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TO: All District Faculty and Staff
CC: Carmen Lidz, Vice Chancellor and Chief Information Officer
FROM: Patrick Luce, Chief Information Security Officer
DATE: April 9, 2020
SUBJECT: Zoom Security Concerns and Next Steps

On March 11, 2020, Chancellor Rodriguez announced that LACCD would move to an online education model for as many District classes as possible, to begin March 18, 2020. In support of that directive, the LACCD Office of Information Technology (OIT) enabled the Zoom video conference system, provided by the California Community College Chancellor’s (CCC) Office, to assist in the District’s online efforts. Zoom was integrated with Canvas and enabled for all District classes and faculty in a few short days.

Through the current pandemic, Zoom has grown from 10 million to 200 million users per day, largely due to its open nature, user-friendly features and ease of use. It is used by every UC campus, every Cal State campus, and is provided by the CCC to the community colleges. Its meteoric rise has drawn intense scrutiny of its security and privacy controls by security experts, the media, its competitors, and most unfortunately, hackers and miscreants. Zoom has acknowledged missteps, and is working quickly to improve its security and privacy posture.

Due to recent press about Zoom’s security and privacy issues, the OIT has been asked by some LACCD personnel if Zoom is safe to use for online classes and meetings. **The OIT currently recommends that Zoom continue to be used at LACCD** for the following reasons:

- **Improved Zoom Security:** Zoom recently made changes to the default security settings to substantially reduce the chance of classroom disruptions (i.e. “ZoomBombing”.) Also, a “security” button has been added to the host screen to give the host more explicit control over room security.
- **Minimizing Disruption:** An abrupt change from Zoom to another video conferencing solution could have a profoundly disruptive effect on classes that are currently in session. The OIT believes that the risk of using Zoom is relatively low and their security is rapidly improving. Therefore, a change is not advised at this time.

Zoom has placed a 90-day moratorium on new features to concentrate solely in improving security and privacy. The District will monitor the progress and subsequent recommendations from the CCC, the State and Federal Departments of Education, and Educause. In the unlikely event the situation degrades, the OIT will advise District leadership with recommendations as appropriate. In the meantime, the OIT will work with Educational Programs and Institutional Effectiveness (EPIE) to update faculty guidance on using Zoom’s new security features.

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Should any LACCD employee experience a security incident related to a Zoom conference, please contact your location’s IT department by referring to <https://www.laccd.edu/Departments/InformationTechnology/Pages/default.aspx>. Please provide the meeting date, time, class or meeting description, and the nature of the incident. The OIT Information Security Office will monitor the reports and advise District leadership as appropriate.