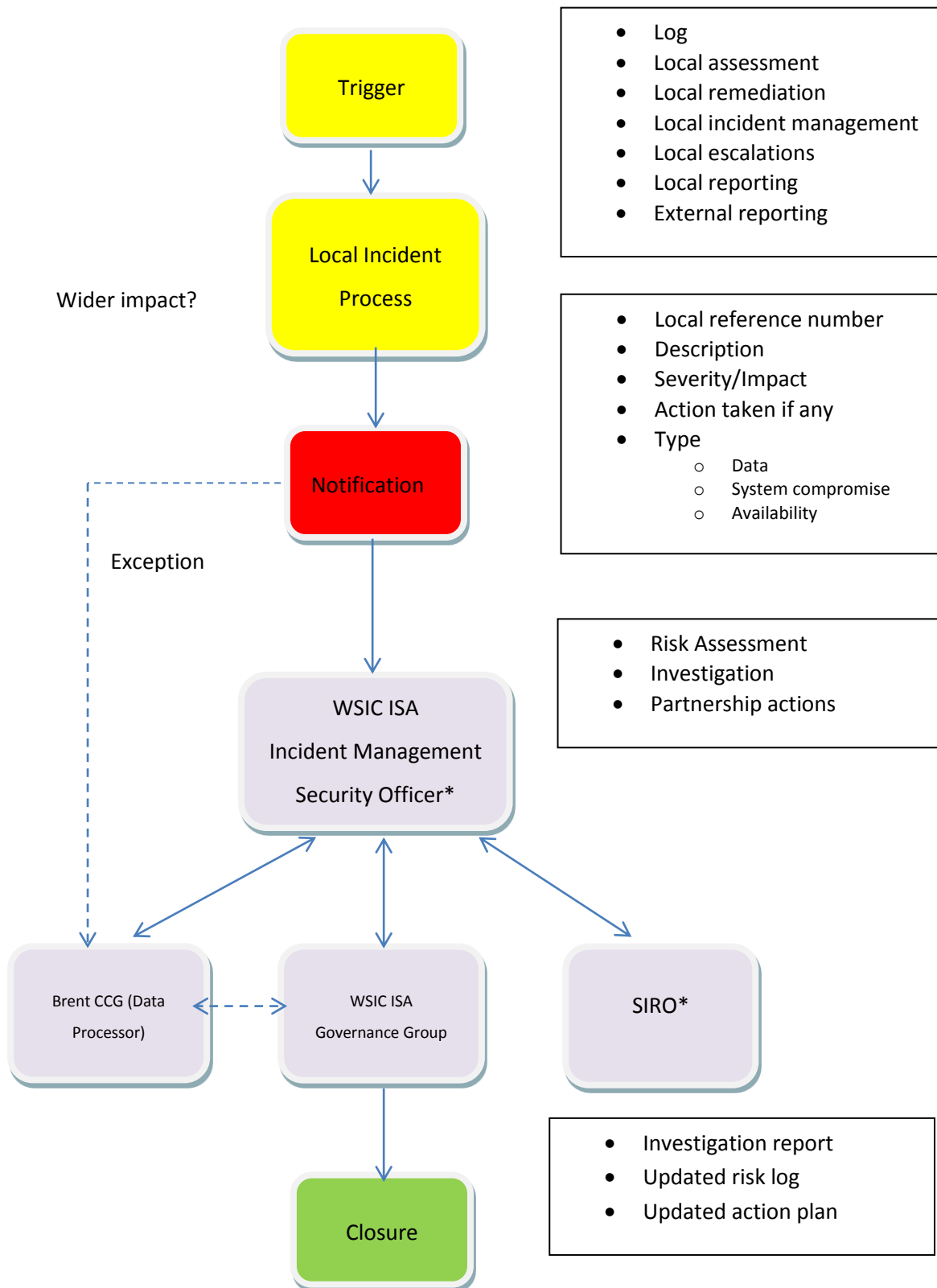


Whole Systems Integrated Care Incident Management Protocol



Guidance

Triggers

A trigger is a security incident. In short – an incident defines “any event which is not part of the standard operation of a service, and which causes or may cause an interruption to, or a reduction in, the quality of that service”. A security incident can be a data breach, including a breach of security – Confidentiality, Integrity or Availability.

Local Incident Process

Each partner should invoke their standard incident management process initially, ensuring that a reported incident is logged at first point of contact.

As well as following local escalation, remediation actions and reporting, a wider assessment is required as part of the WSIC partnership.

Notification

If the incident is assessed as having an affect on any of the WSIC partnership, such as a security compromise, the incident should be notified to the WSIC ISA nominated Partnership Incident Management Security Officer.

The officer will assess if the incident has any impact on the hosted WISC_Service and notify the nominated members of the partnership and hosting service. On an exception basis such as when the officer is not contactable, the incident can be notified directly to Brent CCG and sub-processors if necessary.

Each representative of the WSIC ISA Governance Group (WSIC ISA GG) shall notify and update their SIRO as appropriate.

Major Security Incident

Multiple incidents logged relating to virus message received by any security team. The team notice the trend and flag it as a security incident. Incident is assigned the highest priority in the WSIC ISA GG. As an exception, problem created and call raised with Brent CCG who investigates and either resolves the call or escalates the call to another relevant team, whilst updating the call. Although not responsible for solving the incident, WSIC ISA Incident Management Security Officer must be informed.

Closing an Incident

The WSIC ISA Incident Management Security Officer will close any notified incident.

Problem Management - Incident Management forms part of the overall process of dealing with problems in the partnership. Incidents are often caused by underlying problems, which must be solved to prevent the incident from recurring. Incident Management provides a point where these are reported.

Change Management - Where a change is required to implement a workaround or resolution this will be need to be logged as a Request For Change (RFC).

Any lessons learnt and associated action plan is tracked by the WSIC ISA Incident Management Security Officer.

Roles & Contact Details

Role	Term in Position	Named Person	Contact
WSIC ISA Incident Management Security Officer	6 Months	Raj Seedher	Raj.Seedher@brent.gov.uk
SIRO	6 Months (interim)	Dr Aumran Tahir Sonia Patel	mtahir@nhs.net Sonia.patel@nw.london.nhs.uk