



1 Incident Report

1.1 Overview

This Event Review and Incident Report relates to the Event noted below. Time stamps and percentages noted are approximate.

1.2 The Event

- **Event:** Cystic Fibrosis Australia (“CFA”) 14th Australasian Cystic Fibrosis Conference (the “Event”) 7 AUG to 8 AUG 2021.
- **Attendees:** Virtual only, up to 500 registered attendees.
- **Platform:** CFA Consumer Connect.
- **QA Procedure:** PADLOKT Event Management Procedure.
- **Programme Manager:** Max Davis.

1.3 Incident Report – 7 AUG 2021

Event Open: 7am

Incident: Cyber, attempted penetration.

Disaster Recovery Procedure: Activated.

Response & Rectification:

Phase 1 Recovery 8:55am: Penetration contained and rectified, testing commenced.

Phase 2 Recovery 9:10am: PADLOKT advised attendees to log out and return at 9:30am so the full Network Recovery Procedure and comprehensive testing could commence. Objective: 100% ‘pass’ (mission critical). Phase 2: 97% ‘pass’. Procedures hindered by attendees reconnecting prior to the advised time using other than advised methods.

Phase 3 Recovery 10:15am: Network Recovery Procedure and comprehensive testing commenced. Objective: 100% ‘pass’. Phase 3 Test: 97% ‘pass’. Parallel testing commenced: 100% ‘pass’.

Phase 4 Recovery 11:20am: Network Recovery Procedure and comprehensive testing commenced. Objective: 100% ‘pass’. Phase 4 Test: 99% ‘pass’. Parallel testing: 100% ‘pass’.

Phase 5 Recovery 12:06pm: Network Recovery Procedure and comprehensive testing commenced. Objective: 100% ‘pass’. Phase 5 Test: 100% ‘pass’. Parallel testing: 100% ‘pass’.

12:30pm Fault Rectified: Advised CFA that Consumer Connect was fully secure & operational, ready to recommence the Event. Event postponed by CFA.

Conclusion: This is the first Cyber Attack and penetration attempt on PADLOKT (of this severity) since 2015 across thousands of virtual events far exceeding the quantity of attendees and geographic locations for this Event. The PADLOKT platform and security layers operated as planned and designed with full proficiency and operational accuracy to cater for this incident – maintaining full security for all CFA Members.

Further Supporting Evidence: Public Reports state platforms (similar to Consumer Connect, including by not limited to Zoom) were also out of operation for periods over 7 & 8 AUG, and up to 7hours on Monday 9 AUG.

Recommendation: PADLOKT has added additional security layers to Consumer Connect, modified the network typology accordingly to eradicate identical pathways, and advised CFA on additional security procedures and preventative measures.

Name: Trent Sydney

Signature: 

Date: 13 AUGUST 2021