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Challenge Title: Responding to a Data Breach in a University	
Use Case Author	*Andrew Morris, Martin Maguire, Nathan Stuttard, Loughborough University*
Topic	*Privacy in Public Administration*
Overview	*You are the Academic Registrar at the University of Baloney.* *A number of students have complained to the Vice-Chancellor of the University which you represent. They are very unhappy that their marks have become public and are available to both fellow students and the general public.* *The VC has tasked you with trying to establish the source of the data breach. You have to carry out an investigation to find out how the breach has occurred, and which behavioural antecedents contributed to the data breach. You suspect that the data breach was malicious, not accidental but you cannot be certain.* *In the event that the breach was malicious, you are also determined to establish the motivation and causes for the breach.* *In the event that the breach was accidental and an 'honest mistake', you want to establish how this occurred and whether the member of staff knew* *what they had done but not "why".*
1. Engage	
Big idea	*Students' final exam marks have been published on Social Media with abuse from the author.*
Essential Question	*How should University staff act appropriately in order to deal with the breach and avoid major data breaches in future?*
Initial resources	*The following links show examples of data breaches that have taken place in universities: https://www.youtube.com/results?search_query=Data+breach+at+University* *https://www.youtube.com/watch?v=QclLzNd0EQg* *https://www.youtube.com/watch?v=g61BpB04xKc* *https://www.youtube.com/watch?v=L9TRbORKshU*
Guiding Questions	• *How would you go about investigating the breach?* • *Which members of staff would you involve in the investigation?* • *What do you think caused the breach?* • *How would you ensure that such a data breach cannot happen in future?* • *What other actions would you need to take? e.g. reporting the*

	event, making a public statement. *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 a logical 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	*None.*
2. Investigate	
Activity Description	*Students need to map out a process of investigation for answering the questions above.*
Resources	*Some helpful information that might help you to get started. http://www.lboro.ac.uk/admin/ar/policy/dpact/* *Other resources will include printed statements from people involved for analysis as part of the investigation. The stories in the statements may not match completely so the students will need to work out how to resolve the information. Other items might be IT reports showing an audit trail of user interactions with the University database to try and work out how the breach occurred.* ---- *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 further resources to help them to address the question.*
Synthesis	*Students should prepare a PowerPoint presentation to synthesise their answer to the questions raised above.* --- *Encourage students to summarise their answer.*
Reflections	*Encourage students to provide a reflection on the process.*

Other notes	*None.*
3. Act	
Solution Prototypes	*Each student group will provide a classroom briefing to fellow students to explain the outcome of their investigation and the implications that will follow. These will include:* *• The cause and source of the breach* *• The implications and how these will be handled* *• The nature of your investigation* *• Your recommendations to University Management as to how similar breaches will be avoided in the future.* *Based on a Behavioural rationale, your recommendations should be geared towards improving attitudes to data security and awareness of the implications of data breaches.*
Solution	*Please indicate your key recommendations to the University Management here.*
Implementation plan	*Please develop a plan for the implementation of the project.*
Evaluate	*Please address the following questions:* *1. What are the key challenges for your University 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 University Policy?* *4. What did you learn from this whole process?*
Other notes	*None.*
4. Reflection and documentation	
Case notes	*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?*