

Date: 16/02/2018

FREEDOM OF INFORMATION REQUEST FOI/013932 – Cyber security / service outages

1. Does your organisation adhere to the Network Security guidance outlined by the National Cyber Security Centre, within its '10 Steps to Cyber Security'? - Yes
2. Do you ensure that security patches for critical vulnerabilities are routinely patched within 14days, as recommended by the National Cyber Security Centre? - Yes
3. Have you suffered from any service outages on your network in the last two years, however small? - Exemption 43
4. Did any of these outages cause a loss, reduction or impairment to your organisation's delivery of essential services? - Exemption 43
5. Was the root cause of the service outage identified and confirmed – at the time or afterwards? - Exemption 43
6. Is it possible that any service outages you have suffered in the last two years was caused by a cyber attack – such as ransomware, DDoS attack, or malware? - Exemption 43
7. Are you aware that Distributed Denial of Service (DDoS) attacks are a significant contribution to service interruptions, outages and downtime? - Yes we understand that DDoS is a cyber threat and have implemented appropriate controls to defend against such attacks.

** Exemption 43 has been applied given it is commercially sensitive in that providing the information may compromise information security