



**SYSTEMSOFT**  
TECHNOLOGIES™

CASE STUDY

# EXTERNAL PEN TESTING IMPROVED SECURITY FOR A CALIFORNIA COURT SYSTEM

HOW A COURT SYSTEM USED EXTERNAL PEN TESTING TO  
IMPROVE THEIR CONSTITUENT-FACING SITE SECURITY

3000 Bayport Drive  
Suite 840  
Tampa, Florida 33607

**Phone:** (727) 723-0801  
**Fax:** (813) 289-5359

[SSTECH.US](http://SSTECH.US)



## Situation

One of the largest court systems in California, serving more than 3.1 million people, has 7 court facilities that have authority over a wide variety of case types. Its mission is to provide the fair and timely administration of justice in a manner that is accessible and understandable to litigants and the public.

This court was seeking an external penetration test to evaluate its security, check for vulnerabilities, and keep operations running smoothly. The court needed to ensure there were no open doors inviting trouble in the current world of IT as attacks are getting more sophisticated and devious. In addition, they needed to implement a strong guard against DOS (denial of service) or ransomware attacks to ensure the court's reputation and services are not impacted.

Historically, the court system used a managed service contract, which included an annual pen test, but it fell dramatically behind due to new changes in the environment, such as adding different applications and building the online presence. This issue impacted everyone, along with the entire court operations. The inability to perform an in-depth pen test exposed a lack of in-house bandwidth, proper tools, and expertise. The court needed to quickly identify the right partner to complete an external pen test on its public-facing applications and wireless guest networks, general perimeter security, and a phishing attack exercise.





## Strategy

The court asked System Soft's security experts to step in and perform a targeted pen test on their system. The scope of the project incorporated several components to this test, including a phishing attack exercise.

This process took a multiphase approach, beginning with a general pen test on the customer's perimeter security and external network. They identified what information the organization was displaying to the public that didn't need to be publicly available. They searched for open vectors and public-facing systems that the public would be able to get into an attack.

The next phase was a security analysis of some of the applications that public users have access to. They checked to see if the public would be able to inject any malicious code or scripting language into the application that could cause an attack, modification, shutdown, or a DOS attack.

The System Soft team then went on-site to the customer's facilities, where they performed pen-testing activities around the company's wireless guest network. These tests resulted in System Soft's team delivering reports on areas requiring public access restrictions to increase the customer's site security. In addition to examining all systems and networks and determining whether they should have access to identified access restriction requirements, they reviewed the associated business processes.

The final phase was the phishing attack exercise in coordination with the software company KnowBe4. The customer provided System Soft with access to their KnowBe4 tenant and allowed System Soft's experts to put together a successful phishing campaign.



## Outcome

The System Soft team discovered 150 new vulnerabilities that the court's prior team had not found. By analyzing the business processes in addition to the testing, they were able to define the relevance to the environment along with how to fix it. As a result, the customer received a roadmap to remediation for future success that included a detailed prioritization of recommendations and corrections to implement. In addition, the System Soft team was able to provide guidance on how to use and maximize their license for KnowBe4, ensuring additional security measures were put in place.

The entire project, with technical labor and reporting, was completed in under six weeks. Throughout the process, System Soft was transparent and communicated with the customer on operations. The reports enabled the court to move quickly and remediate some of the top priority threats within the findings.

*“This was a very positive engagement overall. I would like to extend special thanks to John Nykaza and Craig Wilson for the quality of work and effort put forth to complete the scope of the penetration test. The tools used and depth of knowledge exhibited have provided the Court with a comprehensive look at our public-facing assets and a clearer picture of gaps in our security posture. We now have a good idea of specific areas needing improvement.*

*We look forward to future similar engagements with System Soft and the same level of quality work.”*

## Conclusion

By bringing in the right partner, this court system was able to quickly implement external pen testing and proactively implement protection for its organization from cyber-attacks while protecting its reputation. System Soft's security experts can help organizations of all sizes detect vulnerabilities that ultimately prevent cyberattacks. System Soft offers a variety of customizable methods such as real-world attack simulations to help you validate your infrastructure's security posture and make your business more resilient to threats. [Contact System Soft's security experts](#) to learn how its end-to-end security solutions are customizable to your business needs.

# ABOUT SYSTEM SOFT

## OUR SUCCESS STARTS WITH YOU

At System Soft, we are a family unit powered by diversity, inclusion, transparency, respect, integrity, and passion for our clients and our people. Our business growth depends on your professional development as we collaborate, share ideas and innovation, and invest in our future. By forging a meaningful partnership with our people, we come together with the same purpose, exceeding our goals. This keeps us nimble, ahead of the competition, and on top of our industry. Our continued success begins with you.

### Accelerating Innovation.



Microsoft  
Partner  


Gold Cloud Platform  
Gold Cloud Business Applications  
Gold Cloud Customer Relationship Management  
Gold Enterprise Resource Planning  
Gold Application Development



**SYSTEMSOFT**  
TECHNOLOGIES™



### CORPORATE OFFICE

3000 Bayport Drive, Suite 840  
Tampa, Florida 33607

Phone: (727) 723-0801

Fax: (813) 289-5359

[SSTECH.US](http://SSTECH.US)