

Network Security Internal Audit Checklist

19th December 2012

Network Security IS Manual s6.6

Service Level Agreements

What network controls are in place? /Are the network controls documented?

eHealth Network Engineers (eHNE) use Assyst to record calls/change requests. Work is allocated to eHNE via Assyst

What business continuity is in place for the network? /Is this documented and tested?

There was a desktop Business Continuity exercise held in 15th May 2012, the scenario covered water getting into the Comms room.

Is the network infrastructure documented? (Topology diagrams)

The Network configuration documentation can be found in the S:\Network Team\Network Drawings\ folder. The eHNE's keep the documents up to date. This was viewed during this audit.

How is the infrastructure maintained – are there any procedures for the maintenance of networks? Where is it held?

The current process is to replace faulty equipment with new. Spare kit is available to support this strategy. This hardware is stored in the VHK Data centre Storeroom or at Whytemans Brae i.e. this is where eHNE are based.

How do you ensure configuration is consistent across the whole network?

A basic script is used in all network hardware which includes all network configurations and security measures. It is then modified to suit the devices placement. All network infrastructure is backed up daily.

Is there change control evidence in place for when changes to the network take place (CAB meetings etc)?

The eHealth Networks and Telecoms Manager provided the following Change Request reference numbers as evidence of change control: R173521 (Adamson Hospital – VOIP Phones) & R165573 (DMZ Design and Implementation).

Network Service Providers

(BT and Virgin)

How do you monitor the SLA's for the two network providers – refer to the contract?

The BT SLA can be found at the following location: S:\Administration Function\Contracts and Maintenance Renewals\Contract Information\BT\BT Contract No BT91846 Sept 2010.pdf

There is no available SLA for the Virgin contract, therefore the eHealth Networks and Telecoms Manager action **R191863** has been raised to have this addressed.

Due to past issues with BT SLA's a quarterly meeting is held to discuss issues. The eHealth Networks and Telecoms Manager produced evidence of these meeting taking place i.e. emails.

How do we ensure that data is protected in transit over the network? (E.g. Encryption)

The eHealth Networks and Telecoms Manager explained that VPN tunnels, https: and VLANs were used to protect data over the network.

Network Management

How do we evaluate products before they are introduced onto the network? Is this documented?

The eHealth Networks and Telecoms Manager explained that they evaluated systems/products in place i.e. Juniper system used in Fife Council for proof of concept. The system is then piloted by eHNE's and eHSE's i.e. GP Practices in the case of Juniper.