

Freedom of Information request 493-19

Request

1. In the last 5 years, how many times has your region suffered from a ransomware attack? Please provide specific dates (months/years) if possible.
2. How much downtime did this cause (in hours)?
3. Did you pay the ransom? If so, how much was the ransom?
4. What was the total cost of the incident to your hospital/region?

Response

1. One attack in May 2017.
2. No Critical Clinical Systems were impacted by the 2017 attack. Other potentially vulnerable systems were taken offline and brought back in order of organisational priority after extensive security testing and over an 11 day period.
3. No
4. The only costs incurred were staffing costs in relation to extended hours to manage and resolve any impact from the attack which amounted to approx £10K.

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **493-19** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.