

IT Systems and Devices



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Better care.

Kent County Council & Kent Integrated Care Alliance

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Introductions



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Better Security, Better Care



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- National programme funded by NHSX
- Its overall aim is to help make sure adult social care providers have good data and cyber security in place
- By helping care providers to register on and complete the Data Security and Protection Toolkit (DSPT), which demonstrates good practice in this area
- Local and national support e.g. Digital Social Care - dedicated space to provide advice and support to the sector on technology and data protection
<https://www.digitalsocialcare.co.uk/>



How the training will work



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- We will take you through each question for this section of the Toolkit
- If there is anything that you cannot answer straight away:
 - Make a note of what you need to do on the action plan
 - We will follow up on these next time





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What we'll be covering in this webinar


- People and their access to information
- Passwords – what is the latest guidance?
- Backups
 - what should they cover?
 - how should they be tested?
- Protecting your devices
 - are your company devices protected?
 - ‘bring your own device’ – what to consider
 - use of public Wi-Fi
- Technical set up and support - what should you be checking for?
- What documentation should your suppliers have?
- Your questions
- Where to find help
- Useful links

Login to the Toolkit



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- Go to <https://www.dsptoolkit.nhs.uk/Account/Login>
- Or put in 'DSPT login'



Data Security and Protection Toolkit

Organisation search News Help

Log in with a Data Security and Protection Toolkit account

Email Address

Password


Log in [Forgot your password?](#)

[Don't have an account? Register here.](#)

Log in with NHSmail

For users who signed up with NHSmail or have upgraded their existing account to NHSmail. [More information](#)

Log in with NHSmail



People and their access to information

What the DSPT questions ask



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- 4.1.2 Does your organisation know who has access to personal and confidential data through its IT system(s)?
- 4.2.5 Does your organisation have a reliable way of removing or amending people's access to IT systems when they leave or change roles?
- 4.3.1 Have all the administrators of your organisation's IT system(s) signed an agreement to hold them accountable to higher standards?
- 7.3.2 All emergency contacts are kept securely, in hardcopy and are up-to-date.

Passwords



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- | | |
|--------------|---------------|
| 1. 123456 | 11.Abc123 |
| 2. 123456789 | 12.Qwerty123 |
| 3. Qwerty | 13.1q2w3e4r |
| 4. Password | 14.Admin |
| 5. 1234567 | 15.Qwertyuiop |
| 6. 12345678 | 16.654321 |
| 7. 12345 | 17.555555 |
| 8. Iloveyou | 18.Lovely |
| 9. 111111 | 19.7777777 |
| 10.123123 | 20.welcome |

- In recent research with providers, passwords came up as a key area of risk. Do you recognise any of your passwords here?
- These are the 20 most commonly used as of 2019 – and therefore the most easily hacked.



What the DSPT questions ask



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- 4.5.4 How does your organisation make sure that staff, directors, trustees and volunteers use good password practice?
- 9.1.1 Does your organisation make sure that the passwords of all networking components, such as a wifi router, have been changed from their original passwords?

Passwords – latest guidance



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- Make sure passwords are ‘switched on’
- Don’t force regular password changes
- Only change passwords if you suspect they’ve been compromised
- Consider using password manager software
- Use two-factor authentication if possible
- Make sure all ‘default’ passwords are changed, including on your Wi-fi router
- Train staff



Staff training – some key points



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- Highlight the risks involved in:
 - using commonly used passwords
 - using the same passwords across home and work accounts
- Emphasise the importance of avoiding personal information (such as names, dates, and sports teams)
- Use three random words to help create less predictable passwords:
 - E.g. **chocolatetelephonepluto**
 - E.g. **super1shelfvillage6**
 - But not **onetwothree**
 - But not **applebananapear**

Further information and guidance



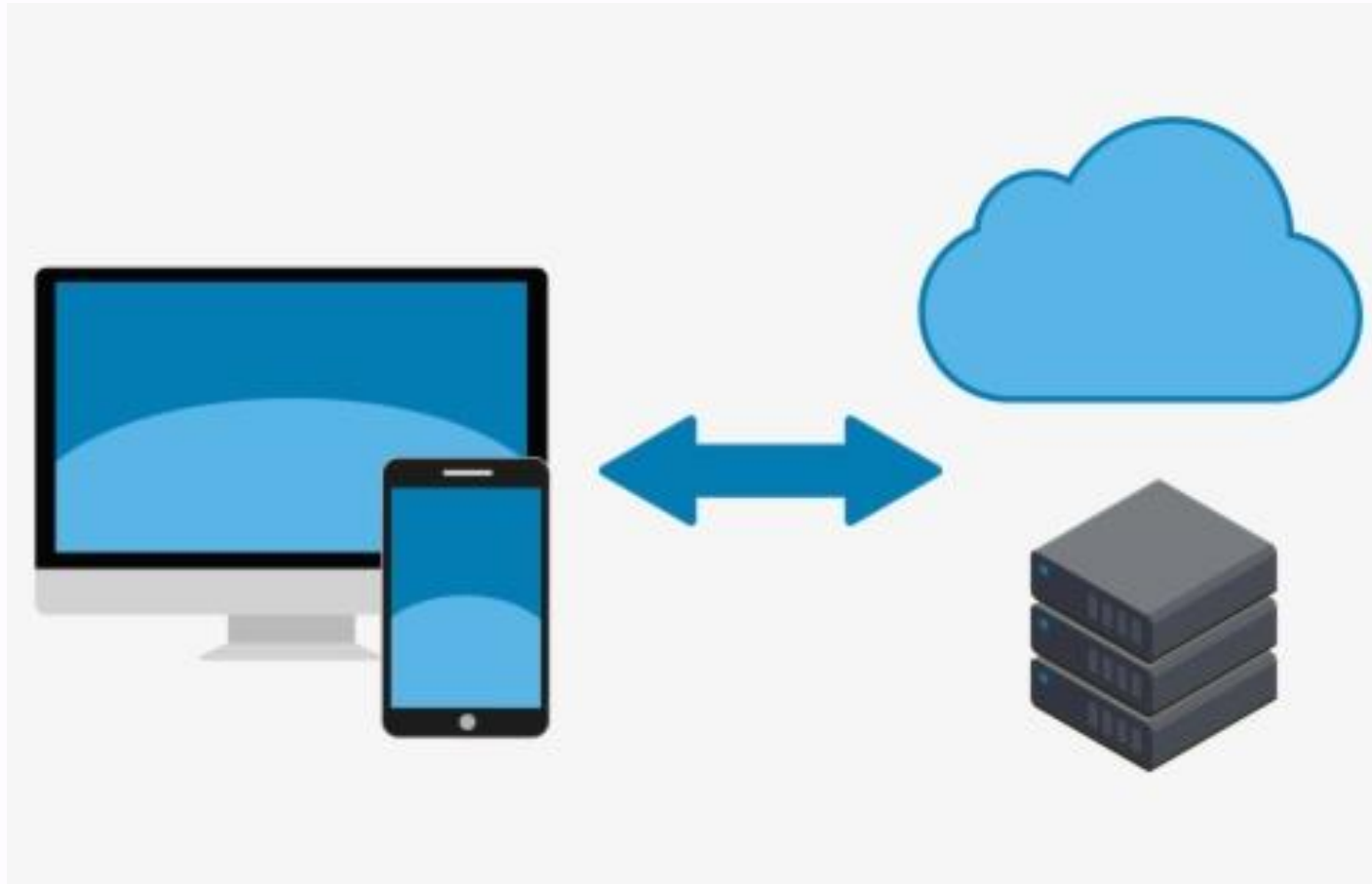
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- Advice from Digital Social Care <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/use-strong-passwords/>
- National Cyber Security Centre (NCSC) guidance on using passwords to protect your data <https://www.ncsc.gov.uk/collection/small-business-guide/using-passwords-protect-your-data>
- Three random words technique for creating passwords <https://www.ncsc.gov.uk/blog-post/three-random-words-or-thinkrandom-0>

Backups



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What are the DSPT questions about backups?



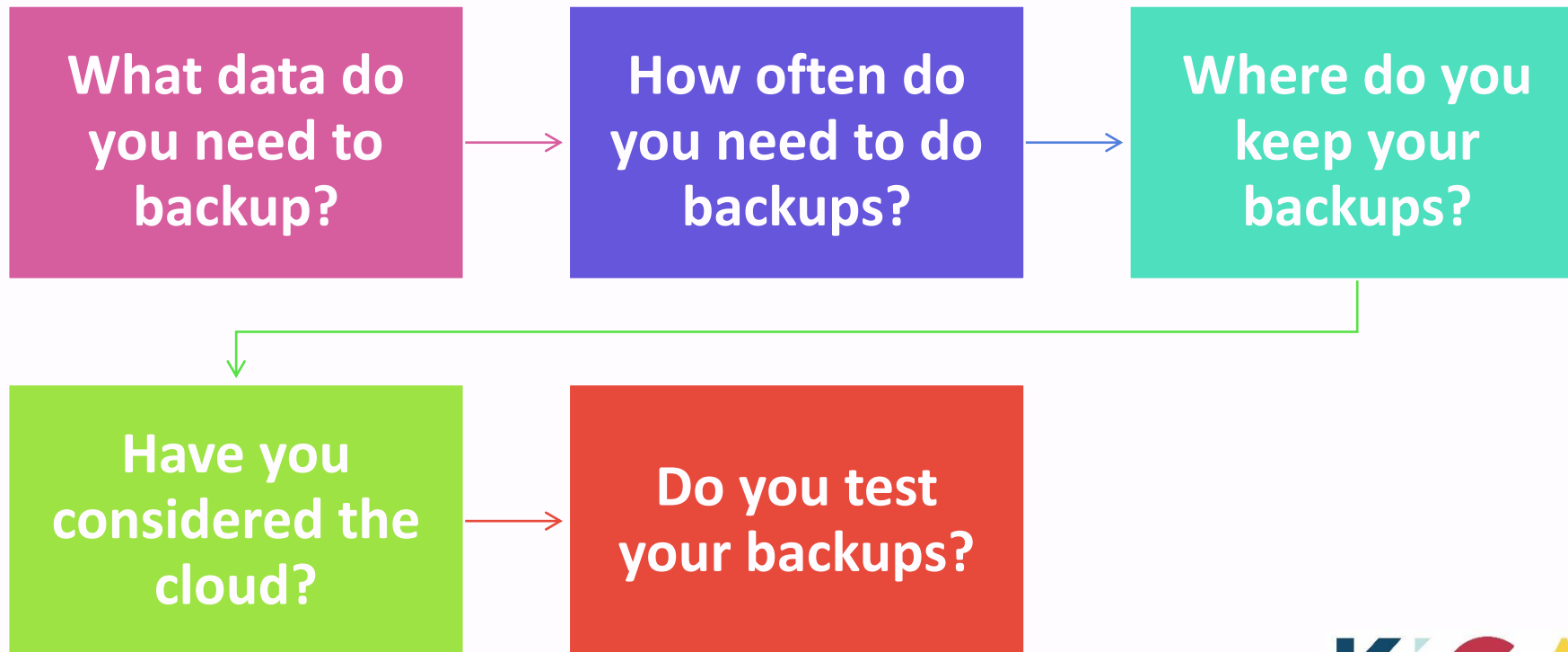
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- 7.3.1 How does your organisation make sure that there are working backups of all important data and information?
- 7.3.4 Are backups routinely tested to make sure that data and information can be restored?

Backups – some questions



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Further information and guidance



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- Backup your data – guidance from Digital Social Care
<https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/back-up-your-data/>
- NCSC guidance on backups <https://www.ncsc.gov.uk/collection/small-business-guide/backing-your-data>
- NCSC guidance on using the cloud <https://www.ncsc.gov.uk/collection/cloud-security>

Protecting devices



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Do not leave laptops in cars, particularly on view.

What the DSPT questions ask



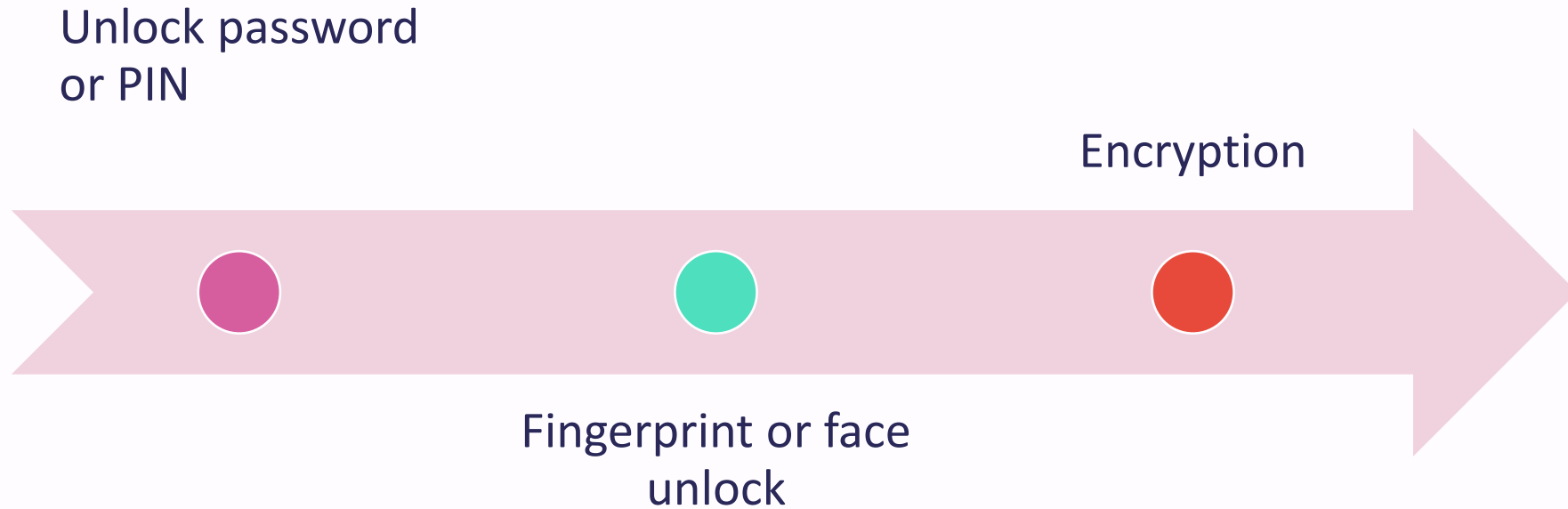
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- 9.6.2 Are all laptops and tablets or removable devices that hold or allow access to personal data, encrypted?
- 1.6.4 What does your organisation have in place to minimise the risks if mobile phones are lost, stolen, hacked or used inappropriately?
- 1.6.6 If staff, directors, trustees and volunteers use their own devices (e.g. phones) for work purposes, does your organisation have a bring your own device policy and is there evidence of how this policy is enforced?

How can devices be protected?



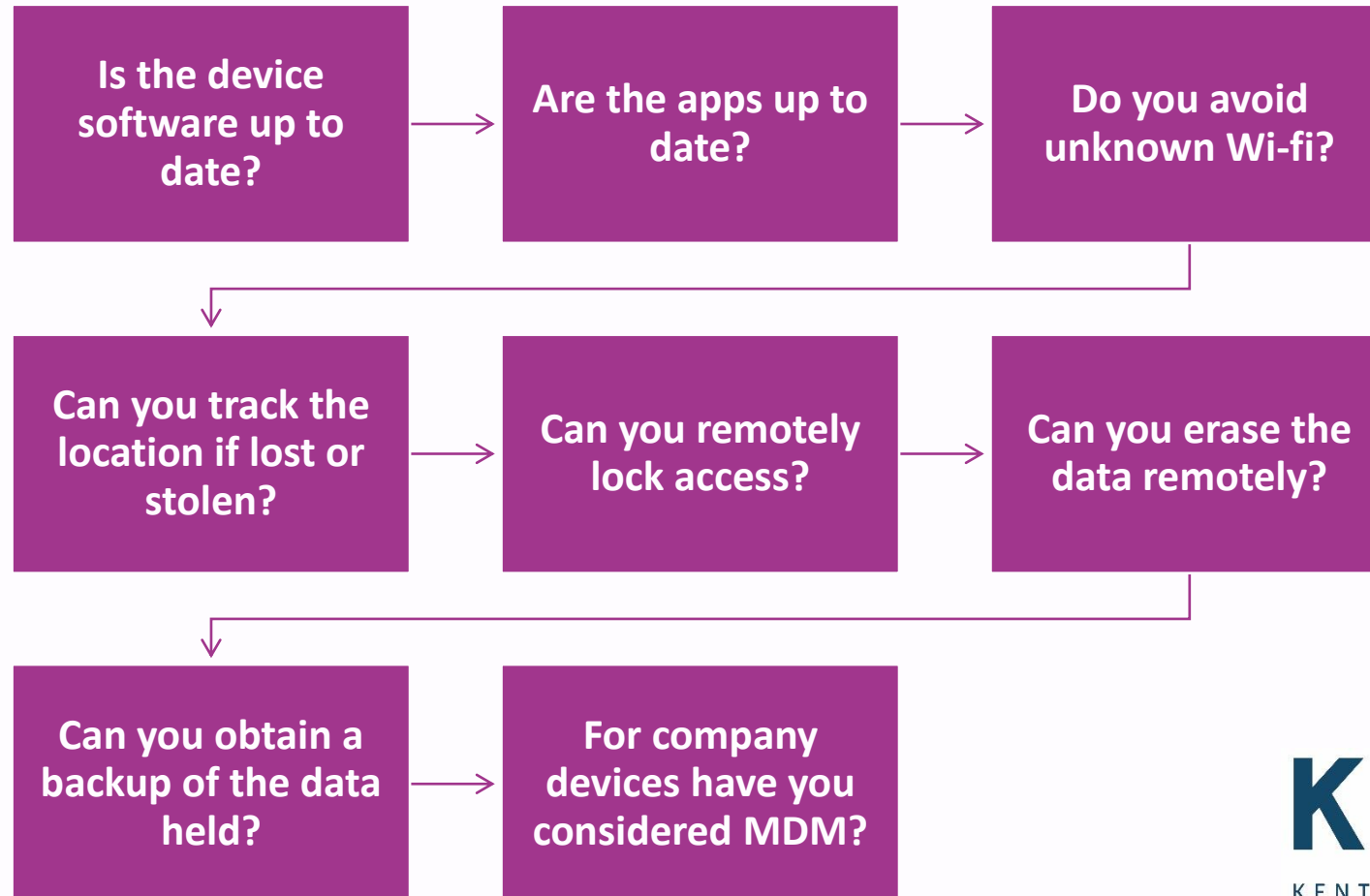
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Minimising risk



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Bring your own device – what are the risks?



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Bring your own device (BYOD) – managing risk



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- Introduce a 'BYOD' policy
- Enforce the policy through staff contracts
- Check early on
- Then make regular checks
- Including when staff leave

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Use of public Wi-Fi



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- 6.3.2 Have staff, directors, trustees and volunteers been advised that use of public Wi-Fi for work purposes is unsafe?



Further help and guidance



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- Protect mobile devices and tablets <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/protect-mobile-devices-and-tablets/>
- Keeping your smartphones (and tablets) safe <https://www.ncsc.gov.uk/collection/small-business-guide/keeping-your-smartphones-and-tablets-safe>
- Bring your own device (BYOD) advice and guidance <https://ico.org.uk/media/for-organisations/documents/1563/ico-bring-your-own-device-byod-guidance.pdf>

Further help and guidance



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- Find or erase lost Apple devices <https://support.apple.com/en-gb/HT210515#markaslost>
- Find, lock or erase a lost Android device <https://support.google.com/accounts/answer/6160491?hl=en>
- Find, lock or erase Samsung smartphone <https://www.samsung.com/uk/apps/find-my-mobile/>
- Advice on Mobile Device Management (MDM) <https://www.digitalsocialcare.co.uk/social-care-technology/mobile-devices/mobile-device-management/>

Technical set up and support

What the DSPT questions ask



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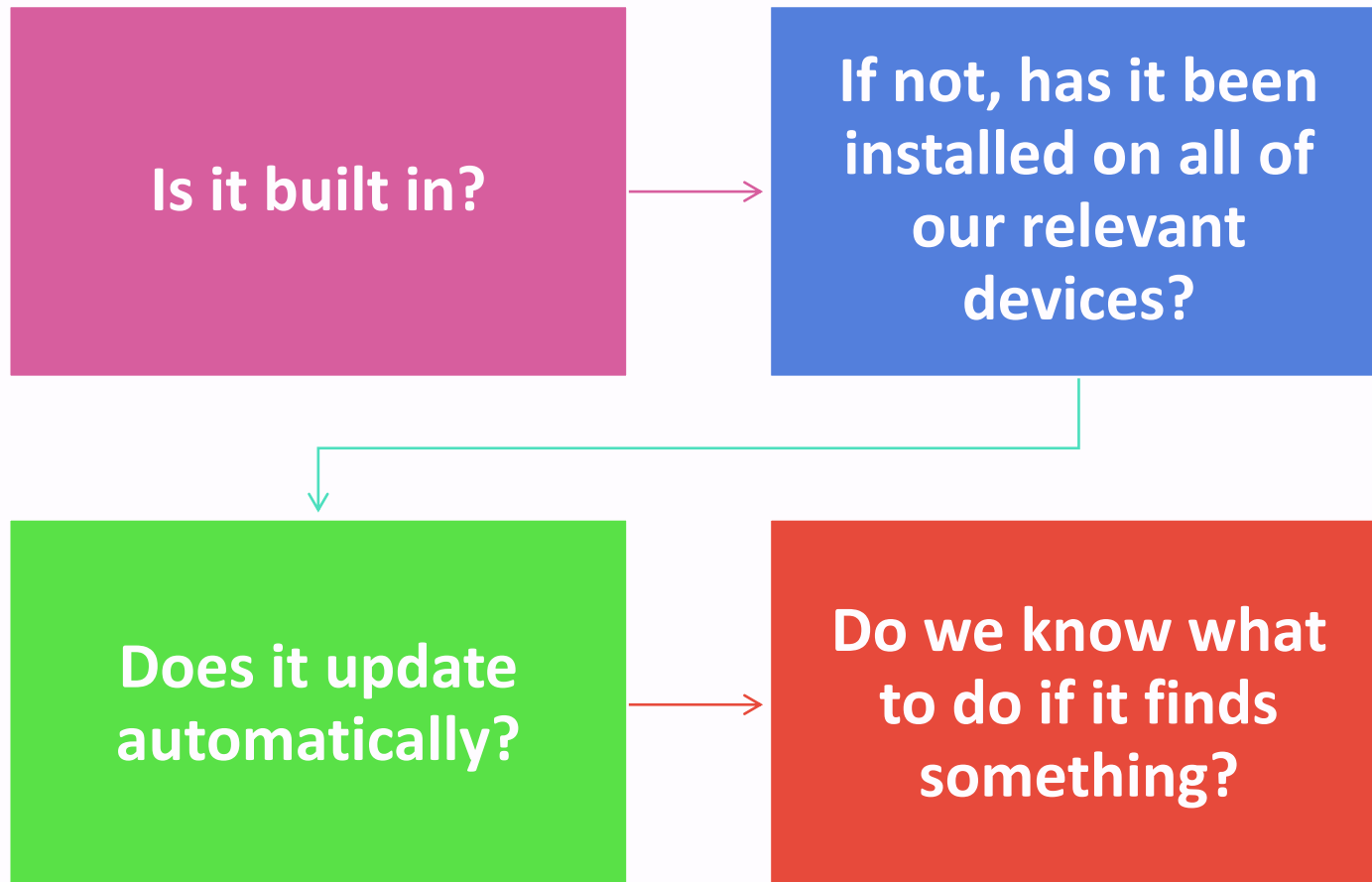
- 6.2.3 Do all the computers and other devices used across your organisation have antivirus/antimalware software which is kept up to date?



Antivirus software – some questions



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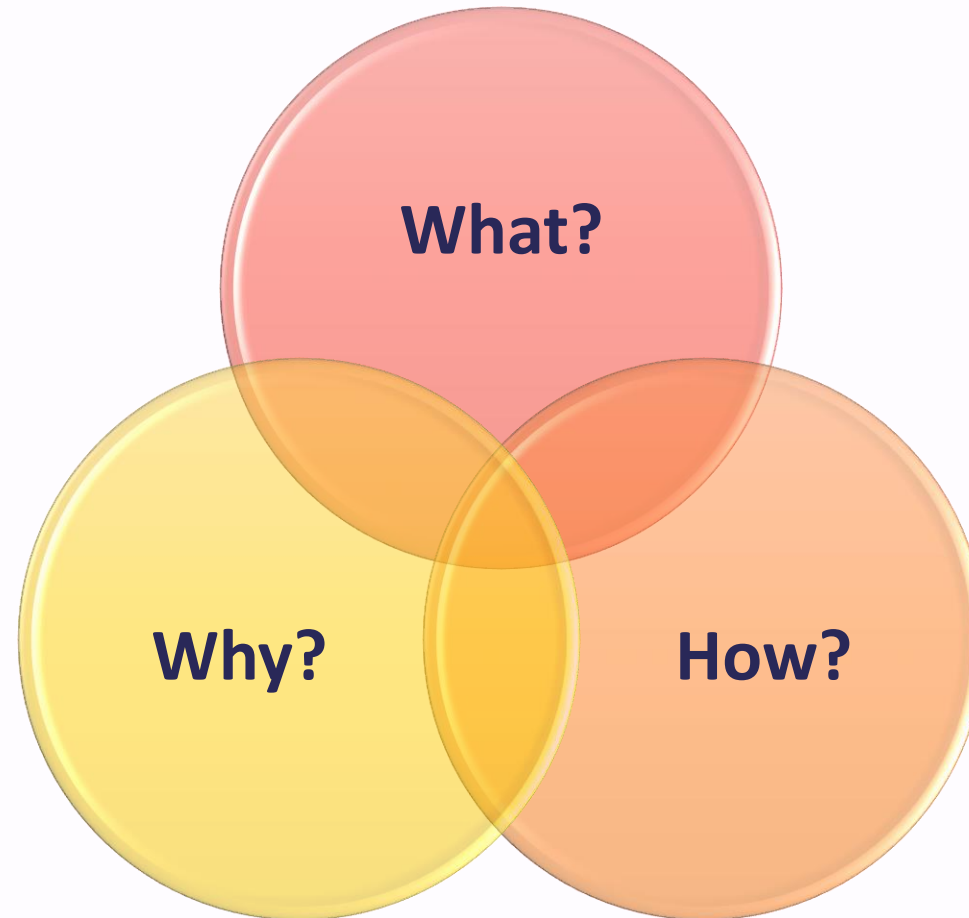
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- 8.3.5 How does your organisation make sure that the latest software updates are downloaded and installed?
- 8.1.4 Are all the IT systems and the software used in your organisation still supported by the manufacturer or the risks are understood and managed?
- 8.2.1 If your answer to 8.1.4 was that software risks are being managed, please provide a document that summarises the risk of continuing to use each unsupported item, the reasons for doing so and a summary of the action your organisation is taking to minimise the risk.

Keeping software up to date



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Further help and guidance



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- Digital Social Care advice on antivirus software:
software:<https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/have-up-to-date-antivirus-software/>
- NCSC guidance on antivirus software – including ‘platform-specific’ recommendations for when it is needed:
<https://www.ncsc.gov.uk/collection/mobile-device-guidance/antivirus-and-other-security-software>

Further help and guidance



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- Install the latest software updates <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/install-the-latest-software-updates/>
- Install the latest software and app updates <https://www.ncsc.gov.uk/collection/top-tips-for-staying-secure-online/install-the-latest-software-and-app-updates>
- What is the operating system on my computer? <https://www.whatismybrowser.com/detect/what-operating-system-do-i-have>

Supplier certification

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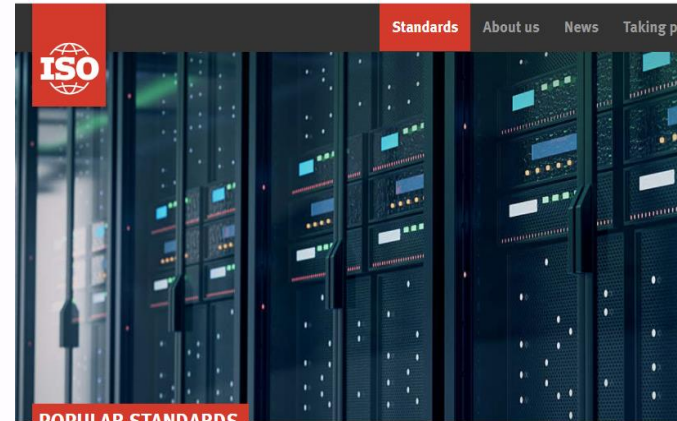
- 10.2.1 Do your organisation's IT system suppliers have cyber security certification?



Cyber security certification



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ISO 27001
INFORMATION SECURITY MANAGEMENT



NHS Digital Data Security and Protection Toolkit



Further help and guidance



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- Guidance is available from Digital Social Care
<https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/cyber-security/manage-your-suppliers/>
- Gov.uk Digital Marketplace <https://www.digitalmarketplace.service.gov.uk/>
- Cyber Essentials certificate search
<https://www.ncsc.gov.uk/cyberessentials/search>
- ISO 27001 <https://www.iso.org/isoiec-27001-information-security.html>





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What the DSPT questions ask

- 1.8.3 What are the top three data and cyber security risks in your organisation and how does your organisation plan to reduce those risks?

Any final questions?



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There is help out there



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For help with registration on the Data Security and Protection Toolkit (DSPT)	For further information about data and cyber security in social care	Local help and support
NHS Digital DSPT Helpdesk in Exeter	Digital Social Care www.digitalsocialcare.co.uk	Website www.designandlearningcentre.com/data-security-protection-toolkit
Telephone 0300 303 4034	Digital Social Care helpline 0208 133 3430 (Monday – Friday, 9.00-17.00)	Local helpline: TBC (Monday – Friday, 9.00-16.00)
Email exeter.helpdesk@nhs.net	Email help@digitalsocialcare.co.uk	Email dspt@kent.gov.uk