

February 6, 2020

INSURANCE INFORMATION NOTICE 2020-4

CYBER LIABILITY

ORM has facilitated a commercial insurance policy for OTS Managed Agencies and Higher Education institutions which will provide for cyber liability coverage.

Cyber Liability provides coverage for security breaches of electronic data including personally identifiable, non-public information while in the control of and managed by your agency. Personally identifiable information includes social security numbers, date of birth, driver's license number, etc. The policy covers a variety of expenses associated with security breaches, including but not limited to: privacy breach counsel, forensic IT services, notification costs, credit monitoring expense, etc.

To report a breach under the Cyber Liability coverage:

The **State Agency** can report cyber breaches directly to **Phelps Dunbar**.

Phelps Dunbar
publicentities.cyber.notice@phelps.com
24/7 breach response hotline: 1-833-229-1647

Attached you will find a list of covered entities and cyber coverage examples. For additional information, please contact Mark Joseph at (225) 342-8472 or via email at mark.joseph@la.gov or Allison Schailer at (225) 219-0064 or via email at allison.schailer@LA.gov.

OTS Managed Agencies and Higher Education

ORM LOCATION NO.	AGENCY NAME	ORM LOCATION NO.	AGENCY NAME
	OTS Client Agencies	2285	DPS - LA GAMING CONTROL BOARD
0020	OFFICE OF THE GOVERNOR	2290	DPS - LA HIGHWAY SAFETY COMMISSION
0022	OFFICE OF STATE INSPECTOR GENERAL	2320	DEPT OF NATURAL RESOURCES - OFFICE OF THE SECRETARY
0039	GOV. OFFICE OF HOMELAND SECURITY & EMERGENCY PREPAREDNESS	2325	DNR - OFFICE OF COASTAL MANAGEMENT
0050	OFFICE OF COASTAL PROTECTION & RESTORATION	2330	DNR - OFFICE OF CONSERVATION
0260	VETERAN'S AFFAIRS	2360	DNR - OFFICE OF MINERAL RESOURCES
0265	SOUTHWEST LA WAR VETERAN'S HOME	2405	DEPARTMENT OF ENVIRONMENTAL QUALITY
0270	WAR VETERAN'S CENTER	2510	DEPT OF ECONOMIC DEVELOPMENT - OFFICE OF SECRETARY
0275	NORTHEAST LA WAR VETERANS HOME	2520	DED - OFFICE OF BUSINESS DEVELOPMENT
0277	NORTHWEST LA WAR VETERANS HOME	2650	LA WORKFORCE COMMISSION - OFFICE OF WORKFORCE SUPPORT AND TRAINING
0279	SOUTHEAST LA WAR VETERANS HOME	2805	DEPT OF WILDLIFE & FISHERIES - OFFICE OF MANAGEMENT & FINANCE
0290	LA. COMMISSION ON LAW ENFORCEMENT	2810	DEPT OF WILDLIFE & FISHERIES - OFFICE OF THE SECRETARY
0300	OFFICE OF ELDERLY AFFAIRS	2830	DWLF - OFFICE OF WILDLIFE
0350	OFFICE OF FINANCIAL INSTITUTIONS	2850	DWLF - OFFICE OF FISHERIES
0412	DIVISION OF ADMINISTRATION	2910	DEPT OF REVENUE - OFFICE OF REVENUE
0414	DOA-OFFICE OF COMMUNITY DEVELOPMENT	2920	DEPT OF REVENUE - LA. OFFICE OF ALCOHOL & TOBACCO CONTROL
0416	DOA-OFFICE OF PLANNING AND BUDGET	2955	DEPT OF REVENUE - LA TAX FREE SHOPPING COMMISSION
0418	DOA-OFFICE OF HUMAN RESOURCES	2960	DEPT OF REVENUE - OFFICE OF CHARITABLE GAMING
0419	DOA-OFFICE OF STATE UNIFORM PAYROLL	4155	DEPT OF EDUCATION - STATE ACTIVITIES
0420	DOA-OFFICE OF STATE REPORTING & ACCT POLICY	4195	SPECIAL SCHOOL DISTRICT #1
0421	DOA-OFFICE OF FINANCIAL & SUPPORT SERVICES	4200	DEPT OF EDUCATION - RECOVERY SCHOOL DISTRICT
0424	DOA - LEGAL		
0425	DOA-LA TAX COMMISSION		
0426	DOA-STATE REGISTER		Higher Education
0433	DOA-STATE LAND OFFICE	4413	LSU PENNINGTON BIOMEDICAL RESEARCH CENTER
0434	DOA-FACILITY PLANNING & CONRTOL	4438	LSU ALEXANDRIA
0438	DOA-STATE BUILDINGS	4483	LSU HEALTH SCIENCES CTR - SHREVEPORT
0440	DOA-OFFICE OF AIRCRAFT SERVICES	4489	LSU HEALTH SCIENCES CTR - N. O.
0455	DOA-OFFICE OF RISK MANAGEMENT	4498	LSU EUNICE
0460	DOA-FEDERAL PROPERTY ASSISTANCE AGENCY	4518	LSU SHREVEPORT
0465	DOA-LA. PROPERTY ASSISTANCE AGENCY	4538	LSU AGRICULTURAL CENTER
0485	DOA-OFFICE OF GROUP BENEFITS	4610	SOUTHERN UNIVERSITY BOARD OF SUPERVISORS
0490	DOA-PATIENT'S COMPENSATION FUND OVERSIGHT BOARD	4618	SOUTHERN UNIVERSITY - BATON ROUGE
0495	DOA-OFFICE OF TECHNOLOGY SERVICES	4628	SOUTHERN UNIVERSITY - AGRICULTURAL CENTER
0498	DOA-OFFICE OF STATE PROCUREMENT	4638	SOUTHERN UNIVERSITY - LAW CENTER
0550	DOTD - OFFICE OF ENGINEERING	4648	SOUTHERN UNIVERSITY AT NEW ORLEANS
0600	DOTD - OFFICE OF THE SECRETARY	4678	SOUTHERN UNIVERSITY - SHREVEPORT
0650	DOTD - HQ/MANAGEMENT AND FINANCE	4810	BOARD OF SUPERVISORS - UNIVERSITY OF LA SYSTEM
1010	DEPT OF HEALTH - OFFICE OF THE SECRETARY	4818	NICHOLLS STATE UNIVERSITY
1015	DH - MEDICAL VENDOR ADMINISTRATION	4858	GRAMBLING STATE UNIVERSITY
1020	DH - DEVELOPMENTAL DISABILITIES COUNCIL	4998	LOUISIANA TECH UNIVERSITY
1030	DH - OFFICE OF AGING & ADULT SERVICES	5038	MCNEESE STATE UNIVERSITY
1230	DH - LOUISIANA EMERGENCY RESPONSE NETWORK BOARD	5078	UNIVERSITY OF LOUISIANA AT MONROE
1280	DH - OFFICE OF PUBLIC HEALTH	5118	UNIVERSITY OF NEW ORLEANS
1500	DH - OFFICE OF BEHAVIORAL HEALTH	5121	UNO FOUNDATION; UNO RESEARCH & TECHNOLOGY FOUNDATION, INC
1540	DH - OFFICE OF CITIZENS W/ DEVELOPMENTAL DISABILITIES	5158	NORTHWESTERN STATE UNIVERSITY
1803	OFFICE OF CHILDREN AND FAMILY SERVICES (OCFS)	5218	SOUTHEASTERN LOUISIANA UNIVERSITY
2010	DEPT OF CORRECTIONS - ADMINISTRATION	5258	UNIVERSITY OF LOUISIANA AT LAFAYETTE
2030	LOUISIANA STATE PENITENTIARY	5900	LOUISIANA OFFICE OF STUDENT FINANCIAL ASSISTANCE/Included in 5950
2055	RAYMOND LABORDE CORRECTIONAL CENTER	5950	LOUISIANA BOARD OF REGENTS FOR HIGHER EDUCATION
2060	LA. CORRECTN INSTITUTE FOR WOMEN	5958	LA. UNIVERSITY MARINE CONSORTIUM (LUMCON)/Included in 5950
2070	ALLEN CORRECTIONAL CENTER	6005	LA COMMUNITY & TECHNICAL COLLEGE SYSTEM - BOARD OF SUPERVISORS
2075	WINN CORRECTIONAL CENTER	6520	NORTHWEST LOUISIANA TECHNICAL COLLEGE
2080	DIXON CORRECTIONAL INSTITUTE	6700	ISAAC DELGADO COMMUNITY COLLEGE
2100	ELAYN HUNT CORRECTIONAL CENTER	6720	ELAINE P NUNEZ COMMUNITY COLLEGE
2110	WADE CORRECTIONAL CENTER	6740	BATON ROUGE COMMUNITY COLLEGE
2120	DIVISION OF PROBATION & PAROLE	6760	BOSSIER PARISH COMMUNITY COLLEGE
2130	RAYBURN CORRECTIONAL CENTER	6780	SOUTH LA. COMMUNITY COLLEGE
2150	PRISON ENTERPRISES	6800	RIVER PARISH COMMUNITY COLLEGE
2180	OFFICE OF JUVENILE JUSTICE	6820	LA DELTA COMMUNITY COLLEGE
2210	DEPT OF PUBLIC SAFETY - MANAGEMENT & FINANCE	6840	L. E. FLETCHER COMMUNITY COLLEGE
2220	DPS - OFFICE OF STATE POLICE	6860	SOWELA COMMUNITY COLLEGE
2240	DPS - OFFICE OF MOTOR VEHICLES	6880	NORTHSHORE TECHNICAL COMMUNITY COLLEGE
2260	DPS - OFFICE OF STATE FIRE MARSHAL	6900	CENTRAL LOUISIANA TECHNICAL COMMUNITY COLLEGE
2280	DPS - LIQUIFIED PETROLEUM GAS COMMISSION		

**State of Louisiana
Office of Risk Management
Cyber Liability Coverage Examples**

COVERAGE	DESCRIPTION	EXAMPLES OF CLAIMS
<p>Coverage B - Security & Privacy Liability (including Employee Privacy) Coverage</p>	<p>Coverage for damages and claim expenses that an insured agency becomes legally obligated to pay resulting from a claim made against the agency and reported to ORM during the policy period arising out of a privacy wrongful act and/or a security wrongful act harming any third-party or employee.</p>	<p>A bank employee obtained unauthorized access to the computer system in order to search for potential clients for a friend in the real estate business. The employee provided confidential information regarding consumers to the friend. The scheme was discovered after the confidential information was leaked to another party and subsequently used as a part of an identity theft scheme.</p> <p>A business owner was sued after identity thieves were able to obtain personal consumer information of customers from a dumpster of discarded files.</p> <p>A hacker infiltrated an online shopping website and stole 300,000 customer credit card numbers. The website faced claims from the customers for unauthorized charges made on the credit cards.</p> <p>A disgruntled employee corrupted data in the company's system that was used to upgrade a product already on the market. The corruption caused damage to clients trying to upgrade the product as well as delays, cost overruns, etc., resulting in a loss of \$50 million.</p>
<p>Coverage C – Privacy Regulatory Claims Coverage</p>	<p>Coverage for regulatory fines, consumer redress funds, and claim expenses that an insured agency becomes legally obligated to pay resulting from a regulatory claim made against the agency and reported to ORM during the policy period arising out of a privacy wrongful act.</p>	<p>Several hospital patient records were compromised when a hacker infiltrated the hospital's network. The Office for Civil Rights (OCR) contacted the hospital for further details of the security breach and found the hospital was not in compliance with HIPAA regulations. The hospital was fined for noncompliance.</p>
<p>Coverage D - Security Breach Response Coverage</p>	<p>Reimbursement of crisis management costs and breach response costs that an insured agency incurs in the event of a security breach with respect to personal, non-public information of their customers or employees.</p>	<p>A national retail chain estimates that the costs from one of the largest computer data breaches in corporate history, in which more than 45 million customer credit & debit card numbers were stolen, have ballooned to \$256 million. Those costs include detection and determination of response, internal investigation, legal and external advice, public relations and investor relations.</p>

COVERAGE	DESCRIPTION	EXAMPLES OF CLAIMS
Coverage E – Multimedia Liability Coverage	Coverage for damages and claim expenses that an insured agency becomes legally obligated to pay resulting from a claim made against the agency and reported to ORM during the policy period arising out of a multimedia wrongful act.	<p>The claimant, an unsuccessful candidate for County Sheriff, alleged that a website owner allowed defamatory postings to be published on its website, which caused him to lose the election.</p> <p>Claimant sued an online magazine alleging it published his picture without permission.</p>
Coverage F – Cyber Extortion Coverage	Reimbursement for the cyber-extortion expenses and cyber-extortion payments that an insured agency actually pays directly resulting from a cyber-extortion threat that the agency first receives and reports to ORM during the policy period.	Email sent to a leading credit card service provider threatening to cripple the site if \$10,000 ransom was not paid. After refusing to pay, the company's website went down for about a week.
Coverage G – Business Income and Digital Asset Restoration Coverage	<p>(1) Coverage for a business income loss an insured agency sustains resulting from a network disruption, caused solely and directly from a security breach, that occurs during the policy period.</p> <p>(2) Reimbursement for the restoration costs that an insured agency incurs because of the alteration, destruction, damage or loss of digital assets that commences during the policy period resulting solely and directly from a security breach.</p>	<p>Business Interruption: A computer manufacturer's plant in Ireland had to shut down after plant managers discovered a virus was loaded onto its network. Outside sources estimate the costs may have run as high as \$18.43 million.</p> <p>Data Restoration: AA disgruntled employee sabotaged a computer network at an investment firm and deleted files on more than 1,000 of the company's computers. It cost the company over \$3 million to assess and repair the damage.</p>