

**FAQs – November 28, 2022****Cyber Incident**

<b>Question</b>	<b>Answer</b>
What systems are impacted?	When we discovered the cyber incident on Friday, we took steps to shut down our network. This has had an impact on almost all DDSB systems. IT Services continues to prioritize restoring critical systems to support school and business operations. Updates will be shared in public messages.
Has data been compromised?	We are continuing to investigate and are working to understand the full impact of this incident. We ask for your patience as this investigation is complex and will take time to complete. We are committed to sharing more information on this topic, including if there are any privacy impacts.
What is the timeline to resolve this issue?	IT Services continues to prioritize restoring critical systems to support school and business operations. There is no timeline for full restoration of the network at this time.

**School Operations**

<b>Question</b>	<b>Answer</b>
How do parents contact the schools in case of emergency?	At this time, phones and e-mails at schools are not working. If a parent needs to get in touch with a child at school, they need to go to the school site. We are working to prioritize the restoration of phones at schools as soon as possible.
If there is an emergency at the school, will I be contacted?	Schools will use cell phones to contact parents in the event there is an emergency and emergency contact information has been provided to the school.
How will parents know if their child is not in class?	The automated safe arrival messages are not working, and schools are unable to contact families if a child is not at school. Getting this system up and running is a priority.
How is the DDSB ensuring the physical safety of the students attending school?	The DDSB is employing a variety of methods to support the safe operation of schools. We continue to be able to have supply staff to cover absences and central staff are providing support to schools as needed. We have asked that parents send emergency contact information with their children as a backup in the event the school cannot access emergency contact information. Fire safety systems

	at schools continue to operate and school sites are secure. Additional operational measures are also being undertaken.
Will students be given extra time to complete schoolwork as they cannot access online systems/Chromebooks?	Educators will be providing students with flexibility in terms of completing work until the network and student Chromebooks and applications come back online.
When will DDSB@Home be operational?	DDSB@Home will not be open on Tuesday. Unfortunately, much like when a snow day can impact in-person schools, this cyber incident is impacting DDSB@Home. We continue to explore ways to try and address this challenge.

**Special Programs**

<b>Question</b>	<b>Answer</b>
Is the DELF still running at the Education Centre?	DELFL will continue as planned. Educators supporting DELF and students participating should be informed that there are no anticipated interruptions for this week.
Is the OSSLT still taking place at some secondary schools?	The OSSLT will be unable to take place this week and we will provide an update with respect to next week.

**Staff**

<b>Question</b>	<b>Answer</b>
How do I inform the school/workplace that I will not be able to come in?	Please contact your school administrator/supervisor directly.
Will supply staff bookings work?	Staff may staff experience issues accessing the system. Dispatch staff will enter bookings centrally from schools to ensure occasional staff are deployed to fill assignments as needed. Call outs to occasional teachers will continue to happen as normal.
Will there be an impact to payroll?	We are working to ensure there are no interruptions to payroll for staff.