

**Freedom of Information Request – 3978**

Dear James Paget University Hospitals NHS Foundation Trust,

I am writing to make a request for information under the Freedom of Information Act 2000.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

I understand that you are required to respond to my request within the 20 working days after you receive this letter.

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?  
See below \*
4. Did any of these outages cause a loss, reduction or impairment to your organisation's delivery of essential services?  
See below \*
5. Was the root cause of the service outage identified and confirmed – at the time or afterwards?  
See below \*
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?  
See below\*
7. Are you aware that Distributed Denial of Service (DDoS) attacks are a significant contribution to service interruptions, outages and downtime?  
Yes

*\* In response to Questions 3 to 6 - The Trust claims the right not to divulge any information regarding its cyber-security or versions of software, with reference to sections 31(1)(a) and 31(3) of the Freedom of Information Act. Specifically that section 31(3) provides an exclusion from the requirement to confirm or deny whether information described in a request is held if to do so would, or would be likely to, prejudice any of the functions in sections 31(1). The relevant matters in this case are those set out at section 31(1)(a), the prevention and detection of crime.*

Please refer to case references FS50636926 and FS50600199 for additional detail.