

**Information Governance**

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Ref: FOI2018/4461

Date Received: 2<sup>nd</sup> February 2018  
Response Due: 2<sup>nd</sup> March 2018

2<sup>nd</sup> March 2018

Dear

**INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000**

We are now pleased to respond to your request for information under the FOI Act.

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**
2. 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

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you Within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Andrew Foster  
Chief Executive

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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: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF