Wiltshire Council

Audit and Governance Committee

MINUTES OF THE AUDIT AND GOVERNANCE COMMITTEE MEETING HELD ON 28 APRIL 2021 AT ONLINE MEETING.

Present:

Cllr Richard Britton (Chairman), Cllr Stewart Dobson (Vice-Chairman), Cllr Nick Holder, Cllr Edward Kirk, Cllr Pip Ridout and Cllr John Walsh

Also Present:

Cllr Philip Whitehead and Cllr Pauline Church

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82   Apologies

Apologies were received from:

- Cllr Gavin Grant
- Cllr Ian Thorn and
- Cllr Stuart Wheeler.

83   Minutes of the Previous Meeting

The minutes of the last meeting were presented for consideration. It was,

Resolved

To approve the minutes of the meeting on 10 February 2021 as a true and correct record.

84   Declarations of Interests

The Chairman declared a non-pecuniary interest, stating that he was a Director at SWAP.

85   Chairman's Announcements

The Chairman announced that the agenda order was slightly different to usual as Deloitte were unable to join the meeting at the beginning.

86   Public Participation

No public questions or statements were received.

87   **Internal Audit Plan 2021/22**

The Chairman invited Charlotte Wilson, SWAP to present the item. The report for this item was published at page 4 of agenda supplement 1.

Ms Wilson explained that SWAP was building on the approach to the Internal Audit (IA) taken for 2020/21, whereby the plan would be an agile rolling plan, allowing for adaptability and flexibility. The programme of IA work would be built from the Wiltshire Council strategic and service level risk registers, by liaising with CLT and directors and looking at live corporate performance information. SWAP was looking to bring in some sector wide risk themes and highlight potential areas to focus on. SWAP would report quarterly to CLT and to the Audit and Governance Committee. Ms Wilson also highlighted the IA Charter attached at appendix 1 of the report. The purpose of the Charter was to set out the nature, role, responsibility, status and authority of internal auditing within Wiltshire Council, and to outline the scope of internal audit work.

In response to questions regarding the Healthy Organisation framework and where this fit into the IA plan it was explained that the Healthy Organisation review usually took place every three years, the review was a high level information gathering review into the Governance of the Council and the last review was in the process of being finalised and would be brought to the next committee meeting.

In response to points raised regarding the content of the report, it was confirmed that a reference to annual IA planning would be removed and that the responsibility of the Audit and Governance Committee to monitor implementation of IA recommendations would be added to a revised report. It was,

Resolved:

To note the Internal Audit Plan 2021/22 and the Internal Audit Charter.

88   **Q4 Internal Audit Report 2020/21**

Charlotte Wilson of SWAP presented the Q4 IA report which was published in agenda supplement 1. Ms Wilson stated that there had been challenges on delivery due to lock down and the redeployment of audit staff to Wiltshire Council in order to help administer busines grants. It was stated that challenges were slowly reducing with the majority of audit staff now back in their roles.

With regards to agreed actions, there were 18 priority 2 actions outstanding, which was a decrease from the last update and a significant number of priority 3 actions outstanding. However, SWAP were awaiting an update on these outstanding actions in the next agenda item (item 8) and it was anticipated that the number would reduce significantly.

Details of changes to the IA plan due to the pandemic were also covered in the report. There had been some changes to Appendix B, the standard progress table, since the report was published, the Housing Benefit and Council Tax Support Audit and the ICT Governance review had now been issued as draft reports. There had been one limited assurance opinion issued since the last update, related to Children's brokerage and management actions, as a result roles, responsibilities, expectations and reporting requirements had been agreed upon.

The Chairman was concerned with the number of outstanding IA recommendations (page 23) which had been outstanding for over 4 months. In response Ms Wilson stated that with permission she would move into the next agenda item covering the Consolidated IA Outstanding Management Actions Report, which was agreed by the Chairman. It was anticipated that the figures would be reduced by the next meeting when an updated report would be provided. It was confirmed that no outstanding actions had been removed, only implemented actions had been removed from the list. For priority 1 and 2 items these were reviewed by IA. There was a follow up protocol in place and Ms Wilson was working closely with the Deputy s151 Officer to make sure actions were monitored and implemented. The Chairman welcomed the new follow up protocol.

The Chairman raised concerns regarding the fact that 100% of IA recommendations for schools had been outstanding for over 4 months, and further concerns regarding whose responsibility this was and what actions could be taken. In response Lizzie Watkin (Deputy s151 officer) stated that an update was required from the Director for Education on whose responsibility these issues were and how they could be addressed. It was hoped that the committee may be able to receive a short update on this at the next meeting and it was on the Forward Work Programme.

There was further discussion surrounding these issues from Members and in response Andy Brown (s151 Officer) stated that Wiltshire Council did have a level of responsibility with maintained schools, the last line of defence as it were, he stated that it would be useful to have a discussion around this at the next meeting to determine the level of oversight.

In response to a question regarding ICT Governance and ICT Strategy and the replacement of SAP, Darren Roberts of SWAP stated that the ICT Governance Review was a holistic review of technology at Wiltshire Council, ICT Strategy was part of that and involved a top down layered approach. Items raised in the ICT Governance Review would identify any areas of risk that required attention and could therefore possibly guide ICT strategies and policies.

With regards to replacing SAP, Andy Brown (s151 Officer) explained that a new improved system was required, which would bring improved assurance and control. It was too early to comment on this at the present time, however further down the line the Audit and Governance Committee should seek assurance regarding risks involved in this, both before and after implementation. Lizzie Watkin gave further assurance. Whilst at present time they were in the

evaluation process of the bids submitted, work was already underway developing strategy and resources for the migration of data. Consultants were also helping to support this work. SWAP and Deloitte would also be involved in the work on the integrity of the data.

At the close of the debate it was,

Resolved:

- **To note the Internal Audit Report 2020/21.**

- **To note the Consolidated IA Outstanding Management Actions Report and Follow Up Protocol (as agenda item 8 was also covered under this section).**

89   **Consolidated IA Outstanding Management Actions Report**

This item was taken under agenda item 7, the Q4 Internal Audit Report 2020/21.

90   **Corporate Governance Update**

Ian Gibbons, Director Legal and Governance, gave an update on Corporate Governance to the meeting.

The officer stated that there was an update report in the pack, the first part of which related to the Annual Governance Statement (AGS) and improvement actions as a result of the AGS, which were detailed in appendix 1. There were no changes to highlight.

The second part of the report was in response to a request from the Committee on governance reporting arrangements. As a result suggested amendments to the constitution (seen at appendix 2) had been made which gave clarity on the responsibilities of the Audit and Governance Committee and the Scrutiny Committees, there was some fine tuning summarised in the report, such as updating the name of the committee to the Audit and Governance Committee; confirmation of the Committee's responsibility to approve the Annual Statement of Accounts and the AGS; clarification of the Committee's role in relation to Swindon and Wiltshire Local Enterprise Partnership (SWLEP) and the Committee's role in relation to the Council's Stone Circle companies, which would be considered as part of a review of the governance arrangements for these companies as requested by Cabinet at its meeting in February. An update on the review would be provided to Cabinet in July 2021. The role of the Audit and Governance Committee would need to be considered as part of that.

The Chairman stated he was happy with the report but highlighted one error on page 37 where the adjustment of Audit, to Audit and Governance was missed. Mr Gibbons confirmed that this would be rectified. The officer also clarified that

the proposed changes would go to the Constitution Focus Group and then to Full Council for approval.

It was;

Resolved:

- **To note the current status of improvement actions identified in Annual Governance Statement, as set out at Appendix 1 (page 31), and**

- **To approve the proposed changes to Protocol 10 – Governance Reporting Arrangements, as set out at Appendix 2 (page 35).**

91   **Cyber Security**

Darren Roberts (SWAPs Assistant Director ICT, Digital and Cyber), gave a presentation on cyber security. The presentation slides are appended to these minutes. The essence of the presentation highlighted that cyber security was incredibly important, there would always be risk and it was highly likely that there would be a breach at some point, usually as a result of the human factor, therefore it was everyone's responsibility to take action to prevent breaches. The Chairman thanked Mr Roberts for his presentation.

The Chairman invited Ian Robinson (Director of Digital, Data and Technology) to give a presentation and asked for assurance for the Committee in regards to Cyber Security at Wiltshire Council and to what extent the concerns highlighted by Mr Roberts could be addressed.

The Officer stated that he wanted to give a sense of progression being made. He started in 2019 and started in depth reviews due to some concerns. Shortly after there was a data centre power failure which caused issues, turning some of the concerns to reality.

The review became a formal programme and a lot of the work undertaken was fed from the audit where 2 critical items were highlighted and a further 12 recommendations were made. As a result, Wiltshire Council back up facilities were completely refreshed. The primary data centre was now wholly reflected in a secondary data centre. There was also an "air gapped" back-up solution. So, if data was compromised and destroyed it could be replaced by the "air gapped" back up which was held completely separately. Some further trialling and real world testing of disaster recovery was required but had been delayed due to the pandemic.

A redesign of the boundary defences, such as firewalls had been implemented. Many apps and data were also now held in the cloud. The ICT structure would be reorganised and bolstered with training, this process had been prioritised. In summary good progress was being made.

Cllr Holder commented that he was gratified by the presentations and the comments made and was satisfied that progress was being made. Cllr Holder stated he had a specific question regarding Cyber Essentials Plus accreditation, however he was happy to raise this with the officer outside the meeting. Copeland Council's cyber security issues were raised an example that all Councils wanted to avoid. He encouraged all to allow the live tests to occur.

At the conclusion of the debate it was proposed that the Audit and Governance Committee:

- Note the presentations.
- Note the need for further work on red risk items.
- Recommend that Wiltshire Council work towards Cyber Essentials Plus accreditation as a minimum standard.

The officer confirmed that action was being taken on all these items.

Cllr Philip Whitehead, Leader of Wiltshire Council also stated that this was a priority and he had previously had conversations with the officer regarding this, and work was progressing. The importance of our data was highlighted and the support of the Audit and Governance Committee was welcomed and work would be progressed on this issue.

Mr Roberts (SWAP) stated that framework reviews had been undertaken with many of their partners and he was encouraged by Wiltshire Council's progress.

The Chairman stated that it was important that this should be monitored in the future.

At the conclusion of the debate the motion was voted on and it was;

Resolved:

That the Audit and Governance Committee

- **Note the presentations.**
- **Note the need for further work on red risk items.**
- **Recommend that Wiltshire Council work towards Cyber Essentials Plus accreditation as a minimum standard.**

The meeting was adjourned at 11.55am for a five minute break.

92   **Accounting Policies 2020/21**

Lizzie Watkin (Assistant Director Finance and Deputy s151) gave a presentation on accounting policies for 2020/21.

Ms Watkin stated that this was an annual paper regarding accounting policies for the financial year for which they were currently producing the statement of

accounts, so 2020/21. There had been no significant changes since the previous year. However, there had been a significant amount of grant funding from central government due to the pandemic. Therefore, there was additional disclosure on the Council approach to agency / principal relationships. In addition, the creation of the Stone Circle subsidiary companies meant the Council would now be producing full group rather than single entity accounts in 2020/21. This required a change in format rather than policy, but due to political aspects and public interest this was also included.

In response to a question as to whether parish councils were creditors in regard to CIL it was clarified that this was not technically the case. Amounts due to parish councils were covered in the general recognition of balances. It was,

Resolved:

- **To approve the council's accounting policies for the financial year 2020/21.**

93   **Statement of Accounts 2019/20**

Andy Brown (Corporate Director Resources & Deputy Chief Executive (s151 Officer)) gave an update to the meeting. The statement of accounts 2019/20 were attached in draft format. Unfortunately, it had not been possible to finalise these accounts due to resource constraints however there was an improved direction of travel. In November 2020 the Statement of Accounts 2018/19 were approved which there had been some qualification issues with, which had caused delays and were having a knock-on effect on the 2019/20 Statement of Accounts. Some external technical support from David Bolden was being provided and a new Chief Accountant employed. The focus was on the 2020/21 accounts which it was hoped would be delivered on time.

Working arrangements and relationships with the external auditors had been worked upon and improved, so there as now a position of greater understanding and this was an improvement. Whilst there were issues with the 2019/20 accounts resources were in place to deal with these and the Cabinet Member for Finance was keeping a careful watch and holding the s151 Officer to account.

Lizzie Watkin (Assistant Director Finance and Deputy s151) stated that she recognised that there had been gaps in knowledge and expertise within the team. David Bolden had been instrumental in progressing the accounts to draft state, a review had been undertaken and several errors and misstatements were identified. Appendix A detailed all the changes that had been made and all errors and misstatements had been corrected apart from those noted in Deloitte's update.

The team was responding more quickly with robust data and an improvement plan in terms of technical financial accounting was being implemented which focused on development and learning, sharing audits findings, expectations of standards, recruiting senior technical accounting resource and recruiting

apprentices. Processes had been reset for the 2020/21 accounts which was helping with learning and development. It was explained that the statement of accounts and appendices were huge documents and the auditors were undertaking final reviews and checks on this and any changes which had occurred were clearly set out. In response to questions it was confirmed that the appendix contained all the changes which had been made.

Ian Howse of Deloitte then presented his report (page 173) on the Statement of Accounts 2019/20. The 2019/20 accounts had been very challenging and a lot of improvements made to the initial draft set of accounts. It was not easy to extract information from the current finance system, so he felt the fact that SAP was being replaced was good as were the improvements in staffing and expertise. A number of control recommendations and disclosure defficiencies had been raised in his report. A very positive workshop had been held with Deloitte and the finance team, helping to increase knowledge.

Mr Howse echoed the comments that the 2020/21 accounts were progressing very well so things would get back on track. They were outside the normal audit cycle on the 2019/20 accounts which impacted how long it took to complete the work. The report gave assessment of where issues were and he was encouraged by the actions being taken.

In response to questions it was stated that the finance team were making a real effort to get all information required to Deloitte. Work was progressing well on removing the qualification issues from 2018/19 and the aim was to ensure the removal of the qualification issues for the 2020/21 accounts. The complexity of the various systems used to gather information was explained and that Evolve and changing the ERP would give more control, being more dynamic and easier to use.

Cllr Pauline Church, Cabinet Member for Finance stated that she had been holding the s151 Officer to account and agreed that it was of the upmost importance that a good quality set of accounts that everyone was happy with were signed off. Cllr Church was pleased that the Evolve project was underway and felt that it would be fit for purpose. A new culture within the finance team was being fostered and the need for very technical expertise and both Lizzie Watkin and Andy Brown had worked hard on this. Cllr Church urged Deloitte to ensure the resources were in place so that the accounts would be ready in time for the July Committee.

The Chairman echoed that sentiment and very much hoped that the 2019/20 accounts could be signed off at the July Committee and that this would end the problems encountered with the statement of accounts. The Chairman was encouraged by the progress on the 2020/21 accounts.

There was a debate as to whether there should be a reference in the AGS (on page 47) to the steps taken to reinforce the finance department. Lizzie Watkin stated that would be more relevant to the AGS for 2020/21 when the actions were implemented. The Chairman felt that maybe it should be included I the "how we can improve section" for 2019/20. Andy Brown stated that as an

alternative he could include that in his narrative report for the 2019/20 accounts, being transparent about the weaknesses inherited and, planned actions and the steps taken. At the conclusion of the debate it was,

Resolved:

- **To note the updated position on the Statement of accounts 2019/20.**

94   **External Audit Plan 2020/21**

Ian Howse, Deloitte, presented the External Audit Plan 2020/21. The report identified key risks, which were materially broadly in line with previous years and involved property valuation; having the right amounts in the right year; valuation of the pension fund which included a lot of assumptions; management override of controls; changes to the value for money work and the ISA 540 update to how they audit. There was also detail on the impact of the pandemic. There was uncertainty around the period at year end in 2019/20, which was consistent across all Councils due to the pandemic, but which should hopefully not feature in the 2020/21 accounts. Control deficiencies were also included for completeness.

It was stated that the right conditions had been created for 2020/21 and the work that had been undertaken by the new resources to close down plan was very encouraging.

Cllr Dobson queried out of interest what was determined material and how fraud might of smaller amounts might be reported. It was clarified that smaller amounts were reported when it was a qualitative issue. Any fraud should be picked up by Internal Audit.

Andy Brown (s151 Officer) stated that there were 3 lines of defence to fraud, management controls, policies and procedures such as IA to ensure controls were to standard, and the external aspect.

Resolved:

- **To note the External Audit Plan 2020/21.**

95   **Forward Work Programme**

The Chairman highlighted the Forward Work Programme contained within the agenda (page 239) and requested that the following items be added to the FWP:

- Healthy Organisation Review
- The SWLEP (responsibilities towards that and what we do)
- Governance of the Stone Circle Company

- Cyber Security and how to take forward these issues

Resolved:

- **To note the FWP and add the above items.**

96   **Date of Next Meeting**

The date of the next meeting would be held on 21 July 2021.

97   **Urgent Items**

There were no urgent items, however as this was the last meeting of the Committee in this Council term, the Chairman expressed thanks to all Members, in particular the Vice-Chairman who was retiring.

Cllr Dobson thanked all officers for their hard work and thanked the Chairman for his excellent stewardship of the Committee.

The Chairman also thanked Ian Gibbons (Director Legal and Governance) who was retiring, for all his help and advice.

(Duration of meeting: 10.00 am - 12.45 pm)

The Officer who has produced these minutes is Tara Shannon of Democratic Services, direct line 01225 718352, e-mail tara.shannon@wiltshire.gov.uk

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Cyber Is For Everyone

Why Cyber Security at Wiltshire Council is everyone's responsibility

Darren Roberts QiCA MBCS, Assistant Director, ICT, Digital and Cyber Audit, SWAP Internal Audit Services

www.swapaudit.co.uk

From the outset...

BUSINESS CASE

EXPANSION OF CARE PROVISION
FOR YR 3-6 CHILDREN WITH
PROFOUND & MULTIPLE LEARNING
DIFFICULTIES

COST = £85,000

BUSINESS CASE

NEW SOLUTION FOR
PROTECTING NETWORK
BORDERS

COST = £85,000

- **Cyber is fundamental**

- **Demystification**

- **Non Opinion**

Objectives for today

- **Establish why we all take cyber security seriously**

- **What are the immediate considerations for Cyber Risk**

- **Why People, Process and Technology Risks and Controls are vital to establish good cyber security**

- **Whose responsibility is it anyway?**

Why we get serious

Chartered Institute of
Internal Auditors

Risks in Focus 2020

2019		2020	
1.	Cybersecurity: IT governance & third parties	1.	Cybersecurity & data privacy: rising expectations of internal audit
2.	Data protection & strategies in a post-GDPR world	2.	The increasing regulatory burden
3.	Digitalisation, automation & AI: technology adoption risks	3.	Digitalisation & business model disruption

No-one wants to be the victim

Redcar Council suffered £10.14m loss due to February ransomware attack

AUGUST 5, 2020

A ransomware attack targeting the Redcar and Cleveland Borough Council's IT systems in February inflicted a financial loss of £10.14m to the Council, forcing it to seek additional budgetary support from the government.

Lynn News

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Virus attack left council 'paralysed' as figure of £3,000 raised at meeting

By Ben Hardy - ben.hardy@iliffepublishing.co.uk
Published: 15:38, 13 July 2020 | Updated: 15:39, 13 July 2020

Swaffham Town Council may have to pay upfront costs of nearly £3,000 following a computer virus attack in April.

The attack was said to have left council staff "paralysed" for three days from April 22, and has been described as a "big problem".

Local Government Association

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Copeland Borough Council: managing a cyber attack

During the August bank holiday in 2017, Copeland Borough Council was hit by a zero-day ransomware cyber attack.

Efficiency and income generation | 09 Oct 2018

A zero-day attack means the hacker is deploying a type of virus so new it is not yet recognised by any anti-virus tools – which Copeland *did* have in place – meaning there is no way Copeland could have prevented the attack, despite their best efforts.

Myth - it will never happen to me

#1 You are going to get or have been exposed to a breach (https://haveibeenpwned.com/)

#2 The human factor is the weakest link

#3 Don't rely on software to protect you

Not promoting a culture of fear - promoting a culture of compliance

Even the ICT Auditor can get "pwned"

Breaches you were pwned in

A "breach" is an incident where data has been unintentionally exposed to the public. Using the 1Password password manager helps you ensure all your passwords are strong and unique such that a breach of one service doesn't put your other services at risk.

Canva: In May 2019, the graphic design tool website Canva suffered a data breach that impacted 137 million subscribers. The exposed data included email addresses, usernames, names, cities of residence and passwords stored as bcrypt hashes for users not using social logins. The data was provided to HIBP by a source who requested it be attributed to "JimScott.Sec@protonmail.com".

Compromised data: Email addresses, Geographic locations, Names, Passwords, Usernames

Onliner Spambot (spam list): In August 2017, a spambot by the name of Onliner Spambot was identified by security researcher Benkow moᴉuƎq. The malicious software contained a server-based component located on an IP address in the Netherlands which exposed a large number of files containing personal information. In total, there were 711 million unique email addresses, many of which were also accompanied by corresponding passwords. A full write-up on what data was found is in the blog post titled Inside the Massive 711 Million Record Onliner Spambot Dump.

Compromised data: Email addresses, Passwords

Immediate considerations on cyber risk

Cyber Threats

Regulatory and Legislative

Business Continuity

Emerging Technology

Unrestricted

Cyber Threats – The Outcomes

Monetary Outcome

Malicious Outcome

Theft/sale of data

Major Disruption

Scam or Fraud

Leaks or Whistle Blow

Kidnap and Ransom

Guerrilla Reasoning

Accidental Outcome

Data Breach

Enabler for a Cyber Attack

Regulatory and Legislative

ico.

The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

Home   Your data matters   For organisations   Make a complaint   Action we've taken

About the ICO / News and events / News and blogs /

Gloucester City Council fined by ICO for leaving personal information vulnerable to attack

Date   12 June 2017
Type   News

The Information Commissioner's Office (ICO) has fined Gloucester City Council £100,000 after a cyber attacker accessed council employees' sensitive personal information.

The attacker took advantage of a weakness in the council's website in July 2014, which led to over 30,000 emails being downloaded from council mailboxes. The messages contained financial and sensitive information about council staff.

Financial

Reputational

ITPro.

Business   Cloud   Hardware   Infrastructure   Security   Software   Technology   Resources   .co.uk

NEWS Home > Security > Data Breaches

Data breaches 'have destroyed customers' trust in companies'

In the aftermath of TalkTalk and Ashley Madison hacks, people are less likely to give firms their data

High profile data breaches have decimated consumers' trust in companies, according to a survey by security firm FireEye.

Almost three-quarters of 1,000 UK respondents told FireEye they would not use services from organisations who lost their data in cyber attacks, and nearly two-thirds of people now trust companies a lot less after the torrent of high profile hacks that hit businesses last year.

Business Continuity

Hypothetical Scenario:-

Your main finance and payroll system has been subject to a ransomware attack. You are unable to access to sensitive data and critical business processes. You were due to pay staff in the monthly salary run in 2 days time.

What would you do?

So, what if you could not get access to the system for:-

- 1 day
- 1 week
- 1 month or beyond
- Or…do you pay the ransom?

Difficult Decisions

RISK MANAGEMENT / FRAUD & PRIVACY 2020

Should you pay a ransom?

Paying to get stolen data back following a ransomware attack often seems the only course of action, but you may pay double in the long run
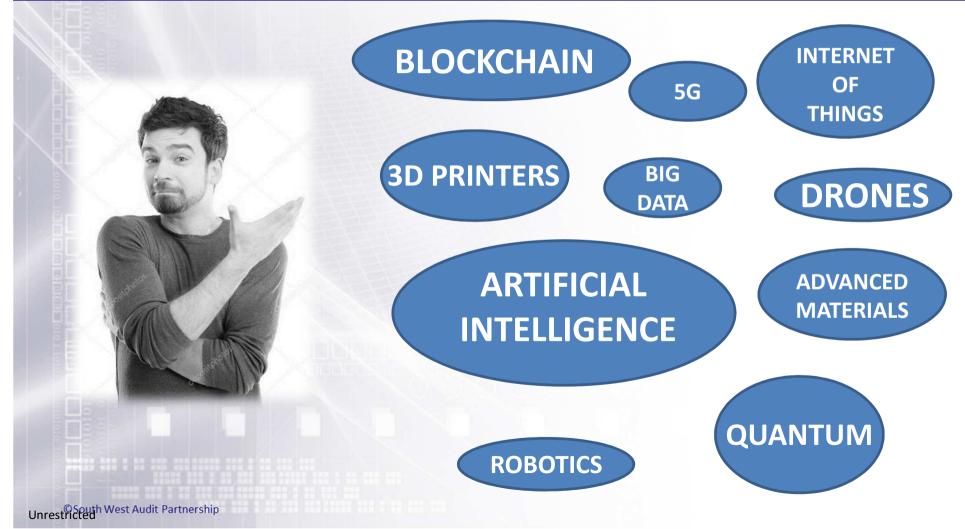
BY EMMA WOOLLACOTT – AUGUST 20, 2020   RCNT.EU/R3A7P

Cyber Security Awareness Eco System

PEOPLE

GOOD CYBER HEALTH

PROCESS

TECHNOLOGY

Unrestricted

![SWAP Internal Audit Services — Assuring – Improving – Protecting](logo)

People Risks

P E O P L E

- Weakest Link – they can let attackers in rather than the attacker breaking in

- Social Engineering

- Phished and Spoofed

- Cyber Auditors are quickly becoming experts in Human Psychology

- Mitigate against 4 types of user behaviour

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Social Engineering

FEARS

NOT WANTING TO QUESTION

DESIRE TO HELP

RESPECT

NAIVETY

NOT WANTING TO BE A NUISANCE

TRUST

Social Proof

If we don't know to behave, we will mimic others.

You may well be aware of something but still behave in a certain way

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People Controls

P E O P L E

- Training and Awareness

- Embed Security by Design

- Everyone fully engaged with all processes

- Culture of Compliance owned from the top

- Aware of Outcomes… which need to be enforced

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Process Risks

P R O C E S S

- Poor, impractical or non-existent policy framework

- Reckless use of devices

- Service Management Processes are not security by design eg: Joiners, Movers and Leavers

- There's a Security Incident. What next?

- Don't know what you are protecting

- Information quality and management

Process Controls

P R O C E S S

- Well defined, practical, approved, enforceable and managed framework of policies

- Robust Service Management Processes – application of security updates and patches, integrated HR.

- Standard Security Builds – Hardware, Software and Cyber

- Security Incident Management

- Business Continuity Management – Back up systems and data with recovery processes

- Robust approach to Information Governance and Management

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Secrets – so many secrets

What does your phone and it's installed apps know about you:-

- Location – sometimes quite precisely

- Personal Preferences

- What you like posting and sharing

- Your internet browsing history and cookies

- Data Aggregation within Apps – date and location stamps

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Technology Risks

TECHNOLOGY

- Infrastructure design including network

- Technical security solutions at network perimeters and on devices not managed or non-existent

- Configuration of security devices are not appropriate to security requirements

- Amount of supported technology solutions not supported by appropriate resources

- Logging and monitoring may be poor and/or non-existent

- Over-reliance on the 3rd party supplier or provider

Technology Controls

T E C H N O L O G Y

- Well designed dynamic infrastructure that meets the needs of the authority

- Appropriate technical security solutions at network perimeters and on devices dynamically monitored and updated

- Configuration of security devices are subject to technical analysis and review

- Logging and monitoring has been defined and is used by inform future security decisions

- Mutual understanding between providers on technology used to embed security

Whose responsibility is this?

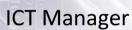ICT Manager

Chief Executive Officer

Operational Staff

Elected Members

Service Managers

Head of Information Governance

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It is everyone's responsibility
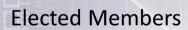
ICT Manager

Chief Executive Officer

Operational Staff

Not promoting a culture of fear - promoting a culture of compliance

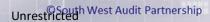Elected Members

Service Managers

Head of Information Governance

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Promotion of culture of compliance?

Not promoting a culture of fear - promoting a culture of compliance

Low on new solutions

Fundamental risks not being addressed

Payloads of Cyber Crime getting more sophisticated….

…but the technology to initiate them is not.

SWAP
INTERNAL AUDIT SERVICES
Assuring – Improving – Protecting

Conclusion

Champions Network

More positive cyber and digital attitudes

Champions network promotes a 2-way approach feeding back on gaps

Embed culture of compliance at induction

Be realistic, don't overwhelm, prioritise on what you want to achieve

Use scenarios and hypothesis - be brave.

Search: "Security Champions Playbook" on OWASP

Not promoting a culture of fear - promoting a culture of compliance

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Over to you…

A better word than Cyber?

Darren Roberts QICA, MBCS

ICT, Digital and Cyber Assurance | ICT Auditor (QiCA) | BCS Professional (MBCS) | Chair of BCS IRMA SG |

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Cyber is for everyone

Questions

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28th April 2021

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