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Dear Lincolnwood Learning Community:

I am writing to inform you of a recent cybersecurity incident involving PowerSchool, the software system the District uses to manage student information. Earlier this week, PowerSchool notified us (along with thousands of other clients) that an unauthorized party gained access to certain data through their customer support portal at a time between December 19 and 24, 2024.

PowerSchool informed us that the data taken primarily includes parent and student contact information, such as name and address. They have also determined that, for a portion of individuals across their customer base, some personally identifiable information (PII), such as student ID and medical information (e.g., allergies, medications), was impacted. They are urgently working to complete their investigation and determine whether any information belonging to our students was included.

PowerSchool has assured the District that the situation has been contained and that there is no evidence of continued unauthorized access within their systems. They partnered with law enforcement and the cybersecurity company Crowdstrike and are confident that the data has been deleted and will not be shared or made public. Furthermore, PowerSchool indicated that this incident originated from within their company, not through any vulnerability or negligence of Lincolnwood School District 74 or any other client.

In an added response, the District technology team removed access to specific support functionalities built within PowerSchool and required all District members with PowerSchool support credentials to reset their passwords.

While we understand that situations like this can be deeply unsettling, privacy and security of personal information are matters of great importance to our District. Therefore, we fully vet all data partners and vendors and follow all State and Federal guidelines, to ensure that our data is protected.

At this time, PowerSchool has not communicated any additional remedies they will be offering impacted parties. However, we expect them to send more information and resources (including credit monitoring or identity protection services if applicable) and we will provide those to you as they become available. In the meantime, the technology team will continue to monitor this situation closely.

Thank you for your understanding and support,

Jordan Stephen
Director of Technology