

**Freedom of Information Request****Ref: UHB 18-076**

Date 16 February 2018

By Email

Dear Madam,

Thank you for your request for information under the Freedom of Information Act 2000. The Trusts response 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
- 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
- 3. Have you suffered from any service outages on your network in the last two years, however small?**  
Yes
- 4. Did any of these outages cause a loss, reduction or impairment to your organisation's delivery of essential services?**  
No
- 5. Was the root cause of the service outage identified and confirmed – at the time or afterwards?**  
Yes
- 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
- 7. Are you aware that Distributed Denial of Service (DDoS) attacks are a significant contribution to service interruptions, outages and downtime?**  
Yes

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. 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:

Trust Secretary  
University Hospitals Bristol NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol  
BS1 3NU

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

If you are not content with the outcome of the internal 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

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely,

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