

Information Governance

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2 February 2017
Reference no. 17180339

Dear

Request for Information: Freedom of Information Act

Thank you for your email of 1 February, making a request for information under the Freedom of Information Act. You requested the following information and the Trust is able to provide the information below in response:

Request and Response:

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
- ☐ No

The Trust has a pro-active cyber-security strategy which incorporates guidance issued by NCSC.

2. Do you ensure that security patches for critical vulnerabilities are routinely patched within 14 days, as recommended by the National Cyber Security Centre?

- ☐ Yes
- ☐ No

Yes

3. Have you suffered from any service outages on your network in the last two years, however small?

- ☐ Yes

☐ No

Yes

4. Did any of these outages cause a loss, reduction or impairment to your organisation's delivery of essential services?

☐ Yes

☐ No

No

5. Was the root cause of the service outage identified and confirmed – at the time or afterwards?

☐ Yes

☐ No

Yes

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?

☐ Yes

☐ No

The Trust holds no information in relation to this element of your request.

7. Are you aware that Distributed Denial of Service (DDoS) attacks are a significant contribution to service interruptions, outages and downtime?

☐ Yes

☐ No

The Trust holds no information in relation to this element of your request.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to me and I will ensure the decision is reviewed. The Trust will consider undertaking a review if requested to do so within 40 working days of the date the response is received by the applicant, and will apply discretion if a longer period of time has passed.

Should you wish to make a complaint as a result of the outcome of such a review, you may apply directly to the Information Commissioner's Office (ICO) for a decision.

Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Trust for FoI Act matters.

The ICO can be contacted at:

The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

Please contact me if there are any further queries.

Kind regards,

Yours sincerely,

Mark Underwood

Head of Information Governance