



MOUNTAIN VIEW LOS ALTOS HIGH SCHOOL DISTRICT

Serving the communities of Mountain View,
Los Altos and Los Altos Hills

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To All Mountain View Los Altos Union High School District Families,

The Mountain View Los Altos Union High School District has learned of a ransomware attack on our systems – the latest in what has been an unfortunate trend of such attacks on school districts across the country. We have taken immediate actions to protect our data and enhance the security of our platforms.

A key challenge with this attack is that it has impacted the ability of our schools to make and receive phone calls. What you should know right away is that we are working hard to restore phone status but may need to rely on alternative methods of communicating with you until our phones are fully back online. We are also working diligently to restore access to district files to minimize the disruption to our ongoing operations and instructional activities. The ability of our teachers to access emails and desktop files varies across the district so this is a top priority.

We are committed to taking steps to prevent this type of incident from occurring again. As such, we have engaged a third-party specialist to investigate the ransomware attack and help determine the scope of its impact. We continue to investigate whether there was any access to or exfiltration of sensitive student data, we are asking them to provide advanced recommendations for enhancing our security systems to protect both student and employee data. We will continue to update our community about whether any student information may have been accessed.

As we learned of the ransomware attack, we also began getting reports from staff about notifications of fraudulent activity with district credit cards. Our forensic specialists are investigating whether there is a correlation.

We understand that you have questions about the ransomware attack, including whether any of your child's personal information has been compromised. We will provide updates in the coming days as more information becomes available. Please watch for letters like this to come home with your student and/or be emailed to you while our phones are down. We will also begin posting updates on our district social media accounts (<https://www.facebook.com/mvlahsd/> / <https://twitter.com/MVLAHSD>).

We thank you for your understanding during this time. Should you have any questions, please contact our IT team at 925-788-3038 or mvla.info.serve@mvla.net.

Sincerely,

Nellie Meyer
Superintendent

