

# Memorandum



CITY OF DALLAS

DATE December 2, 2022

TO Honorable Mayor and Members of the City Council

SUBJECT **Ransomware Attack on Dallas Central Appraisal District**

On November 8, the Dallas Central Appraisal District (DCAD) was targeted by a successful ransomware attack that impacted and brought offline their systems, servers, email, and website. They notified the City on November 9 of the attack. Per DCAD report, they are working with their IT security vendor and the authorities to resolve and remedy the issue.

In response to the notification of the attack, the Dallas Information & Technology Services (ITS) security team took immediate actions to review the City's infrastructure, update as appropriate network firewalls, and proactively isolate any network traffic which might originate from DCAD systems. ITS can report there was no impact to the City's systems, directly or indirectly, as a result of the attack on DCAD. ITS will continue to monitor the situation as more information becomes available.

The attack on DCAD systems has resulted in residents and City staff not having access to DCAD through their email or website. In the interim, residents may access DCAD by calling (214) 631-0910.

On December 1, DCAD notified the City that they are making progress on rebuilding their computer systems. They expect to have email restored on December 5. They have contracted with a third-party vendor to create and host a limited website. On December 14, they expect to make this available to the public to perform searches and access limited data and some forms. They will keep the City informed of their progress.

If you have any questions, please let me know.

A handwritten signature in blue ink that reads "Jack Ireland".

Jack Ireland  
Chief Financial Officer

c: T.C. Broadnax, City Manager  
Chris Caso, City Attorney  
Mark Swann, City Auditor  
Biliera Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Kimberly Bizer Tolbert, Deputy City Manager  
Jon Fortune, Deputy City Manager

Majed A. Al-Ghafry, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager  
Robert Perez, Assistant City Manager  
Carl Simpson, Assistant City Manager  
Genesis D. Gavino, Chief of Staff to the City Manager  
Directors and Assistant Directors