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7th December 2021

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 211157.

You requested the following information, please also see our response below:

1. Do you have a formal IT security strategy? (Please provide a link to the strategy)

- A) Yes**
B) No **X**

2. Does this strategy specifically address the monitoring of network attached device configurations to identify any malicious or non-malicious change to the device configuration?

N/A

- A) Yes**
B) No
C) Don't know

3. If yes to Question 2, how do you manage this identification process – is it:

N/A

- A) Totally automated – all configuration changes are identified and flagged without manual intervention.**
B) Semi-automated – it's a mixture of manual processes and tools that help track and identify configuration changes.
C) Mainly manual – most elements of the identification of configuration changes are manual.

4. Have you ever encountered a situation where user services have been disrupted due to an accidental/non malicious change that had been made to a device configuration?

- A) Yes
- B) No X
- C) Don't know

5. If a piece of malware was maliciously uploaded to a device on your network, how quickly do you think it would be identified and isolated?

- A) Immediately X
- B) Within days
- C) Within weeks
- D) Not sure

6. How many devices do you have attached to your network that require monitoring?

- A) Physical Servers: record number Circa 300
- B) PC's & Notebooks: record number Circa 2000

7. Have you ever discovered devices attached to the network that you weren't previously aware of?

- A) Yes
- B) No X

If yes, how do you manage this identification process – is it:

N/A

A) Totally automated – all device configuration changes are identified and flagged without manual intervention.

B) Semi-automated – it's a mixture of manual processes and tools that help track and identify unplanned device configuration changes.

C) Mainly manual – most elements of the identification of unexpected device configuration changes are manual.

8. How many physical devices (IP's) do you have attached to your network that require monitoring for configuration vulnerabilities?

Record Number:

Circa 2300

9. Have you suffered any external security attacks that have used malware on a network attached device to help breach your security measures?

No

- A) Never
- B) Not in the last 1-12 months
- C) Not in the last 12-36 months

10. Have you ever experienced service disruption to users due to an accidental, non-malicious change being made to device configurations?

Yes

- A) Never
- B) Not in the last 1-12 months
- C) Not in the last 12-36 months

11. When a scheduled audit takes place for the likes of PSN or Cyber Essentials, how likely are you to get significant numbers of audit fails relating to the status of the IT infrastructure?

- A) Never
- B) Occasionally X
- C) Frequently
- D) Always

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust