



Illinois State Board of Education


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Darren Reisberg
Chair of the Board

Dr. Carmen I. Ayala
State Superintendent of Education

MEMORANDUM

TO: The Honorable William E. Brady, Senate Minority Leader
The Honorable John J. Cullerton, Senate President
The Honorable Jim Durkin, House Minority Leader
The Honorable Michael J. Madigan, Speaker of the House

FROM: Dr. Carmen I. Ayala 
State Superintendent of Education

DATE: September 25, 2019

RE: Required Notification pursuant to the Personal Information Protection Act

Pursuant to Section 25 of the Personal Information Protection Act [815 ILCS 530/25], the Illinois State Board of Education (ISBE) is hereby providing notification of a compromise of the integrity of the Educator and Licensing Information System (ELIS). ISBE has identified two reportable issues.

First, on Wednesday, September 18, 2019, an Agency employee failed to follow adequate security protocols before performing a password reset resulting in one educator being allowed access to another educator's ELIS account information. The educator was able to view the other educator's first name, last name, Illinois Educator Identification Number (IEIN), birthdate, email address, mailing address and phone number. As soon as Agency management was made aware of the error, system logon passwords to both Educator's ELIS accounts were changed.

To limit our exposure in the future, the employee involved was immediately retrained on proper security procedures that must be followed when resetting access to an educator's ELIS account. The department director is also planning security retraining on September 25, 2019 for the entire call center staff at ISBE.

Second, on Monday, September 23, 2019, an Agency employee was notified that approximately 30 accounts may have duplicate IEIN numbers where an educator could view information related to another educator's IEIN number. The information was initially considered a security incident, as ISBE believed that the information accessible did not contain personal information. On Tuesday, September 24, 2019, ISBE management learned that 18 of the accounts identified contained personal information submitted by the educator (e.g. a college transcript containing a social security number) in the "images" section of the educator licensure file. The Agency was able to determine that this information was not accessed by the educator with duplicate access; however, since there was an opportunity for access, ISBE should consider this a breach of personal information.

ISBE is currently working on identifying and resolving all issues connected to the duplication of IEIN numbers to ensure all records are securely maintained. ISBE is researching the ELIS program and code to find out why the error occurred and put any necessary controls in place to ensure this error does not occur again.

The Illinois State Board of Educator is committed to maintaining the security of personal information and regrets the breach of information.

If you have any questions or comments, you may contact Amanda Elliott, Executive Director of Legislative Affairs, at (217) 782-6510.

cc: The Honorable JB Pritzker, Governor
Secretary of the Senate
Clerk of the House