

December 3, 2024

Dear Pembina Trails Community:

This communication is to provide you with an update on the issue with our network system. The system continues to be down at this time. We can confirm this is a cyber security incident. Pembina Trails took immediate steps to secure its network, which included making a variety of services unavailable. We are now in the process of restoring the interrupted services, investigating the incident, and better understanding its impact. We are working with a cyber security management firm specializing in this type of critical incident.

On a positive note, we have been able to restore phone lines in all but one of our schools and anticipate that all school phones will be functioning by the end of today. As mentioned previously, our intention is for classes to continue and to minimize the impact on learning.

Once again, please be alert for any unusual activities or suspicious content on our network systems. Do not open or click on any links you do not recognize. Do not reply to any messages that are suspicious or unsolicited. Promptly report them to your immediate supervisor.

We will continue to provide regular updates on our progress to all members of our Pembina Trails community.

We appreciate your patience. Be assured that resolving this incident is our top priority.

Respectfully,
Shelley Amos
Superintendent of Education/CEO
Pembina Trails School Division