



FREQUENTLY ASKED QUESTIONS

What happened?

New Mexico Law Offices of the Public Defender is currently experiencing a cyber incident, which is causing a disruption to certain systems and operations, including use of email. We are working diligently to investigate the source of the disruption, confirm any impact on our systems, and restore full functionality as quickly and securely as possible. We have significant resources devoted to this process, and our work to resolve the issue is ongoing at this time.

Certain New Mexico Law Offices of the Public Defender systems have been taken offline in an abundance of caution. Although we are working as quickly as possible to restore operations, those systems are expected to remain unavailable until further notice.

Is this ransomware?

Our investigation to determine the nature and scope of the disruption are ongoing.

Which group is claiming responsibility?

We are not sharing this information while the assessment of the matter is ongoing.

Has personal information/data been taken from the system?

We continue to investigate. If we determine that personal information was affected, we will notify individuals in accordance with applicable law.

When will the investigation be complete?

The investigation into this matter is ongoing and will take time to complete.

What remediation efforts have taken place to restore the necessary systems?

We promptly took steps to evaluate the security of our systems. Our efforts are currently ongoing, and we are working with our third-party cyber specialists to respond.

Is the computer network secure?

Our investigation is ongoing. In the meantime, we are working with third-party cyber specialists to evaluate our systems before bringing them back online.

What is your timeline for restoring the systems?

We are working diligently to resolve the issue as quickly as possible. We do not have an exact timeline.

How is this affecting current clients and cases?

LOPD's legal teams are adjusting their work tasks to meet client needs and work with court partners. If cases are affected, we will work to reschedule clients' hearings and trials to ensure they are provided effective representation.

Will trials be postponed if client/case files are not available?

This will be reviewed on a case-by-case basis to ensure clients are provided effective representation.

Do you expect this ongoing outage could result in mistrial for certain cases?

Our focus remains ensuring effective representation and fair and impartial trials. We will address matters on a case-by-case basis as they arise.

How is this affecting current vendors and contractors?

LOPD's administrative teams are adjusting their work tasks and communication channels to continue vendor relations.

Where can I get more information?

Clients concerned about the impact of this incident on their case should contact their attorney or their local LOPD office. Contact information is on our homepage under the Contact Us tab.

This is all of the information we have to share, as our investigation remains ongoing. We will continue to provide additional updates to our website as they become available.