YOUR NAME: GURWINDER SINGH

YOUR STUDENT ID#: 200557497

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**CASE STUDY: HR & Data Integrity – Desjardins Data Breach**

**Step 1: Read the following items regarding the Desjardins Data breach and findings (posted in the module):**

<https://www.cbc.ca/news/business/desjardins-breach-privacy-report-1.5840171>

<https://www.priv.gc.ca/en/opc-actions-and-decisions/investigations/investigations-into-businesses/2020/pipeda-2020-005/>

**Step 2: Respond to the following:**

The report by the Office of the Privacy Commissioner of Canada provides for an analysis of technical, organizational and HR related weaknesses that lead to the data breach. The data breach occurred due to the actions of a ‘malicious employee’. Based on your reading of the report, provide analysis, and answer the following questions:

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| **1** | What was the motivation/reward that would prompt the ‘malicious employee’ to perform the data breach? In essence, why did they do it?   * The motivation or reward that likely prompted the malicious employee to perform the data breach could be financial gain or personal vendetta. By accessing and copying sensitive personal information, the employee may have intended to sell the data to third parties for profit or to use it for personal reasons such as identity theft or blackmail. Alternatively, the employee might have had grievances against the company or specific individuals within it, leading them to engage in malicious behavior as a form of retaliation or sabotage. |
| **2** | From the report by the Office of the Privacy Commissioner of Canada, identify at least two structural failures that allowed the data breach to occur.   * Inadequate data separation and access controls, as well as improper application of policies and procedures for handling personal information, are two fundamental flaws identified in the report. Due to these mistakes, the hostile employee managed to steal confidential material without authorization and send it to a shared drive, harming the data's security. |
| **3** | From the report by the Office of the Privacy Commissioner of Canada, identify at least two process/security failures that allowed the data breach to continue over a two-year time period.   * Two process/security failures that allowed the data breach to continue over a two-year period include the lack of employee training and awareness regarding the sensitivity of personal information and the absence of procedures for the periodic destruction of personal information. These failures contributed to a lack of vigilance among employees and allowed the breach to go undetected for an extended period, ultimately exacerbating its impact. |
| **4** | Identify at least two HR failures that allowed employees to engage in the continued data breach.   * Two HR failures that allowed employees to engage in the continued data breach include inadequate employee training and awareness programs and the failure to implement effective monitoring and oversight mechanisms. These failures indicate a lack of emphasis on the importance of data security and a failure to hold employees accountable for their actions, thus enabling the continuation of the breach. |
| **5** | The report includes a series of HR/employee related recommendations. In your opinion, are these sufficient to restore public and organizational trust? Explain your rationale.   * The HR/employee-related recommendations provided in the report may help address some of the weaknesses identified, such as implementing comprehensive employee training programs, enhancing access controls and data segregation, and establishing clear procedures for managing and destroying personal information. However, whether these recommendations are sufficient to restore public and organizational trust depends on the thoroughness of their implementation and the effectiveness of ongoing monitoring and enforcement efforts. |
| **6** | As an HR practitioner, what additional steps would you put into place? Explain why these are necessary from an HR perspective.   * In my role as an HR professional, I would also strengthen the organization's accountability and integrity culture, conduct regular checks and evaluations of data security protocols, and put strong reporting and review procedures in place. From an HR perspective, these steps must take to ensure constant compliance to privacy laws, foster a culture of transparency and trust and mitigate the risk of data breaches in the future. |

Complete this worksheet using your own words. Do not use Chat GPT. Do not use AI. Do not cut and paste someone else’s work without proper APA citations or references.

**Step 3: Submit your completed worksheet via the Turnitin link in Module 5 by Monday, June 10, 2024, by midnight.**