

GREATER LONDON AUTHORITY


foi@suresite.net

Our Ref: MGLA230516-2639

Your Ref: 108743

2nd June 2016

Dear ,

Freedom of Information Act request – information security incidents

Thank you for your email of the 22nd May 2016 in which you request the release of a variety pieces of information relating to security incidents and breaches at the GLA.

Your request has been considered under the Freedom of Information Act and we can provide the following response to the questions in your request.

1a. Approximately how many members of staff do you have?

The GLA has an employee headcount of 805 staff, and an employee FTE (full-time equivalent) of 774.69

1b. Approximately how many contractors have routine access to your information?

There are 41 temporary workers in the GLA at present

2a. Do you have an information security incident / event reporting policy / guidance / management document(s) that includes categorisation / classification of such incidents?

2b. Can you provide me with the information or document(s) referred to in 2a? (This can be an email attachment of the document(s), a link to the document(s) on your publicly facing web site or a 'cut and paste' of the relevant section of these document(s))

The following text has been extracted from the GLA Intranet pages relating to the Technology Group Security Policies:

Procedure for Incident Management

- All incidents of unauthorised access to GLA systems are recorded on the GLA Service Desk System.
- An Incident Manager is appointed by the Head of IT or the Head of IT Operations. They will record all the details of the incident.
- If the incident has resulted in any financial loss to the GLA the Head of Financial Services will be notified as will the Police.
- All incidents are reported to the GLA Information Security Board.
- A report on what action is being undertaken to prevent a repetition of the incident will be presented to the GLA Information Security Board.

Reporting Security Concerns

All staff have a responsibility to help in protecting the assets of the GLA from loss, danger or harm. Anyone who identifies a potential security weakness or threat should contact the appropriate part of the GLA.

IT system weaknesses (e.g. system allowing access without a password, system showing information to which the user is not entitled to see) should be logged with the Technology Group Service Desk

- 3a. Do you know how many data protection incidents your organisation has had since April 2011? (Incidents reported to the Information Commissioners Office (ICO) as a Data Protection Act (DPA) breach)**
- 3b. How many breaches occurred for each Financial Year the figures are available for? (FY11-12: FY12-13: FY13-14: FY14-15)**

The GLA has had no data protection incidents or breaches since the 2011-12 financial year that have required notification to the ICO.

- 4a. Do you know how many other information security incidents your organisation has had since April 2011? (A breach resulting in the loss of organisational information other than an incident reported to the ICO, eg compromise of sensitive contracts or encryption by malware.)**
- 4b. How many incidents occurred for each Financial Year the figures are available for?**
- 5a. Do you know how many information security events / anomaly your organisation has had since April 2011? (Events where information loss did not occur but resources were assigned to investigate or recover, eg nuisance malware or locating misfiled documents)**
- 5b. How many events occurred for each Financial Year the figures are available for?**
- 6a. Do you know how many information security near misses your organisation has had since April 2011? (Problems reported to the information security teams that indicate a possible technical, administrative or procedural issue.)**
- 6b. How many near-misses occurred for each Financial Year the figures are available for?**

The GLA had one information security incident in the 2015-16 financial year. We've not had any successful cyber security attack or incident in the last five years, nor any "near-misses" or "anomalies"

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely



Ian Lister
Information Governance Manager

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<http://www.london.gov.uk/about-us/greater-london-authority-gla/sharing-our-information/freedom-information>