

Greetings from the Head of the Investigation Group, 4 October 2024

An investigation group to investigate a data breach targeted at the City of Helsinki was appointed on 4 July 2024. The investigation was launched immediately after the appointment. The investigation group has met regularly since then, and the investigation process has progressed as planned.

The safety investigation on the data breach is comprehensive. The group began processing the event by contacting organisations that are related to the series of events or the processing of the data breach, organisations that suffered dire effects or organisations that know something about the events. At this point, the group has contacted around 15 different authorities, organisations or actors. Approximately 40 people have been interviewed. The interviews will continue. Material has been requested and received from several organisations.

In addition to the organisation-oriented approach, the investigation group will also interview experts by experience.

The investigation will examine the indirect and direct causes of events. It will also examine how safety was to be ensured, i.e., which were the roles of different organisations and authorities, and which concrete measures were intended to be taken to ensure data protection and information security. The investigation will also examine how management, supervision and inspection had been taken into account and implemented.

The group will also examine communications; communication within organisations, between different actors, to citizens and what kind of message was relayed to citizens through media. The investigation of communications will also include organisations' internal communications, i.e., how the events communicated to city employees and how they were instructed to handle the situation.

The course of events will be established based on the received information. In other words, the investigation will answer to the following questions: What happened before the data breach and which events led to it? The investigation will also review the consequences. Investigation material and data will be collected throughout the autumn, and it will be analysed in early 2025. The investigation group will create the basis for analyses, and consequently, for conclusions and recommendations. The investigation report draft will be sent for consultation. After the comments have been carefully studied, the report will be submitted to the Finnish Government and published, roughly around June 2025.

The goal of the investigation is to improve general safety, or societal preparedness. Legal responsibility will not be addressed.

Hanna Tiiirinki

Head of the Investigation Group