

Video Transcript: “A Message from the Deputy Inspector General: Audit of the Federal Bureau of Investigation's Cyber Victim Notification Process,” April 2019

Hello, I’m Bill Blier, Deputy Inspector General for the U.S. Department of Justice.

Today we released a report on the FBI’s cyber victim notification process. Victim identification and notification are required by law and by Department of Justice policy. We found that the FBI’s database for cyber intrusions was incomplete and unreliable. As a result, the FBI was unable to determine if victims of cyber crime were notified of intrusions. Without appropriate notification, companies, organizations, and individuals who are victimized may be unaware they have suffered an intrusion. Consequently, they may not take steps to limit or mitigate the damage done by the intrusion and may not take appropriate steps to strengthen their cyber defenses.

We interviewed 14 victims of cyber crime, the majority of whom thought very highly of their interactions with the FBI. However, while sometimes factors outside of the FBI’s control affect the timing of victim notifications, half of the victims we interviewed complained that they received notification of an intrusion from the FBI too late or without enough detail to allow them to mitigate the threat to their systems.

We recommended that the FBI improve its data entry and tracking, develop standards for timeliness and information provided to victims, and better coordinate with other entities to ensure that all victims of cyber crime are timely notified of cyber intrusions and of their rights as victims.

To read the report, please visit our website, oig.justice.gov, or go to oversight.gov. Thank you for joining us.

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