

Date: 26th February 2018

Re: Freedom of Information Request
Ref: 19- 2018

Thank you for your email dated 2nd February 2018 requesting information regarding cyber security.

The information that you require is as follows:

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

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

3. Have you suffered from any service outages on your network in the last two years, however small?
 - Yes
 - No

4. Did any of these outages cause a loss, reduction or impairment to your organisation's delivery of essential services?
 - Yes
 - No

5. Was the root cause of the service outage identified and confirmed – at the time or afterwards?
 - Yes
 - No

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**
7. **Are you aware that Distributed Denial of Service (DDoS) attacks are a significant contribution to service interruptions, outages and downtime?**
- Yes**
 - No**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:

<https://www.surveymonkey.co.uk/r/H39RFMM>