandiant Solutions and Perkins Coie, to conduct a thorough review of the root cause of this attack and support our efforts to ensure internal security. We also notified the FBI, who are assisting us in this investigation.

I want to thank you all for your support. We will continue to share updates with you as our investigation proceeds. Please reach out to us if you have any additional questions.

Sincerely,

Filip Kaliszan

CEO, Verkada Inc.

Fwd: Latest Security Update

email: "cblackman@florenceisd.net Chad Blackman" **Wednesday, March 10, 2021 at 6:47:28 PM Central Standard Time**
To: email: "jbirch@florenceisd.net Jimmy Birch"

Respectfully,
Chad Blackman
Technology Director
Office: (254) 793-4518 ext. 2127
Fax (254) 793-4519

"Today I will do what others won't, so tomorrow I can accomplish what others can't." - Jerry Rice

CONFIDENTIALITY NOTICE: This email & attached documents may contain confidential information. All information is intended only for the use of the named recipient. If you are not the named recipient, you are not authorized to read, disclose, copy, distribute or take any action in reliance on the information and any action other than immediate delivery to the named recipient is strictly prohibited. If you have received this email in error, do not read the information and please immediately notify sender by telephone to arrange for a return of the original documents. If you are the named recipient you are not authorized to reveal any of this information to any other unauthorized person. If you did not receive all pages listed or if pages are not legible, please immediately notify sender by phone.

---------- Forwarded message ---------
From: **Security at Verkada** <security@verkada.com>
Date: Wed, Mar 10, 2021 at 4:21 PM
Subject: Latest Security Update
To: <cblackman@florenceisd.net>

Please find the latest update to yesterday's security incident:

https://www.verkada.com/security-update/

We encourage you to reach out with any questions. You can reach us by phone at +1 (650) 514-2500, between 6 am PST and 9 pm PST, or by email at security@verkada.com.

Kyle Randolph

CISO, Verkada Inc.

Latest Security Update

email: "security@verkada.com Security at Verkada" **Wednesday, March 10, 2021 at 4:19:36 PM Central Standard Time**
To: email: "cblackman@florenceisd.net"

Please find the latest update to yesterday's security incident:
https://www.verkada.com/security-update/

We encourage you to reach out with any questions. You can reach us by phone at +1 (650) 514-2500, between 6 am PST and 9 pm PST, or by email at security@verkada.com.

Kyle Randolph
CISO, Verkada Inc.

email: "cblackman@florenceisd.net Chad Blackman" **Wednesday, March 10, 2021 at 6:47:28 PM Central Standard Time**
To: email: "jbirch@florenceisd.net Jimmy Birch"

Respectfully,
Chad Blackman
Technology Director
Office: (254) 793-4518 ext. 2127
Fax (254) 793-4519

"Today I will do what others won't, so tomorrow I can accomplish what others can't." - Jerry Rice

CONFIDENTIALITY NOTICE: This email & attached documents may contain confidential information. All information is intended only for the use of the named recipient. If you are not the named recipient, you are not authorized to read, disclose, copy, distribute or take any action in reliance on the information and any action other than immediate delivery to the named recipient is strictly prohibited. If you have received this email in error, do not read the information and please immediately notify sender by telephone to arrange for a return of the original documents. If you are the named recipient you are not authorized to reveal any of this information to any other unauthorized person. If you did not receive all pages listed or if pages are not legible, please immediately notify sender by phone.

---------- Forwarded message ---------
From: **Security at Verkada** <security@verkada.com>
Date: Wed, Mar 10, 2021 at 4:21 PM
Subject: Latest Security Update
To: <cblackman@florenceisd.net>

Please find the latest update to yesterday's security incident:

https://www.verkada.com/security-update/

We encourage you to reach out with any questions. You can reach us by phone at +1 (650) 514-2500, between 6 am PST and 9 pm PST, or by email at security@verkada.com.

Kyle Randolph

CISO, Verkada Inc.

Latest Security Update

email: "security@verkada.com Security at Verkada" **Wednesday, March 10, 2021 at 4:08:53 PM Central Standard Time**
To: email: "jbirch@florenceisd.net"

Please find the latest update to yesterday's security incident:
https://www.verkada.com/security-update/

We encourage you to reach out with any questions. You can reach us by phone at +1 (650) 514-2500, between 6 am PST and 9 pm PST, or by email at security@verkada.com.

Kyle Randolph
CISO, Verkada Inc.

https://verkada.us7.list-manage.com/unsubscribe?u=b197becd601a1fbd31253bba2&id=804be2c46d&e=205549c9de&c=3786582612

Security Update

email: "security@verkada.com Security at Verkada" **Tuesday, March 9, 2021 at 5:40:50 PM Central Standard Time**
To: email: "jbirch@florenceisd.net"

This morning we became aware of a security incident involving unauthorized access of some of our products. We immediately brought on an outside security expert who is working with our internal security team to investigate the matter.

Out of an abundance of caution, we have implemented additional security measures to restrict account access and further protect our customers, including suspending all internal admin accounts, one of which was allegedly used to gain access.

We take the security of our products and our customers' data very seriously, and we will keep you informed as our investigation proceeds. You can find more information on this page:
https://www.verkada.com/security-update/

We encourage you to reach out with any questions. You can reach us by phone at +1 (650) 514-2500, between 6 am PST and 9 pm PST, or by email at security@verkada.com.

Kyle Randolph
CISO, Verkada Inc.

Filip Kaliszan
CEO, Verkada Inc.

https://verkada.us7.list-manage.com/unsubscribe?u=b197becd601a1fbd31253bba2&id=804be2c46d&e=205549c9de&c=7738e4e13e

2 days left: smart buildings webinar this Wednesday

email: "devon.mcpherson@verkada.com Devon at Verkada" **Monday, March 8, 2021 at 3:30:58 PM Central Standard Time**
To: email: "pmichalewicz@florenceisd.net"

Hi Paul,

Just wanted to send a quick reminder that we have our customer-exclusive webinar this week on March 10th at 12pm PST / 3pm EST.

In this webinar, you will:
- See the latest features of our Access Control solution
- Hear from Volunteer Behavioral Health on their use-case and deployment
- Ask any questions you may have in a live Q&A with David Tsang, Head of Verkada Access Control

We're really looking forward to this event and hope you can join us. To claim your spot, just click the link below:

https://www.verkada.com/ac-webinar

Best,
Devon

Paul, saved you a seat

email: "devon.mcpherson@verkada.com Devon at Verkada" **Wednesday, March 3, 2021 at 1:30:29 PM Central Standard Time**
To: email: "pmichalewicz@florenceisd.net"

Hi Paul,

I wanted to invite you and your team to an upcoming customer-exclusive webinar we will be hosting on March 10th at 12pm PST / 3pm EST.

In this webinar, you will:
- See the latest features of our Access Control solution
- Hear from Robert Funk of Volunteer Behavioral Health on their use-case and deployment
- Ask any questions you may have in a live Q&A with David Tsang, Head of Verkada Access Control

We're really looking forward to this event and hope you can join us. To claim your spot, just click the link below:

https://www.verkada.com/ac-webinar

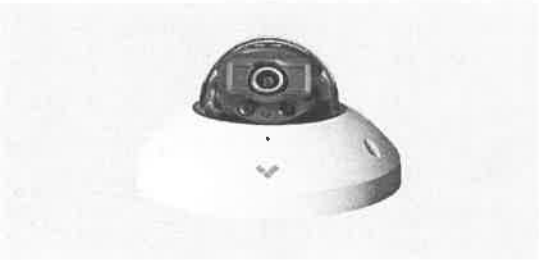
Best,
Devon

See What's New This Month at Verkada

email: "jeff@verkada.com Jeff at Verkada"
To: email: "rtuck@florenceisd.net"

Tuesday, March 2, 2021 at 2:46:58 PM Central Standard Time

Video Security

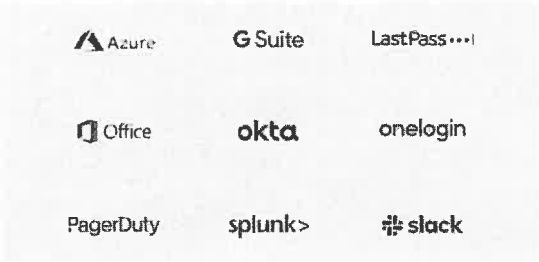


CM41-E Outdoor Mini Camera

Meet the latest addition to Verkada's Mini Series featuring a discreet and durable form factor.

API & Integrations

We launched the Verkada API that integrates event and device information into mission-critical business systems.



See What's New

Access Control

Access Sites

Introducing Access Sites for greater administrative control over your organization's doors across multiple locations.

Learn More

Refer Friend to Verkada & Get $100

Learn about Verkada's customer referral program.

Learn More

Need support? Reach us Monday through Friday from 6am to 5pm PT:
USA: +1 (888) 829-0668 (Option 2) | UK: 0808 196 2600 (Option 2) | **support@verkada.com**

Copyright © 2020 Verkada. All rights reserved.

This email was sent to rtuck@florenceisd.net
Prefer Not To Hear From Us?
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

See What's New This Month at Verkada

email: "jeff@verkada.com Jeff at Verkada" **Tuesday, March 2, 2021 at 2:46:58 PM Central Standard Time**
To: email: "selder@florenceisd.net"

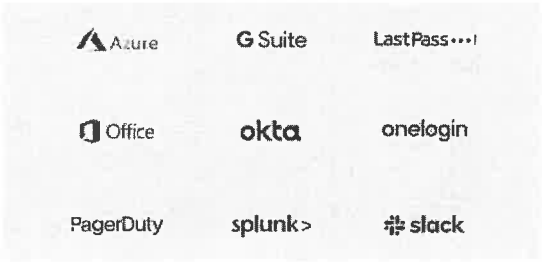
Video Security

CM41-E Outdoor Mini Camera

Meet the latest addition to Verkada's Mini Series featuring a discreet and durable form factor.

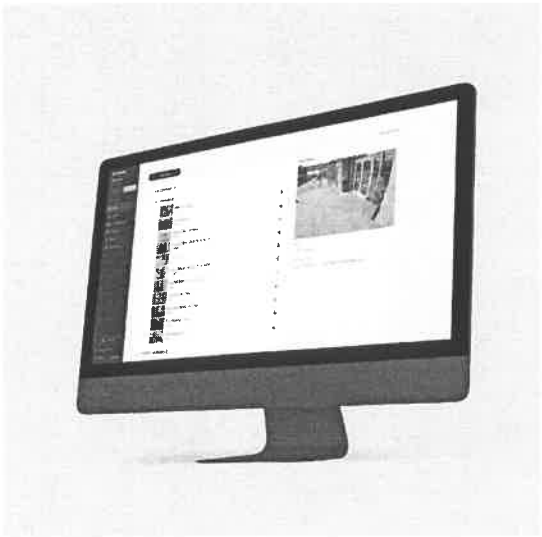
API & Integrations

We launched the Verkada API that integrates event and device information into mission-critical business systems.



See What's New

Access Control



Access Sites

Introducing Access Sites for greater administrative control over your organization's doors across multiple locations.

Learn More

Refer Friend to Verkada & Get $100

Learn about Verkada's customer referral program.

Learn More

Need support? Reach us Monday through Friday from 6am to 5pm PT:
USA: +1 (888) 829-0668 (Option 2) | UK: 0808 196 2600 (Option 2) | **support@verkada.com**

Copyright © 2020 Verkada. All rights reserved.

This email was sent to selder@florenceisd.net
Prefer Not To Hear From Us?
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

See What's New This Month at Verkada

email: "jeff@verkada.com Jeff at Verkada"
To: email: "agower@florenceisd.net"

Tuesday, March 2, 2021 at 2:46:13 PM Central Standard Time

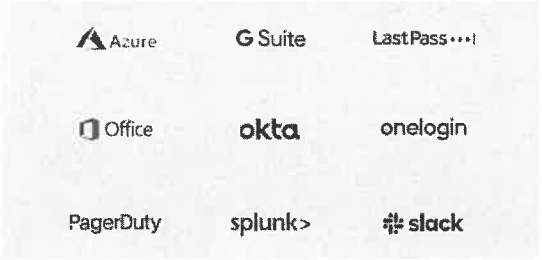
Video Security

CM41-E Outdoor Mini Camera

Meet the latest addition to Verkada's Mini Series featuring a discreet and durable form factor.

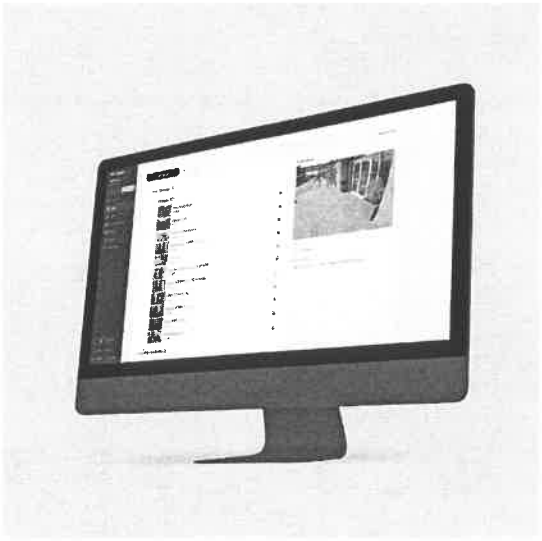
API & Integrations

We launched the Verkada API that integrates event and device information into mission-critical business systems.



See What's New

Access Control



Access Sites

Introducing Access Sites for greater administrative control over your organization's doors across multiple locations.

Learn More

Refer Friend to Verkada & Get $100

Learn about Verkada's customer referral program.

Learn More

Need support? Reach us Monday through Friday from 6am to 5pm PT:
USA: +1 (888) 829-0668 (Option 2) | UK: 0808 196 2600 (Option 2) | **support@verkada.com**

Copyright © 2020 Verkada. All rights reserved.

This email was sent to agower@florenceisd.net
Prefer Not To Hear From Us?
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

See What's New This Month at Verkada

email: "jeff@verkada.com Jeff at Verkada"
To: email: "jbirch@florenceisd.net Jimmy"

Tuesday, March 2, 2021 at 2:45:50 PM Central Standard Time

Video Security

CM41-E Outdoor Mini Camera

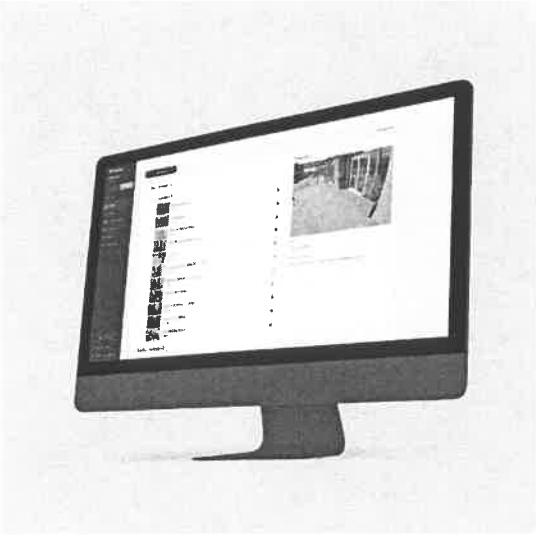
Meet the latest addition to Verkada's Mini Series featuring a discreet and durable form factor.

API & Integrations

We launched the Verkada API that integrates event and device information into mission-critical business systems.

See What's New

Access Control



Access Sites

Introducing Access Sites for greater administrative control over your organization's doors across multiple locations.

Learn More

Refer Friend to Verkada & Get $100

Learn about Verkada's customer referral program.

Learn More

Need support? Reach us Monday through Friday from 6am to 5pm PT:
USA: +1 (888) 829-0668 (Option 2) | UK: 0808 196 2600 (Option 2) | **support@verkada.com**

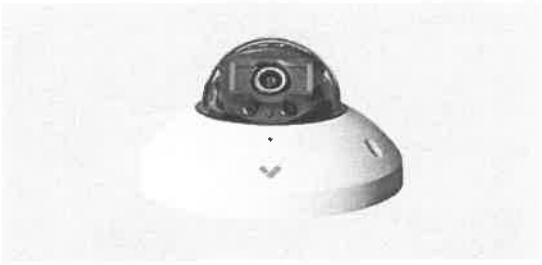
Copyright © 2020 Verkada. All rights reserved.

This email was sent to jbirch@florenceisd.net
Prefer Not To Hear From Us?
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

See What's New This Month at Verkada

email: "jeff@verkada.com Jeff at Verkada" **Tuesday, March 2, 2021 at 2:45:25 PM Central Standard Time**
To: email: "jgrant@florenceisd.net James Grant"

Video Security

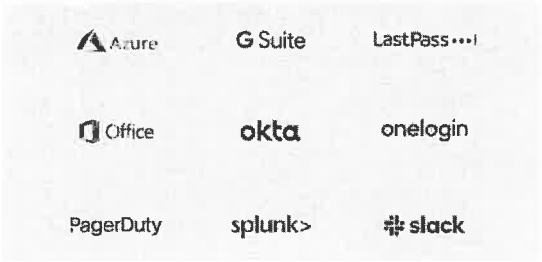


CM41-E Outdoor Mini Camera

Meet the latest addition to Verkada's Mini Series featuring a discreet and durable form factor.

API & Integrations

We launched the Verkada API that integrates event and device information into mission-critical business systems.



See What's New

Access Control

Access Sites

Introducing Access Sites for greater administrative control over your organization's doors across multiple locations.

Learn More

Refer Friend to Verkada & Get $100

Learn about Verkada's customer referral program.

Learn More

Need support? Reach us Monday through Friday from 6am to 5pm PT:
USA: +1 (888) 829-0668 (Option 2) | UK: 0808 196 2600 (Option 2) | **support@verkada.com**

Copyright © 2020 Verkada. All rights reserved.

This email was sent to jgrant@florenceisd.net
Prefer Not To Hear From Us?
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

See What's New This Month at Verkada

email: "jeff@verkada.com Jeff at Verkada" **Tuesday, March 2, 2021 at 2:45:26 PM Central Standard Time**
To: email: "kbradford@florenceisd.net Kay Bradford"

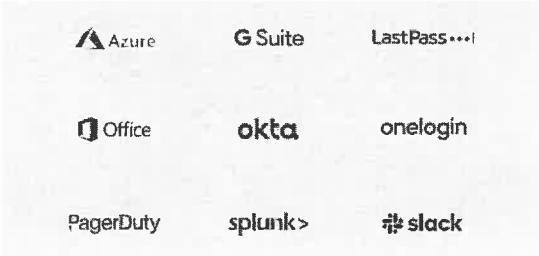
Video Security

CM41-E Outdoor Mini Camera

Meet the latest addition to Verkada's Mini Series featuring a discreet and durable form factor.

API & Integrations

We launched the Verkada API that integrates event and device information into mission-critical business systems.



See What's New

Access Control

Access Sites

Introducing Access Sites for greater administrative control over your organization's doors across multiple locations.

Learn More

Refer Friend to Verkada & Get $100

Learn about Verkada's customer referral program.

Learn More

Need support? Reach us Monday through Friday from 6am to 5pm PT:
USA: +1 (888) 829-0668 (Option 2) | UK: 0808 196 2600 (Option 2) | **support@verkada.com**

Copyright © 2020 Verkada. All rights reserved.

This email was sent to kbradford@florenceisd.net
Prefer Not To Hear From Us?
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

See What's New This Month at Verkada

email: "jeff@verkada.com Jeff at Verkada"
To: email: "hpiatt@florenceisd.net Heather Piatt"

Tuesday, March 2, 2021 at 2:45:26 PM Central Standard Time

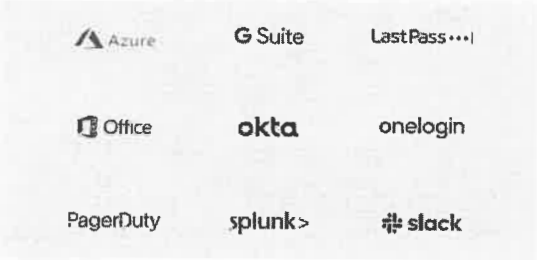
Video Security

CM41-E Outdoor Mini Camera

Meet the latest addition to Verkada's Mini Series featuring a discreet and durable form factor.

API & Integrations

We launched the Verkada API that integrates event and device information into mission-critical business systems.



See What's New

Access Control

Access Sites

Introducing Access Sites for greater administrative control over your organization's doors across multiple locations.

Learn More

Refer Friend to Verkada & Get $100

Learn about Verkada's customer referral program.

Learn More

Need support? Reach us Monday through Friday from 6am to 5pm PT:
USA: +1 (888) 829-0668 (Option 2) | UK: 0808 196 2600 (Option 2) | **support@verkada.com**

Copyright © 2020 Verkada. All rights reserved.

This email was sent to hpiatt@florenceisd.net
Prefer Not To Hear From Us?
Verkada · 405 E 4th Ave · San Mateo, CA 94401-3311 · USA

Intro to vape detection sensors, Catherine

email: "devon.mcpherson@verkada.com Devon Mcpherson" **Monday, March 1, 2021 at 10:50:38 AM Central Standard Time**
To: email: "cbeckerley@florenceisd.net Catherine Beckerley"

Hey Catherine,

We are deploying our web-managed environment sensors at high schools in Texas to curb illicit activity where students know cameras don't exist (bathrooms/locker rooms).

Our plug and play sensors detect vaping/fighting and immediately text the nearest security camera footage to administrators for proactive responses. In addition to vaping and smoking, the sensors can also detect loud noises, motion, and AQI (among other things) and are managed by a user-friendly mobile app.

Would you be open to having a look this Wednesday with a web-demo?

Thank you,
Devon

Devon McPherson - Central Texas
(C) 925-817-9315
Verkada

If this does not pertain to you please let me know here

email: "devon.mcpherson@verkada.com Devon Mcpherson" **Tuesday, March 2, 2021 at 12:53:46 PM Central Standard Time**
To: email: "cbeckerley@florenceisd.net Catherine Beckerley"

Hey Catherine,

Since vaping is a growing problem in schools today, would you be open to joining an informal demo of our vape sensor Wednesday to see if it might help your campus?

Thank you,
Devon

Devon McPherson - Central Texas
(C) 925-817-9315
Verkada

If this does not pertain to you please let me know here

On Mon, Mar 1, 2021 at 8:50 am, Devon Mcpherson wrote:

Hey Catherine,

We are deploying our web-managed environment sensors at high schools in Texas to curb illicit activity where students know cameras don't exist (bathrooms/locker rooms).

Our plug and play sensors detect vaping/fighting and immediately text the nearest security camera footage to administrators for proactive responses. In addition to vaping and smoking, the sensors can also detect loud noises, motion, and AQI (among other things) and are managed by a user-friendly mobile app.

Would you be open to having a look this Wednesday with a web-demo?

Thank you,

Devon

Devon McPherson - Central Texas

(C) 925-817-9315

Verkada

If this does not pertain to you please let me know here

Intro to vape detection sensors, Steve

email: "devon.mcpherson@verkada.com Devon Mcpherson" **Friday, February 26, 2021 at 11:02:32 AM Central Standard Time**
To: email: "selder@florenceisd.net Steve Elder"

Hey Steve,

We are deploying our web-managed environment sensors at high schools in Texas to curb illicit activity where students know cameras don't exist (bathrooms/locker rooms).

Our plug and play sensors detect vaping/fighting and immediately text the nearest security camera footage to administrators for proactive responses. In addition to vaping and smoking, the sensors can also detect loud noises, motion, and AQI (among other things) and are managed by a user-friendly mobile app.

Would you be open to having a look this Tuesday with a web-demo?

Thank you,
Devon

Devon McPherson - Central Texas
(C) 925-817-9315
Verkada

If this does not pertain to you please let me know here

email: "devon.mcpherson@verkada.com Devon Mcpherson" **Monday, March 1, 2021 at 10:32:25 AM Central Standard Time**
To: email: "selder@florenceisd.net Steve Elder"

Hey Steve,

Your students vape in the bathrooms because they don't think they'll be held accountable for that. Are you open to seeing an informal demo of our vape sensors to see if they might help?

They integrate seamlessly with Verkada security cameras for easy exporting when incidents happen.

Best,

Devon

Devon McPherson - Central Texas
(C) 925-817-9315
Verkada

If this does not pertain to you please let me know here

On Fri, Feb 26, 2021 at 9:02 am, Devon Mcpherson wrote:

Hey Steve,

We are deploying our web-managed environment sensors at high schools in Texas to curb illicit activity where students know cameras don't exist (bathrooms/locker rooms).

Our plug and play sensors detect vaping/fighting and immediately text the nearest security camera footage to administrators for proactive responses. In addition to vaping and smoking, the sensors can also detect loud noises, motion, and AQI (among other things) and are managed by a user-friendly mobile app.

Would you be open to having a look this Tuesday with a web-demo?

Thank you,
Devon

Devon McPherson - Central Texas

(C) 925-817-9315

Verkada

If this does not pertain to you please let me know here

Password Reset

email: "no-reply@command.verkada.com Verkada" **Tuesday, February 23, 2021 at 10:44:16 AM Central Standard Time**
To: email: "kbradford@florenceisd.net"

Greetings from Verkada!

We have received a password reset request for your account.

Please visit the following link to reset your password:

https://command.verkada.com/reset-password?token=ece80abdcb09389e81cca05b1c2a87fb&entityId=95d443f6-80e0-4897-8b73-8a73565dfe5c

This link is valid for 24 hours.

Please contact us if you did not initiate this request.

Thank you!

The Verkada Team