

Small-Medium Sized Agency Forum

Tuesday 30 July 2018

Government
Health & Safety Lead



New Zealand Government

Welcome

Government
Health & Safety Lead



New Zealand Government

Improving Security Culture

A case study – The Ministry of Health

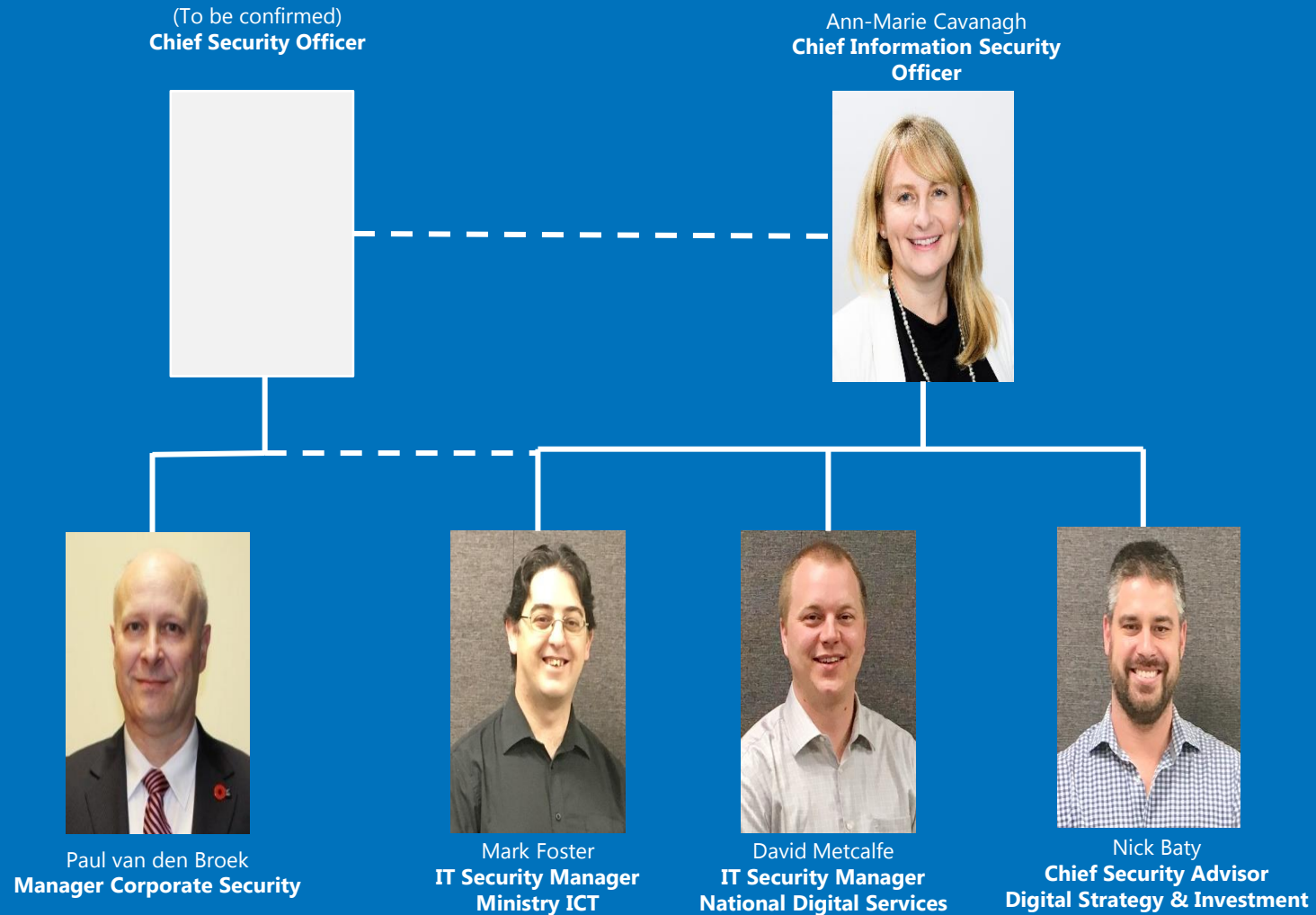
Paul van den Broek, Manager Corporate Security

Presentation Format

- The Security Team
- What is a security culture
- Ministry of Health
 - Protective Security Considerations
 - Challenges
- NZ Healthcare Sector
 - Protective Security Considerations
 - Challenges
- Lessons identified



The Security Team



Security Culture

- A security culture is defined as; 'the values, attitudes and behaviours that an organisation wishes to adopt toward security'.

- Hilary Walton, Security Culture – A How-to-Guide for Improving Security Culture and Dealing with People Risk in Your Organisation. Gower Publishing Ltd (2015)



Ministry of Health – Protective Security Considerations

- Understand the business
- Understand the threat environment & risks
- Senior leadership engagement
- Communication
- Resources
- Training & education



Ministry of Health - Challenges

- Senior leadership engagement
- Building relationships and networks
- Communication & opportunities
- Training & education
- The centre versus the regions
- High turnover of staff and contractors



NZ Healthcare Sector - Protective Security Considerations

- Understanding the sector – “a complex system, working together”
 - 20 district health boards (DHB), 32 primary health organisations (PHO) and 2 ambulance services, general practitioners, pharmacies, etc...
 - 220K+ employees
- Senior leadership engagement
- Communication
- Resources
- Training & Education



NZ Healthcare Sector - Challenges

- 20 district health boards (DHB) and 2 ambulance services
- Ministry of Health has no mandate – “sector steward”
- New Zealand Hospital Security Network
- Protective Security Requirements



Lessons Identified

- Patience and persistence – “good things take time”
- Evidence led - “what is the cost-benefit to the business / individual?”
- Reinforce success – “success breeds success”
- Collaboration – “learn from others” “if you don’t know – ask”
- Time spent building relationships and networks is time well spent – “it provides your foundation for future success”

Coming Soon
to an IT Network near
you!

RANSOMWARE

IN CYBER SPACE NO ONE CAN HEAR YOU SCREAM

CYBER CRIME INTERNATIONAL PRESENTS CRYPTOLOCKER IN ASSOCIATION WITH WANNACRY AND POWER WORM

CASTING BY THE DARK WEB GRAPHIC DESIGN BY ANONYMOUS PROUDLY SPONSORED BY BITCOIN CO-STARRING WINDOWS XP AND OTHER

UNSUPPORTED OPERATING SYSTEMS CO-SPONSORED BY MALICIOUS EMAILS AND PHISHING ATTACKS

"THINK BEFORE YOU CLICK OR CONNECT"

Developing a positive security culture

Ministry of Transport



Where have we come from.....



- ▶ 2 seismic events for the Ministry in 2016
 - ▶ Fraud case
 - ▶ Kaikoura earthquake

Where have we come from.....



KEVIN STENT/STUFF

Where have we come from.....



Where have we come from.....



Where have we come from.....



- ▶ Post fraud reviews (EY and Deloitte) - 2016
- ▶ Organisational review and restructure - 2017
- ▶ PIF review - 2017

Key measures – governance (GOV)



- ▶ CSO role moved to Senior Leadership Team
- ▶ SLT oversight - security discussions at least quarterly
- ▶ Security Committee established – representatives from all Groups
- ▶ Business Integrity and Performance team created responsible for security coordination and assurance
- ▶ New suite of security policies and procedures adopted, including international travel and incident reporting
- ▶ Specific tier 3 accountabilities for PHYSEC, PERSEC and INFOSEC
- ▶ Action plan from PSR self-assessment, with BIP/SLT oversight of delivery
- ▶ Advice and support from NZIC Protective Security Team (and other agencies)

Key measures



PHYSEC

- ▶ Lightweight laptops (BCP-led)
- ▶ Improvements in office security (but constrained by temporary building)
- ▶ New Health and Safety Committee

PERSEC

- ▶ New recruitment policy and procedures
- ▶ Review of security clearance holders, including Auckland contingency (BCP)

INFOSEC

- ▶ Remote access and mobile phones for all staff – security built in (BCP-led)
- ▶ Moving to cloud – Office 365
- ▶ New secure document management system
- ▶ System assurance testing

Turning security policy into security culture



- ▶ New security hub on Intranet
- ▶ All-Ministry meeting for launch of security policies and security hub
- ▶ New expectations/process for reporting security incidents – creating a “Just culture”
- ▶ Visible leadership
- ▶ Information and awareness (ongoing)

The new Protective Security Hub



Welcome to the Protective Security Hub

We all have a responsibility for the security of our information, assets and people - it's not just for people with security clearances. This hub provides easily accessible information on our security policies, and, tips and guidance on what you need to do to fulfill your security responsibilities.

For related security matters or if you want to now more please contact D.Black@transport.govt.nz

Protective Security Policy

Personnel Security Policy

People

Physical Security Policy

Assets and Buildings

Information Security Policy

Digital and Paper

Who are our Protective Security People

Incidents Reporting

Reporting Security incidents and making suggestions for improvements

International Travel Security Guidelines

Handling and Destroying Information (Restricted and below)

Handling and Destroying Info (Confidential and above)

Choosing Security Classification for your Documents

Security Clearance Procedure

Government Protective Security Requirements

What do you do when you see a person in our premises not wearing a lanyard and ID?



Challenge the person



Ignore the person and get on with your work



Tell your manager



You are going overseas on holiday. Can you take your work mobile phone?



No



Of course – I'm on holiday I can do what I like



Maybe – talk to Helpdesk



You hold a security clearance and are travelling overseas. Who is required to know?



Your husband /
wife / partner

The BIP team

NZ Security
Intelligence
Service





You receive a notification on your laptop that you have a virus

Turn your computer off and ask Helpdesk for help

Send an email to Helpdesk immediately, reporting the problem

Keep calm and carry on – the Ministry's antivirus will deal with it



When you leave your desk you should lock your screen. Apart from Ctrl-Alt-Del, what is the quickest way to do so?



Windows-L

ALT-L

Ctrl-L



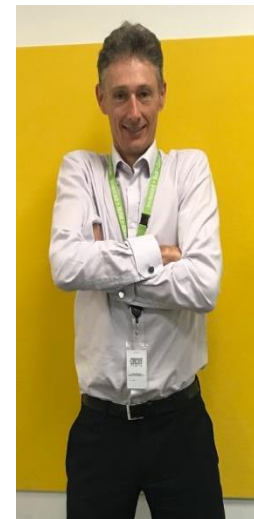
What should you do if you think you may have inadvertently breached security requirements?



Do what you can to minimise any damage

Inform your manager immediately and if necessary fill in an incident form

Keep quiet and hope that nothing comes of the matter



Thank you



Privacy

Next meeting: **Tuesday 4 September – 10:30 am – 12:30 pm**

Sarah Adams-Linton

Department of Internal Affairs

Senior Advisor to the Government Chief Privacy Officer

Government
Health & Safety Lead

PSR Protective Security
Requirements

New Zealand Government