

PowerSchool Data Breach: Clarity, Updates, and Support Following the PowerSchool Data Breach

January 9, 2025



**SOUTH CAROLINA
DEPARTMENT OF EDUCATION**

1868

Incident Overview

Below is a summary of what we currently know about the incident, as shared by PowerSchool:



What Happened

- PowerSchool has confirmed that an unauthorized party accessed SIS customer data using a compromised credential.
- The unauthorized party used the credential to access the management console of PowerSource, a customer support portal, to export the Student and Teacher [tables](#).
- This was an international incident over which the state and local districts had no control.



Containment & Remediation

- PowerSchool has informed us that the incident has been contained.
- PowerSchool has deactivated remote access for all hosted accounts. On-Prem accounts should deactivate remote access.
- PowerSchool believes that the data has not been shared or made public and report that it has likely been deleted without further replication or dissemination.



Data Impact

- The vast majority of SC school districts have data that were compromised.
- PowerSchool is continuing to investigate the specifics but has confirmed that PII (including teachers' and students' SSN) have been compromised.



Incident Overview

Below is a summary of what we can currently expect from PowerSchool following the incident:



Next Steps

- **Communications Package:** PowerSchool will deliver outreach emails, talking points, and FAQs to help LEAs engage with families and educators. This will be available in the coming days.
- **Notification Process:** PowerSchool has committed to partnering with affected LEAs to ensure timely and thorough notifications to impacted individuals. SCDE will support districts in navigating this process.
- **Credit & Identity Protection:** SCDE is advocating for credit monitoring for impacted adults and identity protection services for minors whose SSNs were affected. PowerSchool has committed to providing these services.
- **Forensic Analysis:** PowerSchool is conducting a third-party forensic analysis to confirm the full extent of the breach. The final report is expected by January 17, 2025.
- **Enhanced Security:** PowerSchool has strengthened password requirements for its systems, including increased length and complexity, to guard against future breaches.

