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Challenge Title: Responding to a Data Breach in a Bank	
Use Case Author	Andrew Morris, Martin Maguire, Nathan Stuttard, Loughborough University
Topic	
Overview	You are a member of the IT investigations department at a reputable bank. It has come to your attention that the data from a number of customers has been taken and their bank accounts have been hijacked. This came to light when several customers reported withdrawals from their accounts that they knew nothing about. As a result of this, the customers are extremely unhappy. It is possible that this has occurred due to a data analyst being careless, but you cannot be sure of this. Your supervisor has tasked you with investigating the cause of this data breach. Whether accidental or deliberate, it must be established how the breach occurred from a behavioural perspective. It is your task to determine the underlying reasons as to why the breach occurred, rather than simply what happened at the time.
1. Engage	
Big idea	Customers' personal data has been leaked and their bank accounts have been compromised.
Essential Question	How should the data analyst teams act to deal with the breach and to avoid such data breaches in the future? The big capstone question summarising the challenge.
Initial resources	The following links should provide some background to the problem. https://www.gutobebb.org.uk/news/computers-left-overnight-risk-cyber- attack https://www.tripwire.com/state-of-security/security-data-protection/5-innocent-mistakes-that-cause-an-it-security-breach/ https://www.shredit.com/en-us/blog/securing-your-information/january-2015/five-ways-employees-are-increasing-the-risk-of-a-s Any initial resources that students might use to contextualise the challenge – a video or reading exercise for example. This should not run into the investigation stage.

Guiding Questions	(1) How would you go about investigating the breach? (2) What actions by staff or others do you think caused the breach? (3) From the perspective of the data analyst, what do you think caused the breach? (4) How could you stop such a breach from happening in the future? (5) What actions would you need to take to report the incident? Undertake a 'situation room' or 'briefing room' exercise with the students. They are your team. Encourage them to brainstorm to develop a list of questions which break the challenge down into its constituent elements and manageable sections and to put these in an order. Use this space to show how you will do this and leave space for the students to complete the questions. This box should be completed as a team by the students
Reflections	Once the students have done this, encourage them to reflect on how well this exercise worked. How well do the questions reflect the challenge? How could a similar situation be tackled more effectively in the future? Use this space to record individual reflections on the process.
Other notes	
2. Investigate	
Activity Description	Encourage students to map out a process of investigation for answering the questions above.
Resources	List any reading, web or video resources here that you think would be good to 'get the students going'. https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/principles/storage-limitation/ https://www.kaspersky.com/blog/the-human-factor-in-it-security/ Other resources will include emailed complaints from customers, written statements from members of staff and logs of when staff left the building, based on door lock swipes. A report from the Bank's IT department will be also be provided.

	Searching through the following journals and databases may also help: Behaviour and Information Technology, Information and Management, Science Direct, Scopus, Taylor and Francis, Journal of Business Research and Computers and Security. Using multiple keyword combinations will assist with this. Encourage students to collect and use resources to help them to address the question.
Synthesis	The final product of this exercise should be a PowerPoint presentation to synthesise the students findings towards the problem. This should include a title and recommendations page. Establish a task – e.g. A presentation, report, essay, video, briefing etc that students should produce to synthesise their answer to the questions. Encourage students to summarise their answer.
Reflections	Students to provide a reflection on the process.
Other notes	
3. Act	
Solution Prototypes	Each group will provide a classroom style briefing to fellow students to explain the process and outcome of their investigations, and to disseminate the implications which flow from this. This briefing will include information on the following: (1) The nature and cause of the breach (2) The implications and how they will be handled (3) The nature of the investigation, e.g. the measures used to reach the conclusion (4) Recommendations to the head of the Bank's Data Analysis and security division (5) Response will be provided to customers The recommendations provided should be based on a behavioural rationale and should aim to improve attitudes to data security and awareness of the implications of data breaches.
Solution	Students to provide a solution or options for different solutions in the format suggested above.

Implementation plan	Please provide a plan for the implementation of the project
Evaluate	Please address the following questions: 1. What are the key challenges for your organisation in implementing the plan you identified? 2. What were the strengths and weaknesses of your overall approach to the challenge? 3. Were there any changes that could be made to the company policy? What did you learn from this whole process?
Other notes	
4. Reflection and documentation	
Case notes	Your notes and reflections on how this challenge could be developed in the future.
	Gather class feedback from students about their experience in attending the class and conducting the exercise. If you were to run this challenge again with a group of learners, how would you change it?