



**Office of the
Vice President Administration**

Dear AMS Council,

On Monday, November 9th, the AMS was alerted that two individuals were able to exploit a bug in AMS CampusBase to access the administration functions of the platform. Novalsys Inc., the company behind CampusGroups, has confirmed that both individuals were members of our campus community and that one of these individuals downloaded a list containing students' personal information: I have been in communication with both individuals and can confirm that this list no longer exists. While this bug was corrected by Novalsys within minutes of my team sharing this information with them, I wanted to share the security procedures Novalsys has in place in order to address any concerns you may have.

Since being alerted to this incident, I have had a number of conversations with senior leadership at Novalsys. Prior to this incident, Novalsys already had multiple industry standard security procedures in place to monitor for bugs and other errors in the system, including weekly security sweeps conducted by an external, accredited security company. While unfortunately these security sweeps did not capture this unusual bug, Novalsys is in the process of engaging in more frequent and in-depth penetration tests, while also investing in a more robust server infrastructure to ensure that the platform is as secure and reliable as can be. As Novalsys continues this process, my team, the AMS Privacy Officer and AMS Chief Technology Officer will continue to meet among ourselves and with Novalsys leadership in order to effectively monitor this situation.

As Novalsys manages a platform with thousands of clients across North America and Europe, they have a vested interest in ensuring the security of the data of students like those at UBC. All platforms as large as CampusGroups are vulnerable to occasional bugs, but we are reassured that the team behind CampusGroups will continue to meet the industry standard in ensuring its platform is as secure as can be. Our AMS subsidiaries, campus partners and fellow students have been leveraging this platform's potential in fantastic and creative ways over the past three months, and they should be confident in doing so throughout the coming months and years.

Sincerely,

Sylvester Mensah Jr.

Vice President Administration

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