



Helping TEC providers navigate the digital transition: a risk-based approach

TSA Special Interest Group 008 - Update
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PPP Taking Care

Why are we even here talking about this: a unique PPP Taking Care perspective?



Consumer/retail-orientation



Technology-agnostic

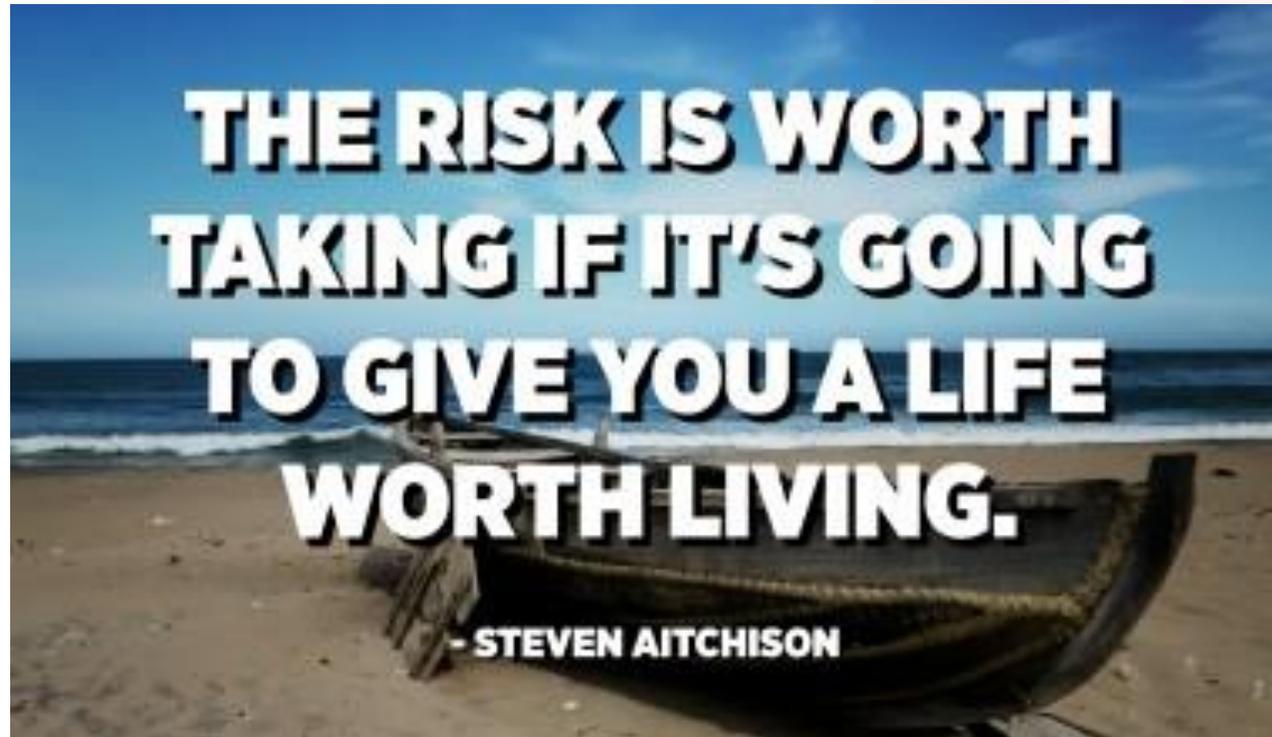


Passionate – TSA SIG sponsors

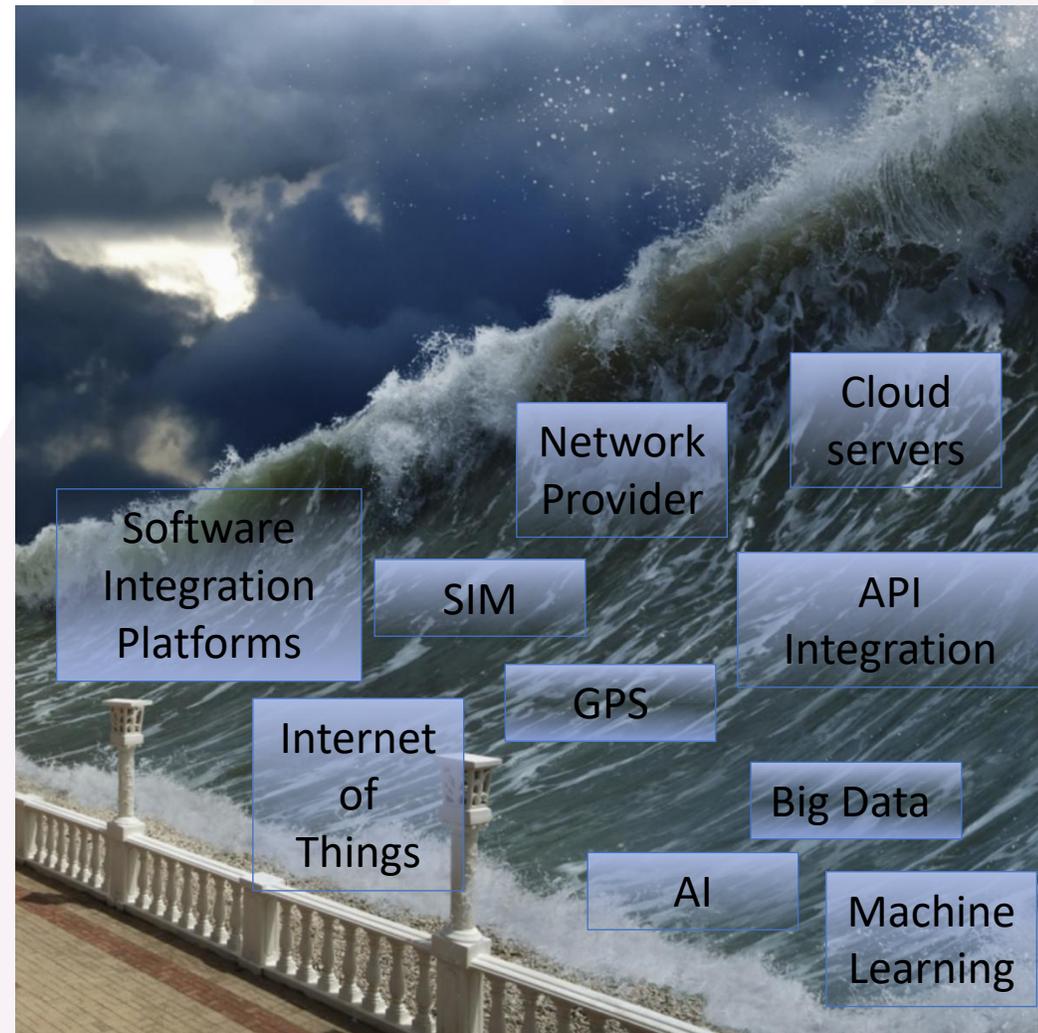


Owned by AXA

Life is all about risk.....



But we're possibly trying to manage a tidal wave of new risks with old tools/analogue ways of thinking..



Because the 2025 digital switchover is all about risk too...



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- I'm not going to think about it...
- A lot can change before 2025...
- When was the last time BT ever delivered anything on time?
- I've got bigger immediate concerns...

- Buy our new digital equipment
- Rip out all legacy devices/processes and replace it with new digital kit
- If you don't do this then people will die

Let's not forget – we start from a very resilient standpoint



Personal Alarm Unit



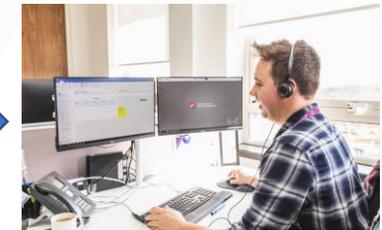
Telephone Line



Electricity Supply



Customer Data



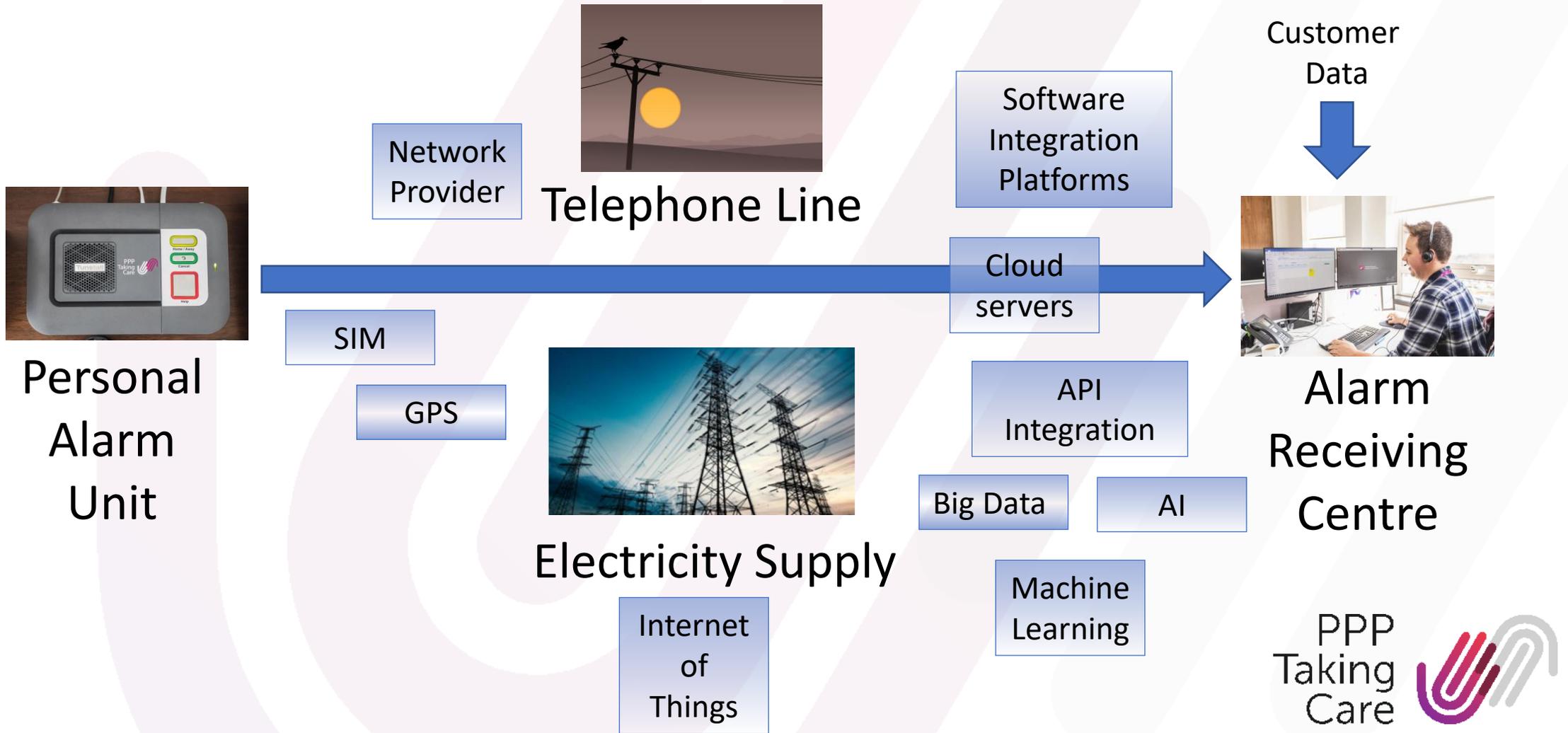
Alarm Receiving Centre

So when we're talking data security, don't forget

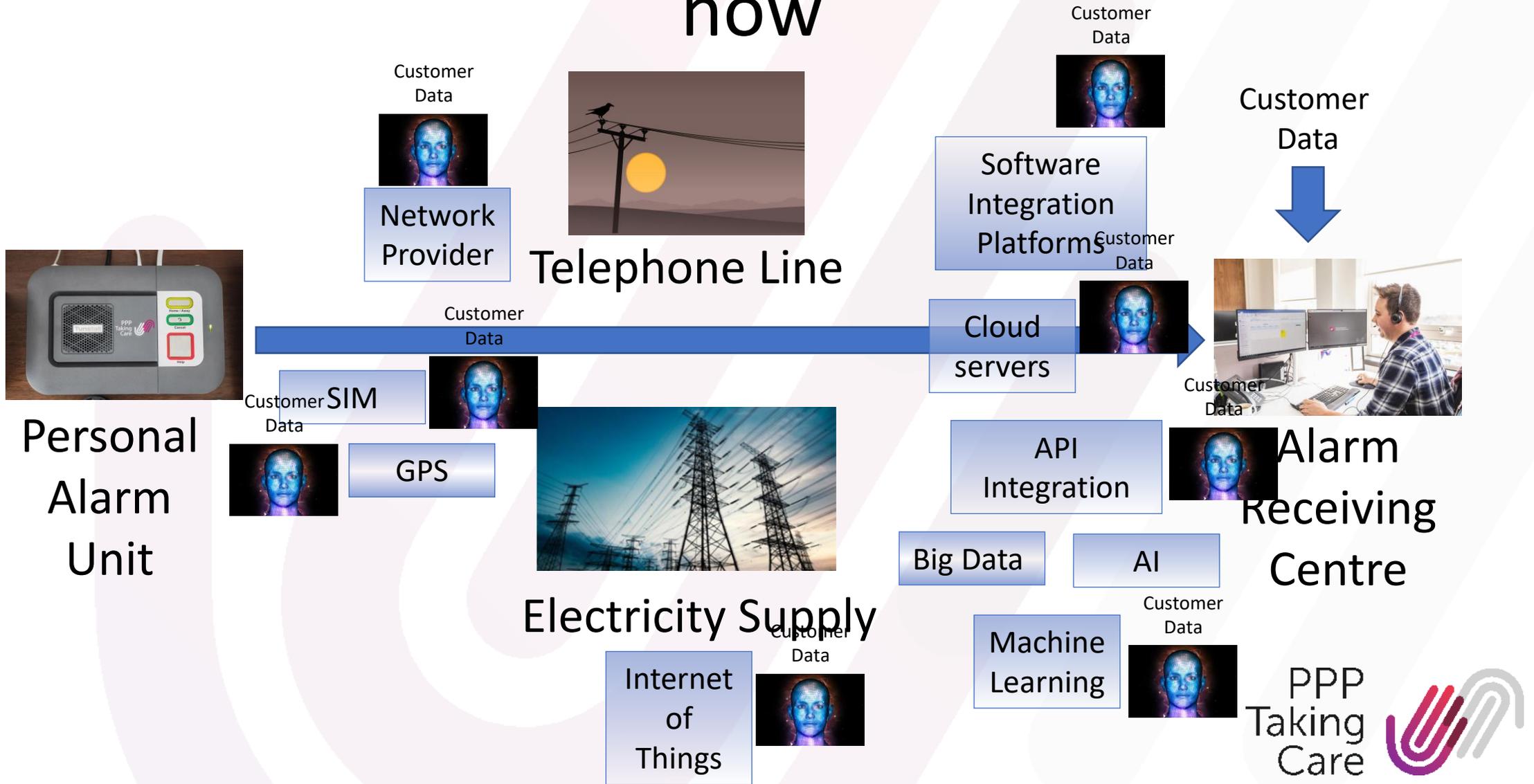


“At the end of the day, no one tries to hack a fax machine...”

So we've got more digital "steps" to consider now



So we've got more digital "steps" to consider now



So as a TEC industry we need

To understand how much of the old world will work in the new world

To understand the new standards that will apply in the new world

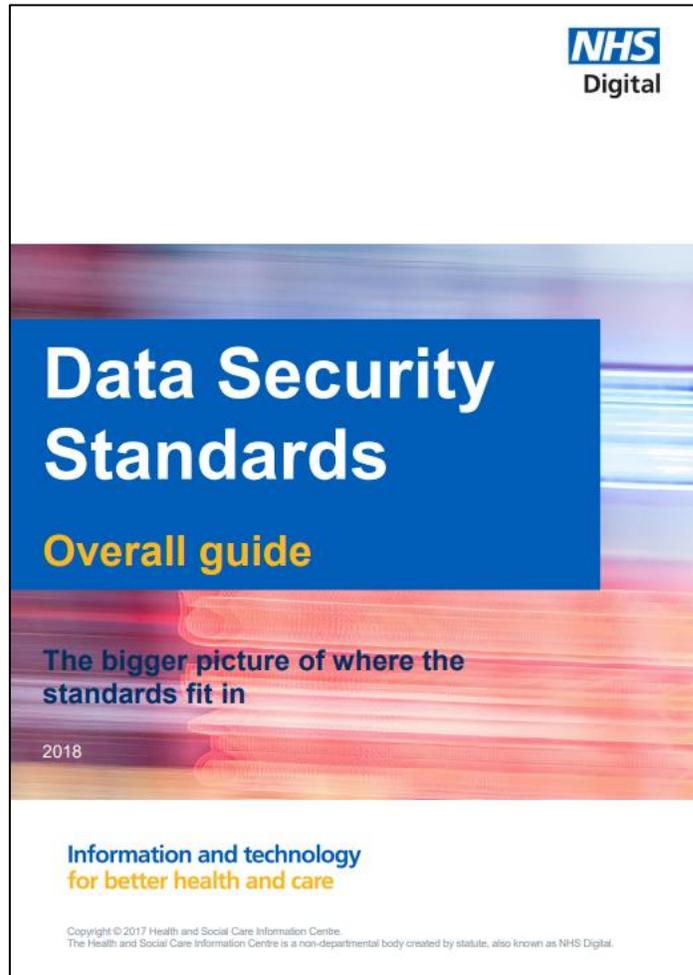
Communicate clearly about what differentiates us

To understand how much of the old world will work in the new world

- Which devices/platforms are going to work best and for how long using the new digital network?
- We can't simply assume that **nothing** will work.....
- Risk evaluation of your current devices/estate on the new digital network
- What is your weakest "link" – deal with that first as the most serious risk?
- TSA can potentially provide a united front/standard for device testing?

Alarm Type		[Redacted]		[Redacted]		[Redacted]	
Protocol		[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
PSTN	DTMF	●	●	●	●	●	●
VoIP		●	●	●	●	●	●
VoIP with medium data packet loss**		●	●	●	●	●	●
VoIP with Very high data packet loss**		●	●	●	●	●	●
VoIP with medium data packet delay**		●	●	●	●	●	●
VoIP with Very high data packet delay**		●	●	●	●	●	●

To understand the new standards that will apply in the new world



See the detailed coverage guide here



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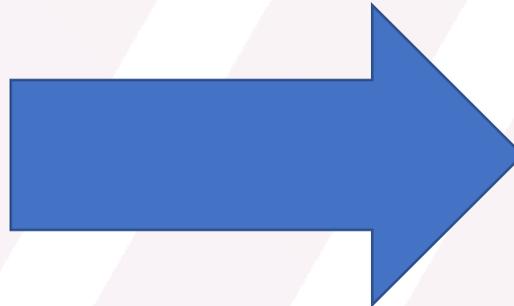
See the detailed coverage guide here



Example – Levels of Data Security

- Basic level

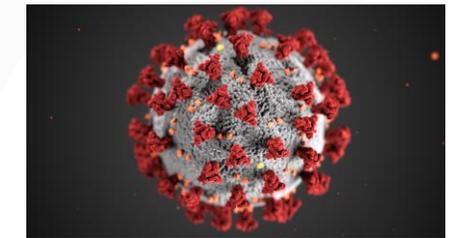
- Secure configuration
- Boundary firewalls
- Internet gateways, access control
- Patch management
- Malware protection
- Security awareness



- “Alcatraz” Level

- ISO 27001
- CISSP qualified
- Ethical Hacking/Pen Testing
- Cryptography
- Security in SDLC
- Web Application Firewall (WAF)
- CIS Benchmarking
- Risk Frameworks
- Embedded Systems Security
- Security Evaluation Standard for IoT Platforms
- Data encryption at rest
- Data anonymisation
- “Security by Design”

Example – levels of resilience



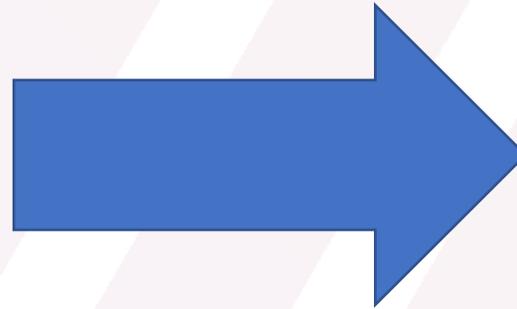
Example – Levels of Resilience

- Basic level

- Disaster Recovery with ARC provider

- UPS

- Generator



- “Nuclear” Level

- Tertiary technical and operational redundancy

- Geographical resilience

- Local resilience networks

- Real-time dual+ running

- Multiple telephony routing from NGN and multi telephony exchanges

- Fully remote workforce

Communicate clearly about what differentiates us

TSA special Interest Group - Goal

“How do we find an easy and accessible way to communicate, to commissioners and customers, that how providers address data security and resilience is different – and their investment will be different?”

SIG Goal

- New quality rating system for data security and resilience
- Tiered standards (Good/Excellent/Outstanding?)
- Clarity for customers/commissioners
- Helping them to navigate digital transition – and us to be clear of the steps we're taking

Thankyou



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Care

