Kalix°

Kalix has about 16 000 inhabitants.

Kalix municipality employs about 1 600 persons,

with 800 in the Social Welfare Services and about 2 400 service users.
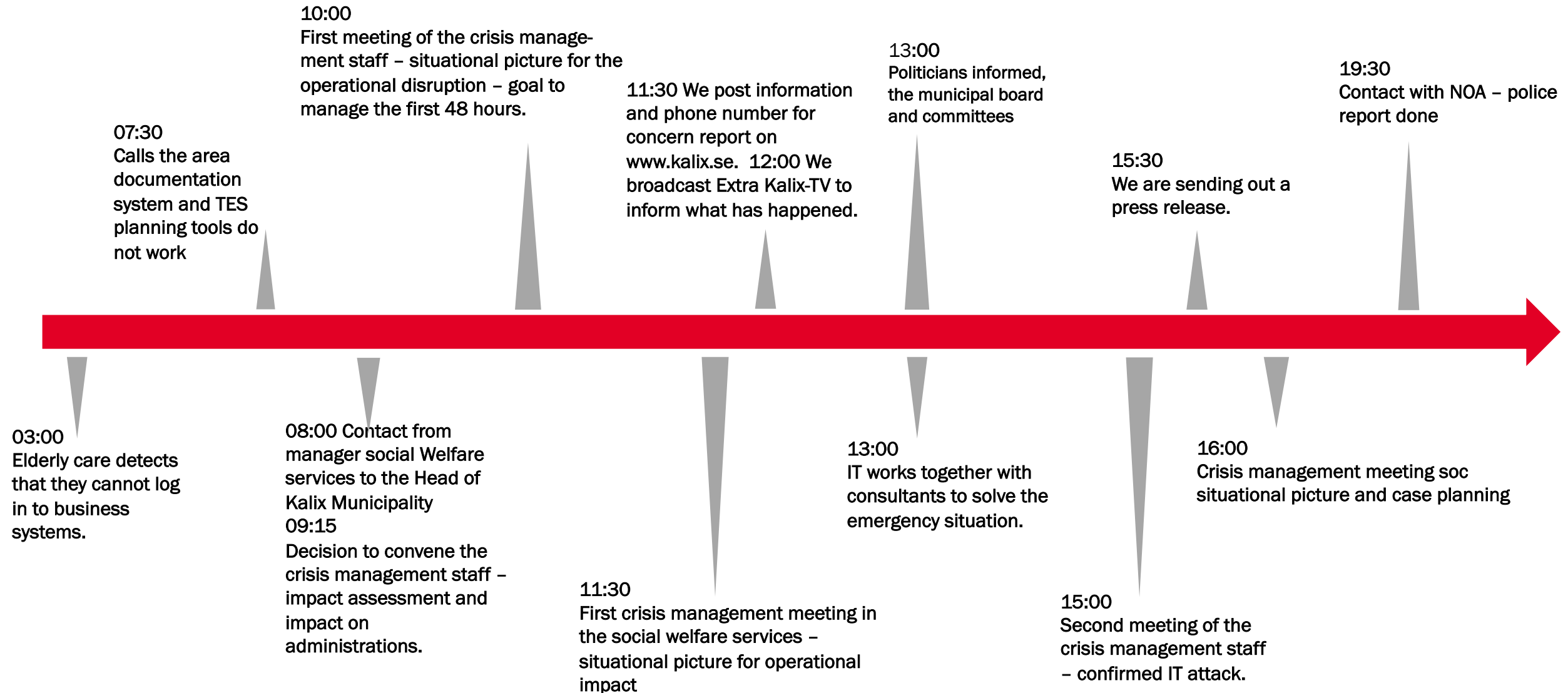
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This is Kalix

Anna-Lena Andersson, Manager Social Welfare Services, Kalix Municipality
Board member of FSS (Association of Directors of Swedish Social Services)

April

July +32°C

January -32°C

I live next to the Kalix river in Börjelsbyn – a small cottage 14 kilometers from Kalix.

December 16, 2021 cyberattack

10:00
First meeting of the crisis management staff – situational picture for the operational disruption – goal to manage the first 48 hours.

07:30
Calls the area documentation system and TES planning tools do not work

11:30 We post information and phone number for concern report on www.kalix.se. **12:00** We broadcast Extra Kalix-TV to inform what has happened.

13:00
Politicians informed, the municipal board and committees

15:30
We are sending out a press release.

19:30
Contact with NOA – police report done

03:00
Elderly care detects that they cannot log in to business systems.

08:00 Contact from manager social Welfare services to the Head of Kalix Municipality
09:15
Decision to convene the crisis management staff – impact assessment and impact on administrations.

11:30
First crisis management meeting in the social welfare services – situational picture for operational impact

13:00
IT works together with consultants to solve the emergency situation.

15:00
Second meeting of the crisis management staff – confirmed IT attack.

16:00
Crisis management meeting soc situational picture and case planning

December 17, 2021 cyberattack

10:00 Crisis management
11:30
Crisis management meeting social Welfare services

11:50
We post information to our employees on www.kalix.se

12:15
All the network shuts down due to security reasons
This affect internet and the access to internal and external websites etc..

12:30
Press conference

14:00
Crisis management meeting soc
15:00 Crisis Management Staff

18:00
The blackmailer …

19:30
We get a temporary external website that can be accessed via the regular address www.kalix.se

The cyberattack affected the following

- Home care – access to medication lists, medical records, schedules, user information...

- Email

- Internet connection

- All computers with Windows operative system must be submitted for verification

- Ventilation

- Printers

- Case management files

- Disclosure of public documents

The cyberattack affected the following

- Monitoring/control systems

- Registers

- Financial system – salaries and invoices

- Income support

- Intranet

- External links

- Internal gear

- Can't make new digital access tags, parking permits and more

- VPN for working remotely

- Meetings of the municipal board and committees

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Discussion #1

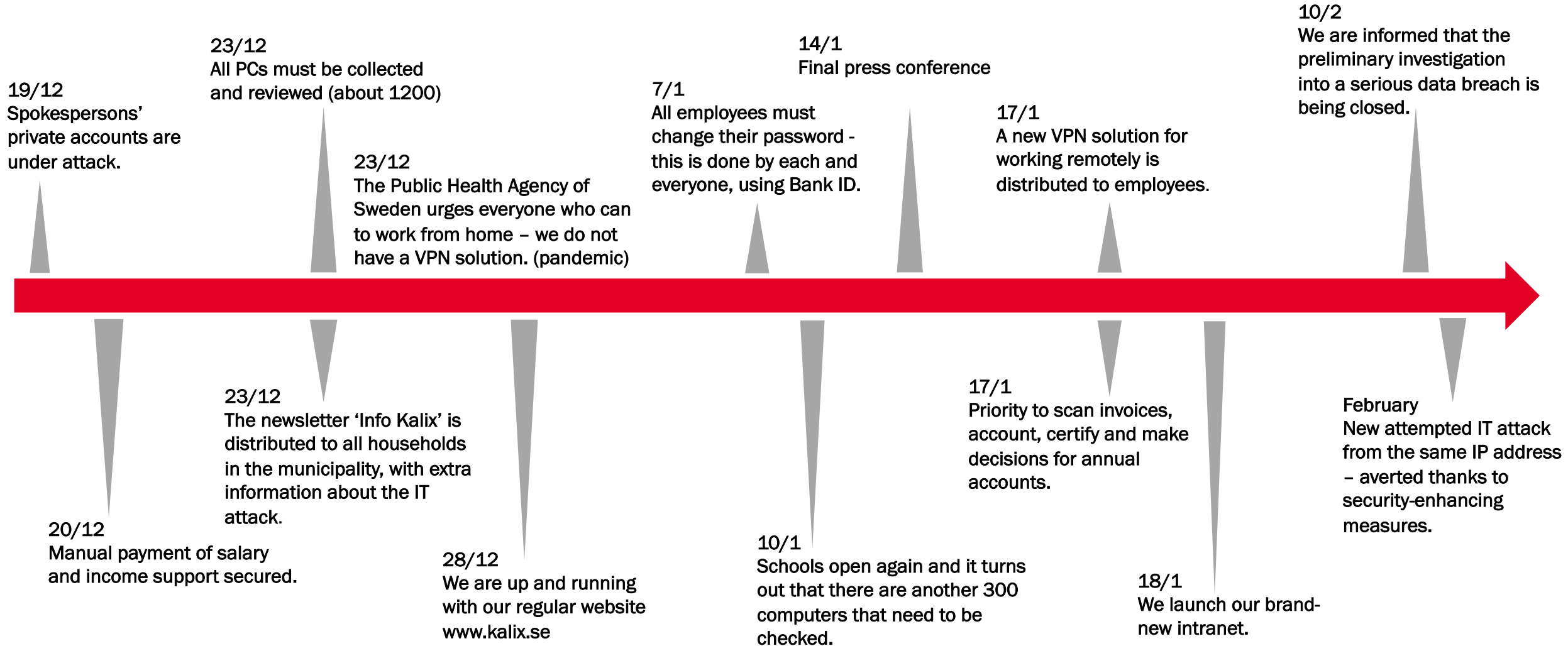# Would you pay or not?

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The cyberattack did not affect social welfare services digital tools

- The mobile phones

- Digital locking systems in home care

- Personal alarms in home care

- Personal alarms at the care homes for elderly and disabled persons

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December 18, 2021 onwards

19/12
Spokespersons' private accounts are under attack.

20/12
Manual payment of salary and income support secured.

23/12
All PCs must be collected and reviewed (about 1200)

23/12
The newsletter 'Info Kalix' is distributed to all households in the municipality, with extra information about the IT attack.

23/12
The Public Health Agency of Sweden urges everyone who can to work from home – we do not have a VPN solution. (pandemic)

28/12
We are up and running with our regular website www.kalix.se

7/1
All employees must change their password - this is done by each and everyone, using Bank ID.

10/1
Schools open again and it turns out that there are another 300 computers that need to be checked.

14/1
Final press conference

17/1
Priority to scan invoices, account, certify and make decisions for annual accounts.

17/1
A new VPN solution for working remotely is distributed to employees.

18/1
We launch our brand-new intranet.

10/2
We are informed that the preliminary investigation into a serious data breach is being closed.

February
New attempted IT attack from the same IP address – averted thanks to security-enhancing measures.

Discussion #2

How well prepared are you right now?

It could hit you tomorrow.

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We have to look back

- A crisis preparedness plan was developed and adopted by the Social Welfare Board in 2018

- The information security work with review and risk analysis of the administration's digital systems was completed and documented in 2019

- Risk and vulnerability analysis conducted in 2019

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We have to look back

- Business continuity plans were developed for all operations in spring 2020

- Crisis management exercise conducted during spring 2020 with the scenario "Your business has suffered a large loss of staff where only 50 percent can show up for work. The dropout rate is unevenly distributed and has hit some businesses harder."

- Experience and knowledge of previous crises/incidents in recent years (heatwave, bridge closure, fuel shortage, pandemic)

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Discussion #3

Do you have a Plan B for all your digital tools?

Experiences from the Social Welfare Board

The Social Welfare Board's digital mailbox from function - physical letters or physical visits

Login via wifi in the municipal hall - the committee's documents had to be pulled out on paper again

Individual cases - printed on paper again

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Overall experiences from social services

Two telephone numbers were produced quickly that users and relatives could call to easily get in touch with the administration – "a way in" – if the need or urgent situations should arise.

Gathering in all mobiles

Contact with private contractors

4g tethering

All computers were brought in for review in an established order

Staffing unit reachable= mobiles

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Experiences from Elderly care and Support and care

The schedule planning tool Timecare did not work - paper schedules and whiteboard

TES planning for home care did not work

paper diagrams and whiteboard

The operating system did not work - documentation on paper and then post-documenation

Redistribution of personnel

New cases – telephone calls between each other

Food orders- by phone

Experiences from Health care

The region in Norrbotten locally assisted with patient information

Pascal worked

Lifecare worked access from home

Documentation on paper that then post-documenation

Regular daily paper calendar

National patient overview worked

access from home or other places

Patient information in binders

Experiences from Individual and Family care

LVU and LVM legislation

Financial assistance/ income support

All exercise of authority from investigation to decision is done with pen and paper.

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Discussion #4

All the systems are down:

What is your worst fear?

What do you fear the least?

Discussion #4

How do we reduce our vulnerability?
Can we do something together?

Discussion #4

What do you have to do when you come home?

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Thank you!

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