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From: Commercial
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Subject: IT & Cyber security

Q1 Does your organisation adhere to the Network Security guidance outlined by the National Cyber Security Centre, within its '10 Steps to Cyber Security'?

A1 Yes

Q2 Do you ensure that security patches for critical vulnerabilities are routinely patched within 14 days, as recommended by the National Cyber Security Centre?

A2 Patches managed as recommended with high risk alerts actioned immediately.

Q3 Have you suffered from any service outages on your network in the last two years, however small?

A3 Yes

Q4 Did any of these outages cause a loss, reduction or impairment to your organisation's delivery of essential services?

A4 No

Q5 Was the root cause of the service outage identified and confirmed – at the time or afterwards?

A5 Yes

Q6 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?

A6 No

Q7 Are you aware that Distributed Denial of Service (DDoS) attacks are a significant contribution to service interruptions, outages and downtime?

A7 Yes