

# TSA Data, Infrastructure & Standards Webinar

## Cyber Security and Service Delivery



# Background

The Local Government Association (LGA) commissioned the TSA to produce guidance for Technology Enabled Care (TEC) commissioners and services to support the management of business risks associated with data and cyber security

# Adult Social Care Data and Cyber Security Programme

The Local Government Association, Care Provider Alliance and Department of Health and Social Care are working collaboratively to assist adult social care providers and commissioners to manage business risks associated with data and cyber security.

## 2019/20 programme resources now published

A series of guidance documents and reports have been published as part of the 2019/20 programme:

The [adult social care data and cyber security programme report 2019/20](#) from the Institute for Public Care (IPC) summarises the main programme activity and findings. Care providers were supported with data and cyber security issues associated with the Data Security and Protection Toolkit (DSPT), NHSmail, smart phones, training and awareness, and adopting new technology (including consent and data protection impact assessments (DPIA)).

The Local Government Association has published [data and cyber security guidance for commissioners of adult social care services](#) from collaboration with councils and the Institute for Public Care (IPC).

[Data and cyber security guidance for technology enabled care \(TEC\) services](#) has been published in collaboration with the TEC Services Association (TSA), alarm receiving centres and councils.

Additionally, [Digital Social Care resources data and cyber security resources for care providers](#) have been published.

# The Guidance Link

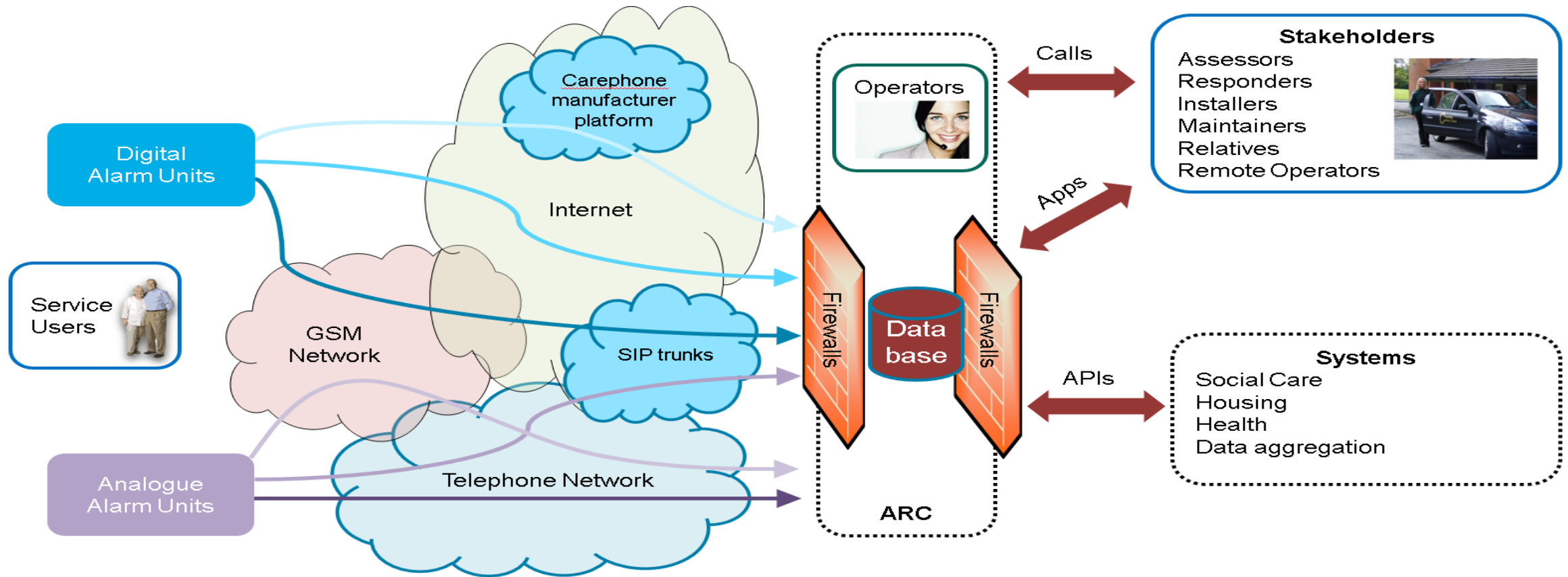
<https://www.tsa-voice.org.uk/resources-library/good-practice-guides/>



The voice of technology  
enabled care



# End to End TEC Service Delivery



Understand what data is being transferred, how it is being transferred and capture the risks and impacts of any cyber security incidents

# TEC Device Level

Digital  
Alarm Units

Service  
Users

Analogue  
Alarm Units

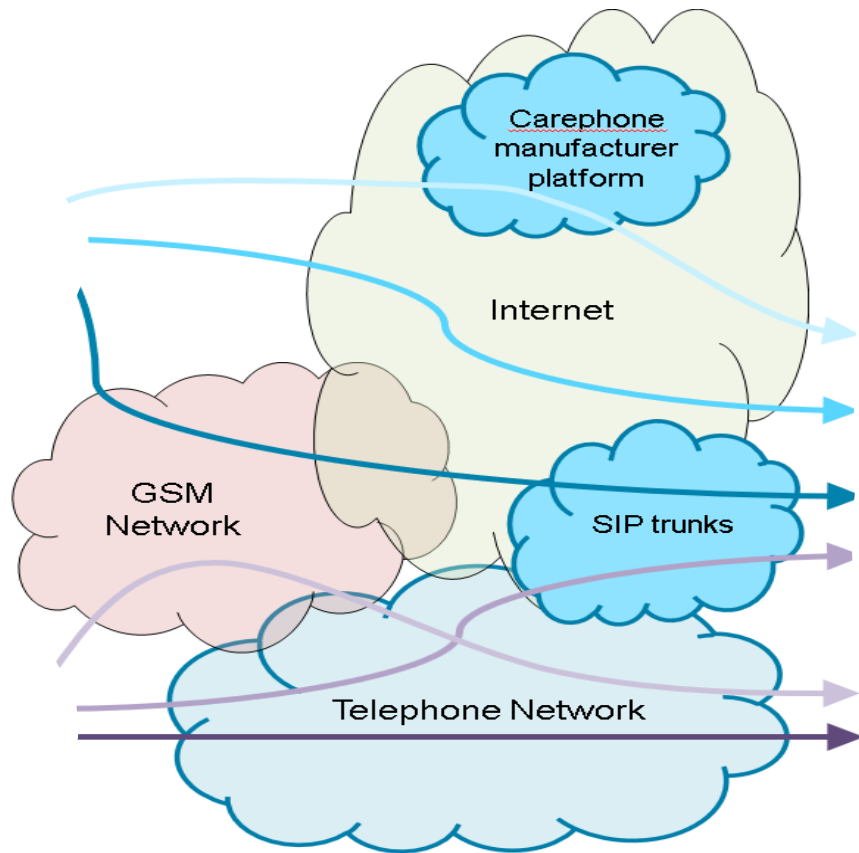
## Commissioning Requirements

- Interoperable
- Outcomes-based rather than functions-based
- Multiple connection methods
- Future-proof
- Innovative
- Use of customers' own devices
- Ease of installation
- Cost-effective

## Cyber Risk Considerations

- What data is captured? How Is it captured?
- Where is the data stored? Who has access to it?
- How is the data protected?
- What is the digital roadmap?
- Which accreditations are in place?
- How robust is the Business Continuity Plan?

# TEC Network Level



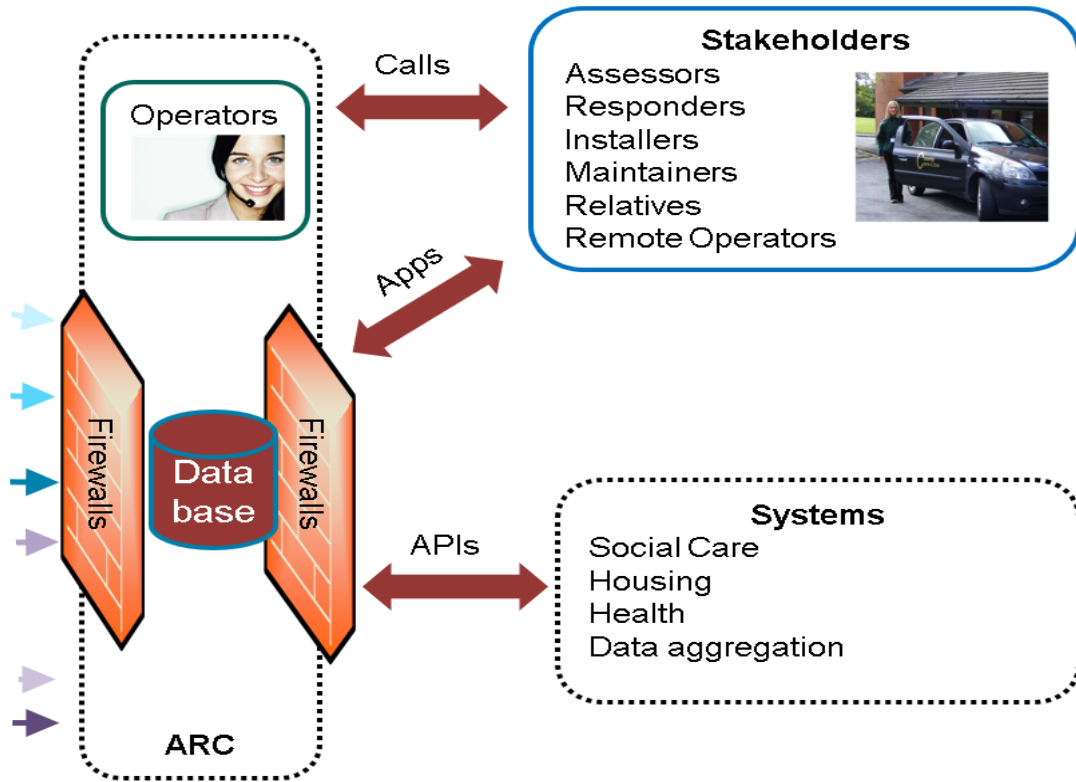
## Commissioning Requirements

- Reliably connected
- Future-proof
- Scalable
- Manageable
- Cost-effective

## Cyber Risk Considerations

- How is the data transmitted?
- How is the data protected?
- What is the digital roadmap?
- How robust is the Business Continuity Plan?

# TEC Alarm Receiving Centre Level



## Commissioning Requirements

- Always connected
- Outcomes-based rather than functions-based
- What Disaster Recovery options are in place?
- Interoperable
- Innovative
- Cost-effective

## Cyber Risk Considerations

- On-site or Off-site hardware?
- What data is captured? How Is it captured?
- Where is the data stored? Who has access to it?
- How is the data protected? How secure are the APIs?
- How is the physical ARC site protected?
- What is the digital roadmap?
- Which accreditations are in place?
- How robust is the Business Continuity Plan?



# Service Delivery Considerations

- **Level of investment**  
policies, procedures, external audit, up to date technology, training
- **Competence in Information Technology**  
internal skills and resources, or rely on partner, supplier or parent organisation
- **Commitment to business continuity**  
systems and processes set up to continue to operate during an incident
- **Robustness of service model**  
ability to deliver contracted services in a changing and challenging environment
- **Scale and breadth of the services offered**  
interoperability, focus on outcomes, combine Telecare with Telehealth
- **Digital capability**  
not just focusing on the end user devices but also digital capability at the centre