

Implementing Information Security and Information Risk Management

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Bupa

The Bupa logo is displayed in a blue, italicized font. To its right is a stylized green and blue line graphic. The bottom of the slide features a white background with a blue and green wavy border at the top. A faint, larger version of the Bupa logo and line graphic is visible in the bottom right corner.



- International healthcare in 6 continents - 195 countries
- World leader in care homes and dementia care
- Largest health screening provider in Europe
- World's leading provider of private medical insurance
- Home healthcare for UK NHS patients
- Leading London Hospital – Bupa Cromwell Hospital
- Supports PCTs in buying and assessing health services in the UK
- Care-management and analytical services in UK, US France and Australia
- Provides funding and awards for medical research
- Over 10 million customers worldwide
- Over 24 million lives served by health analytics
- Medical, financial & demographic information
- Over 52,000 employees



We **treat** and **care**
for you as an **individual**

The Global Revolution in Governance

Data Security has never been so important

Today's business environment requires simple, easy and timely exchange of large amounts of often sensitive information

High profile failures in the last few years have led to stricter controls through legislation, statutory bodies and regulators—and they are becoming stricter all the time...

Focused media attention has alerted the general public—our customers—about information security and protection of data

An organisation's most valuable assets:

Information
Reputation



What is Data Security?

Keeping up with technology:

Data in motion:

Email, IM, logging on, file transfers, Voice over IP, memory sticks, CDs and DVDs...

Data in use:

On-screen data, applications and programs...

Data at rest:

Databases, spreadsheets, data farms, meta data...

Technical protection in IT

Firewalls, malware & antivirus, data filters, data screening, intruder detection, logical access controls, encryption, authentication...



What is Data Security?

The 3 Principles of Security –CIA

Classification and putting a value on information

- Data Privacy
 - Personal identifiable (Data Protection)
 - Private details –eg Health and medical
- ‘Regulated’ data (eg Payment cards)
- Intellectual property
- Corporate sensitive information

It always ends in tiers

PUBLIC, INTERNAL, CONFIDENTIAL, RESTRICTED



data
matters
SECURITY MATTERS



What is Data Security?

The 3 Principles of Security –CIA

Appropriate security measures based on:

- Value of Data
- Risks to CIA
 - Vulnerability, Threat, Likelihood
- **Impact**

= RISK TREATMENT PLAN



data
matters
SECURITY MATTERS



Data Security & Governance



Information Governance

Focus of security used to be on IT

Too narrow to accomplish the level of integration, process assurance and overall protection that is now required

Information security must be addressed at the highest levels of the organisation, not regarded as a technical speciality relegated to the IT department

Information security is not only a technical issue, but a business and governance challenge that involves adequate risk management, reporting and accountability

Information governance supports business objectives to be secure



Information Governance Executive Committee

Executive Committee with responsibility for the oversight of Information Governance across the entire Group

CEC
Bi-annual Report

Audit Committees
Annual Report

Information Governance Council

Senior Council accountable for Information Governance across the entire Group

Technical Security Forum
Global IT Security concerns and issues..

Information Security & Clinical IG Councils

Information Security Council

(UK & Group)

ISO/IEC 27001 Certification

Co-ordinates Information Security measures

- GTIS Operational Security Forum
- Bupa Care Services
- Bupa International Ltd
- Outcome Technologies

- Bupa Insurance Services Health Coaches
- Bupa Health Dialog
- HDAS Europe
- BHW Membership IS

Health Dialog US

International Markets

Europe

- Bupa Care Services IG Committee
- Bupa Cromwell Hospital IG Committee
- Bupa Home Healthcare IG Committee
- BHW Data Owners' Working Group
Responsible for BHW Data Governance Framework & IG Policy

Clinical IG Steering Committee

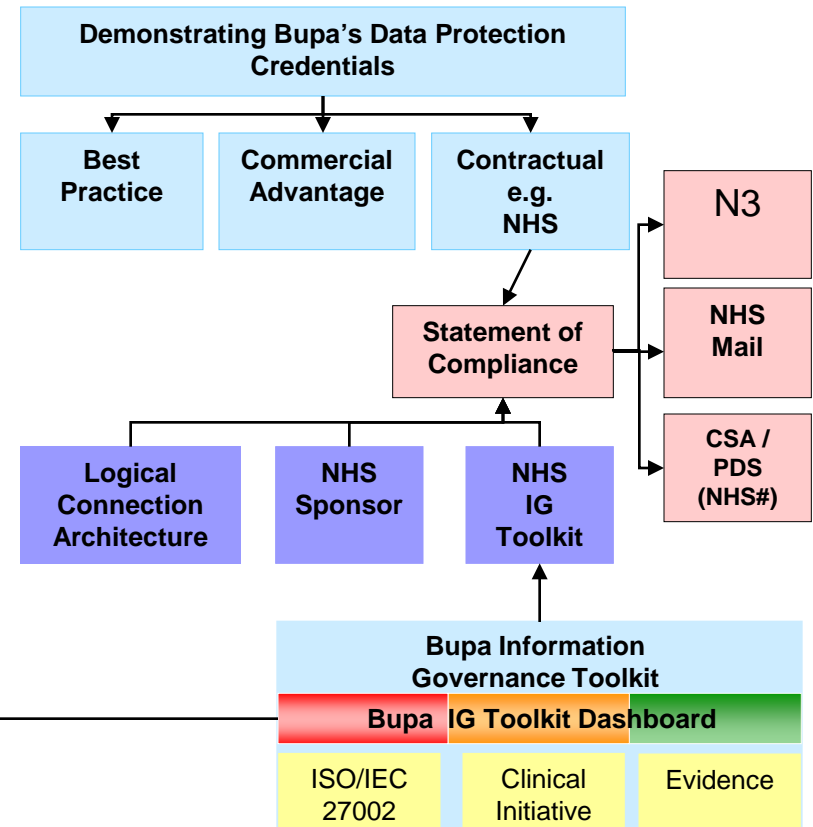
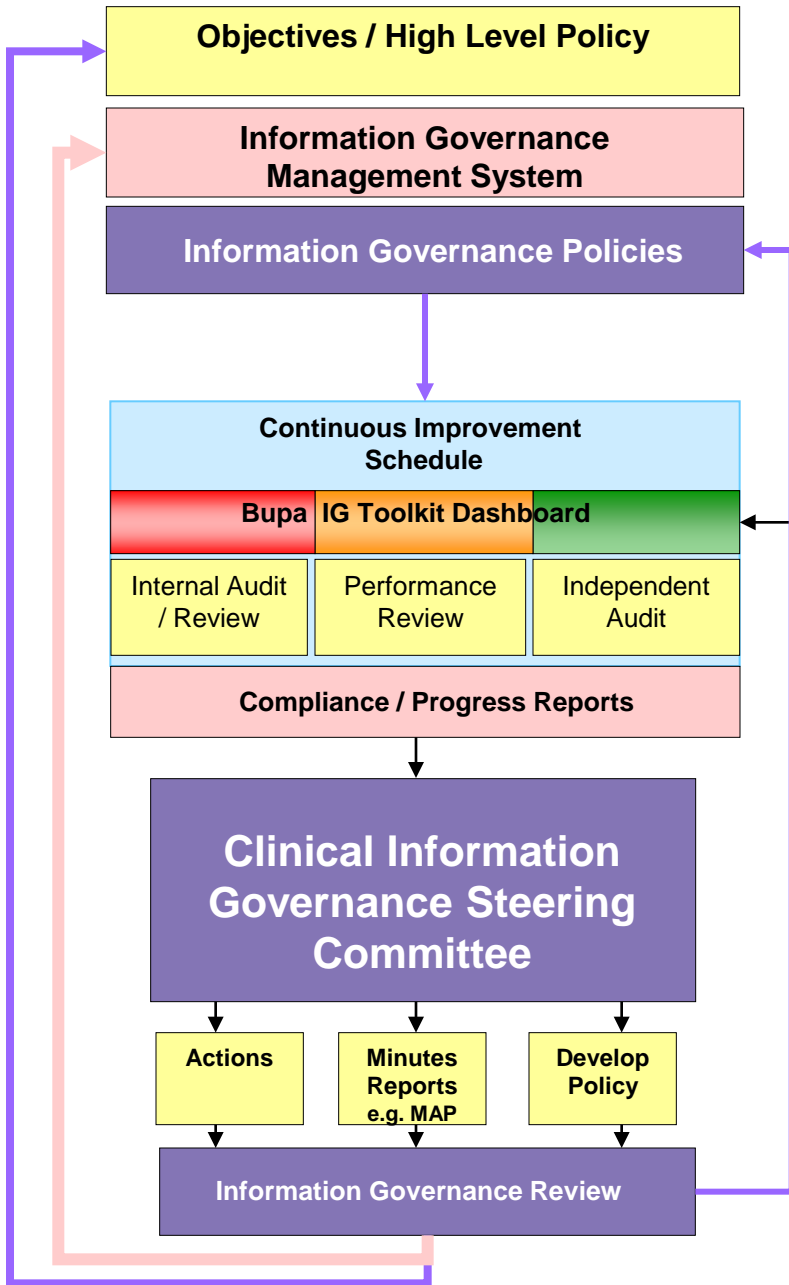
IG Toolkit (ISO/IEC 27002)

Clinical Information Governance
Secondary Use Assurance
Responsible for NHS Statement of Compliance

Group Privacy Forum

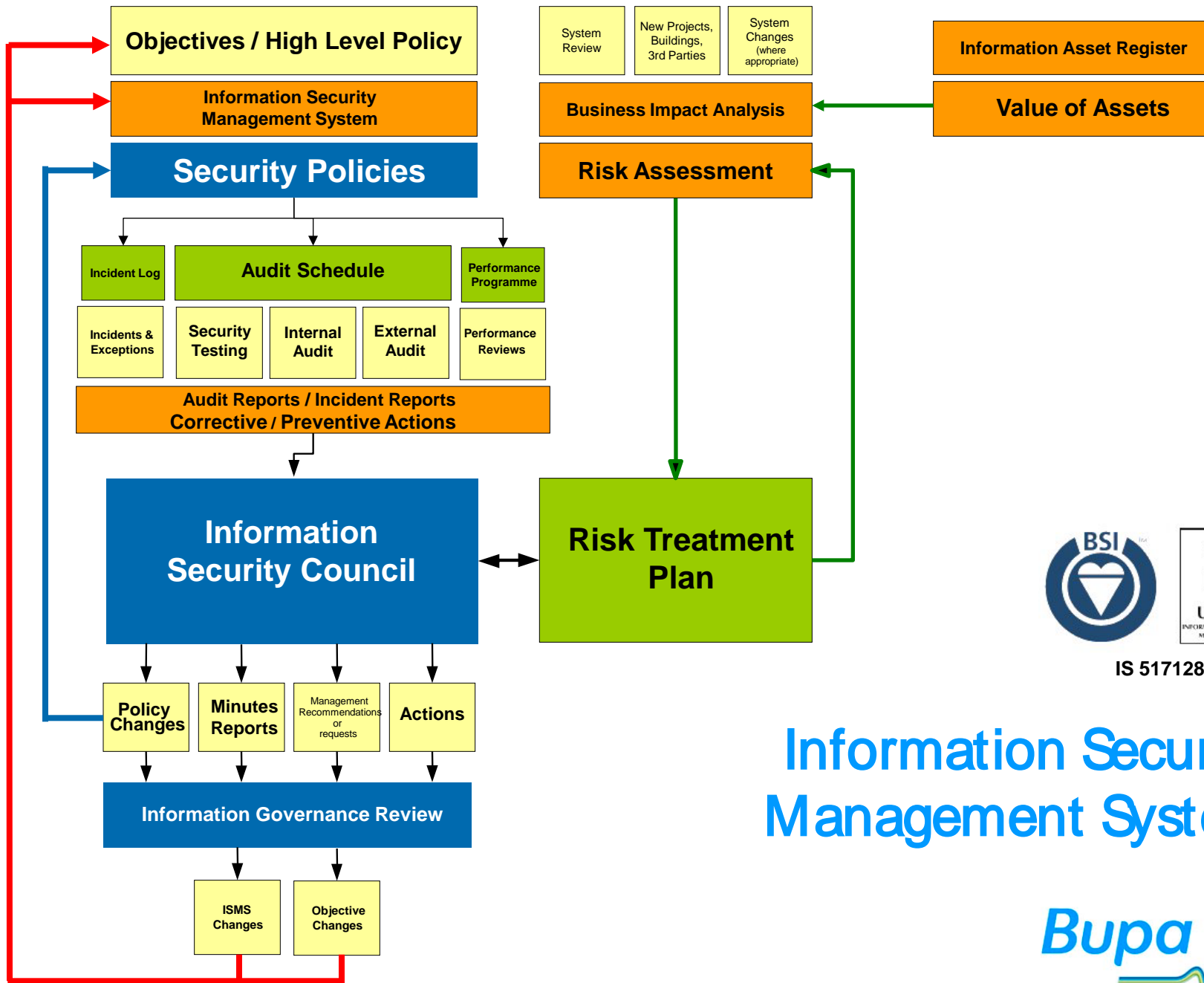
Board Medical Advisory Panel
Annual Report

Business Senior Management Teams



Clinical Information Governance Management System





IS 517128

Information Security Management System



Information Security & Governance

Practical Issues



- Private sector has different drivers but are the objectives the same?
- What is the organisation's appetite for risk? What incentives?
- Clear accountabilities and responsibilities?
- Have all information assets been identified, valued and assessed for risk?
- How clued up is management? Who decides access to information?
- How many security incidents were there last year? Is that a concern?
- Are security measures appropriate? Or effective?
- Is the workforce security conscious?



Data Security for everyone

lock
01 it

don't **leak**
02

moving
information
03 around

limit
the
risks
04

05 do
not
share

dispose of
06 safely

07 don't
be
misled

who
is that?
08

stick
to policy
and follow
09 the
rules

do **10**
something
about
it