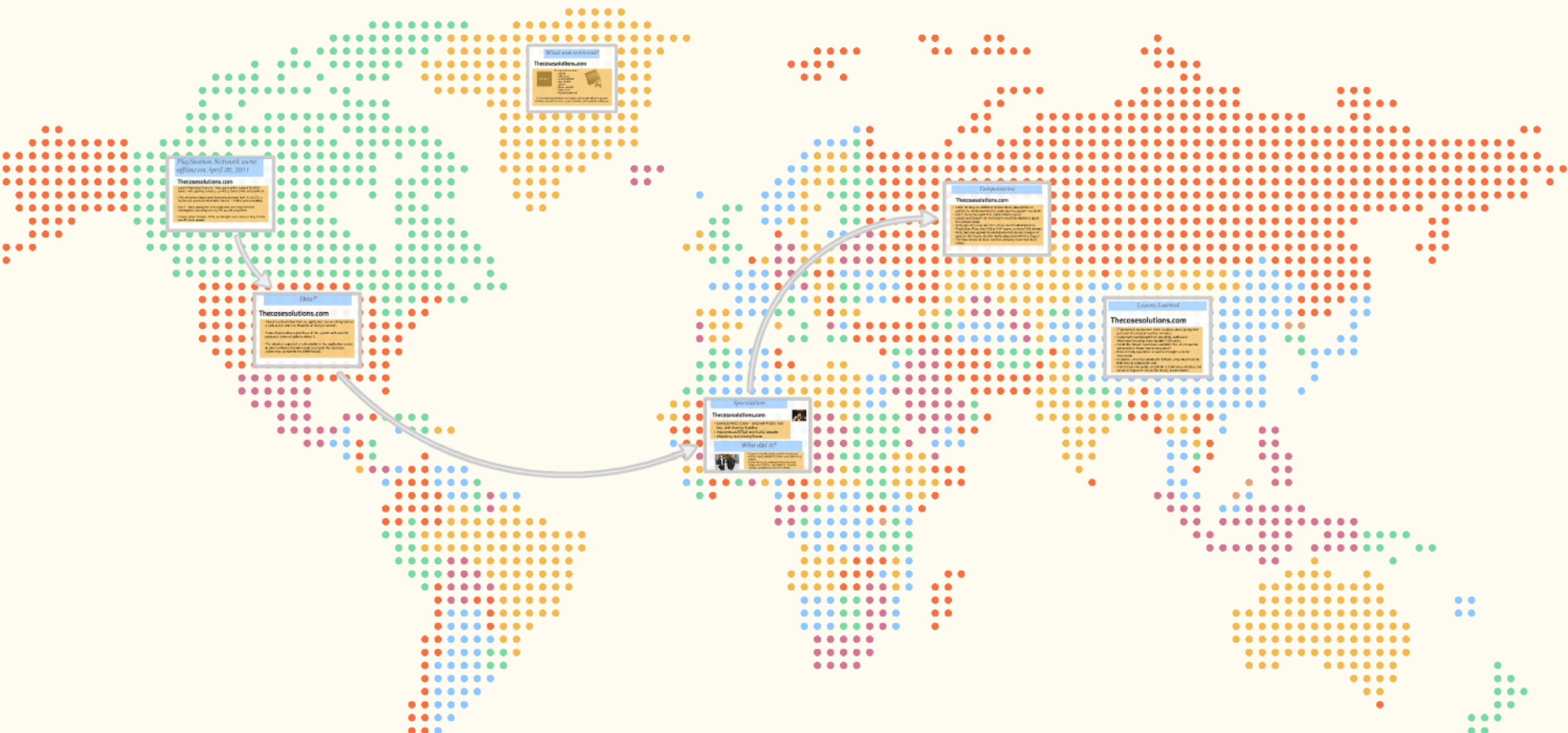


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PlayStation Network went offline on April 20, 2011

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- Sony's PlayStation Network - video game online network that links Sony's home gaming consoles, as well as Sony Online Entertainment.
- Officials learned days earlier (sometime between April 16 and 17), a hacker stole personal information from its 77 million users worldwide.
- May 1 - Sony apologized to its customers, ensuring them that investigation was being done by FBI as well as by them.
- Outage lasted 24 days - PSN was brought back online on May 15 with new firmware update.

What was retrieved?

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Personal information:

- names
- addresses
- e-mail address
- date of birth
- gender
- phone number
- login name
- hashed password



Direct debit records were also hacked and contained bank account numbers, customer names, account names, and customer addresses.

How?

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- Attack was launched from an application server sitting behind a web server and two firewalls on Sony's network.
- It was disguised as a purchase in the system and security protocols were not able to detect it.
- The attacker exploited a vulnerability in the application server to plant software that was used to access the database server that sat behind the third firewall.

Speculation

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- George Hotz Case - uncover PS3's root key and sharing it online
- Anonymous DDoS and LOIC attacks
- #OpSony and #SonyRecon

Who did it?



- Recently a hacktivist group within Anonymous claimed responsibility for at least part of the Sony breach.
- Xavier Monsegur, believed to have been the ringleader of LulzSec pled guilty to computer hacking conspiracies and other crimes.

Compensation

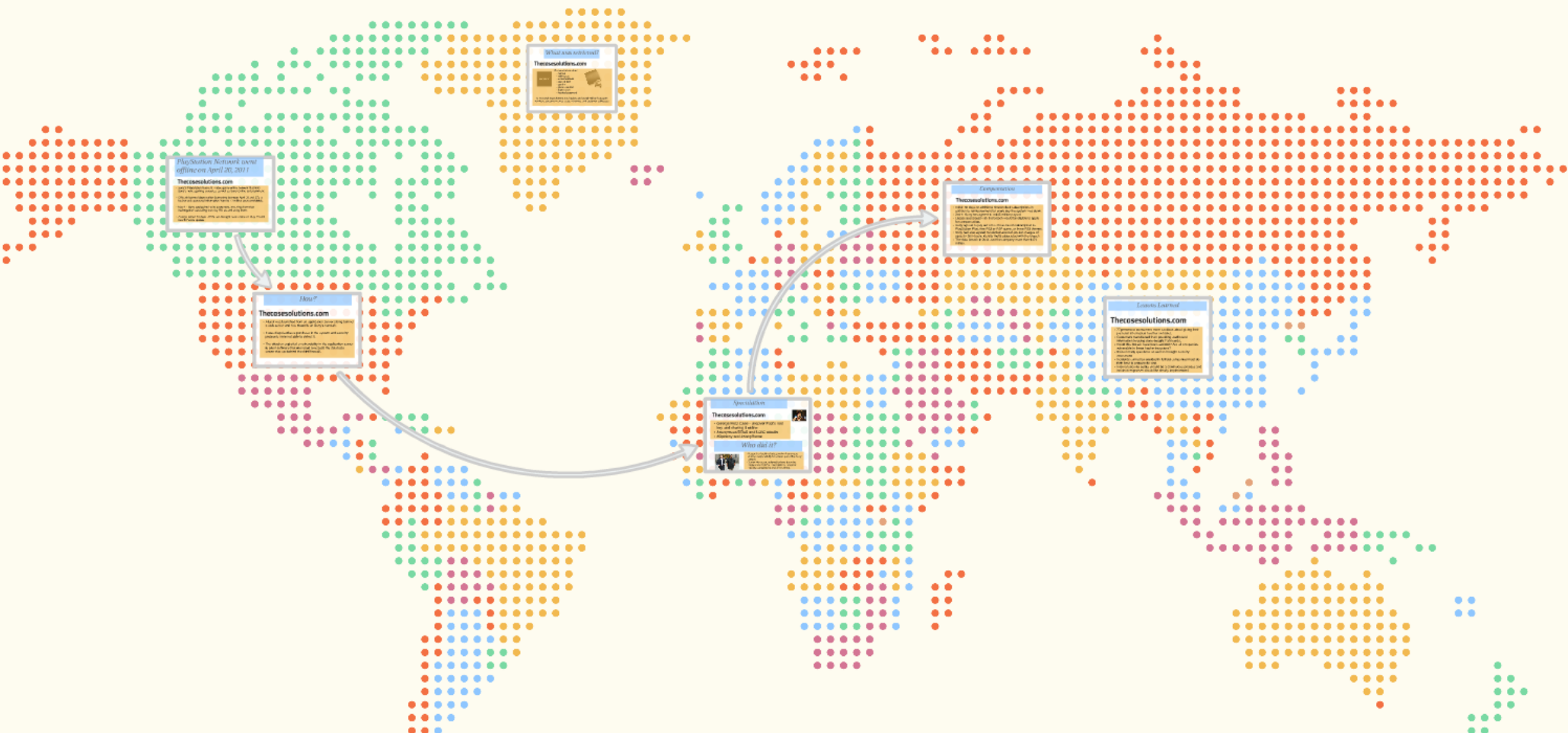
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- Initial: 30 days of additional time on their subscriptions in addition to reimbursement for every day the system was down.
- 2014: Sony has agreed to a \$15 million payout.
- Losses associated with the breach would be eligible to apply for compensation.
- Sony agreed to pay out a free three-month subscription to PlayStation Plus, free PS3 or PSP game, or three PS3 themes.
- Sony had also agreed to reimburse out-of-pocket charges of up to \$2,500 due to identity thefts associated with the breach
- The data breach in 2011 cost the company more than \$171 million.

Lessons Learned

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- 77 percent of consumers more cautious about giving their personal information to other websites.
- Customers transitioned from providing credit card information to using store-bought PSN cards.
- Could this breach have been avoided? Are all companies vulnerable to these hacker intrusions?
- Raised many questions as well as brought security awareness
- Incidents cannot be avoided in full but companies must do their best to prepare for one.
- Internal security audits should be a continuous process and incident responses should be clearly implemented.



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