



LevelBlue

CUSTOMER STORIES / PUBLIC SCHOOL

# Public School System Protected with DDoS Emergency Mitigation and LevelBlue DDoS Defense

## Overview

A large city school system became the target of a volumetric distributed denial-of-service (DDoS) attack, which overwhelmed its internet gateway and disabled its backup wireless internet connections. The school system did not have DDoS protection measures in place. This case study discusses how LevelBlue assisted the school system to mitigate the attack and protect against future denial-of-service attacks.

## Introduction

A large city school system became the target of a volumetric DDoS attack, which overwhelmed its internet gateway and disabled its backup wireless internet connections. The school system did not have DDoS protection measures in place. The school depended on the internet for instruction, daily communications, scheduling, and operations. It needed to resume operations immediately and required a plan to protect against future DDoS attacks. The school system lacked adequate IT resources and turned to LevelBlue as their trusted internet solution provider for assistance. It also had limited budget but was able to work with LevelBlue to address these challenges. Key here was the availability of emergency mitigation services to mitigate the initial attack and restore internet availability. LevelBlue provided these services within one hour of contracting and proposed an annual subscription to the LevelBlue DDoS Defense service to monitor and mitigate any future attacks.

## Solutions

- LevelBlue DDoS Defense Emergency Mitigation
- LevelBlue DDoS Defense Service

### Highlights

LevelBlue provided the school system with solutions that met the challenge they were facing:

- Prompt investigation of incident
- Highly expeditious incident response
- Extensive after-hours support at attack peak
- Detailed Incident Response Report within 24 hours of initial contact
- Ongoing DDoS protection to mitigate future attacks
- Addressed limited budget concerns

## Challenges

- School system did not have any DDoS protection and became the victim of a denial-of-service attack
- Hackers directed the volumetric attack at the internet gateway which caused the internet to become inaccessible
- The backup 4G wireless internet connection was not able to operate under the unusual traffic and was rendered useless
- The school depended on access to the internet for instruction, communications, and daily operations

## Conclusion

LevelBlue played a vital role in mitigating the school systems' denial-of-service attack due to our network relationship. The comprehensive solution provided by LevelBlue not only mitigated the school's initial attack but provided a solution for future protection against DDoS attacks.

# About LevelBlue

We simplify cybersecurity through award-winning managed security services, experienced strategic consulting, threat intelligence and renowned research. Our team is a seamless extension of yours, providing transparency and visibility into security posture and continuously working to strengthen it.

We harness security data from numerous sources and enrich it with artificial intelligence to deliver real-time threat intelligence. This enables more accurate and precise decision making. With a large, always-on global presence, LevelBlue sets the standard for cybersecurity today and tomorrow. We easily and effectively manage risk, so you can focus on your business.

**Cybersecurity. Simplified.**

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