



AWARENESS CYBERSECURITY STRATEGY OF THE HEALTH CATALAN INSTITUTE (ICS)

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Diary

- The Health Catalan Institute (ICS)
- Main achievements of Security Organisation
- Main challenges
- Strategy definition
- D-Day
- Main Results

Health Catalan Institute



Catalonia

The organisation of
the Health Catalan
Institute is
distributed
(like 10
companies together)

Some figures



- 8 Hospitals
- 283 Primary health care centres
- 42.000 Employees

Cybersecurity awareness state of the art

- **Diferents
backgrounds**
- **Heterogeneous
management**

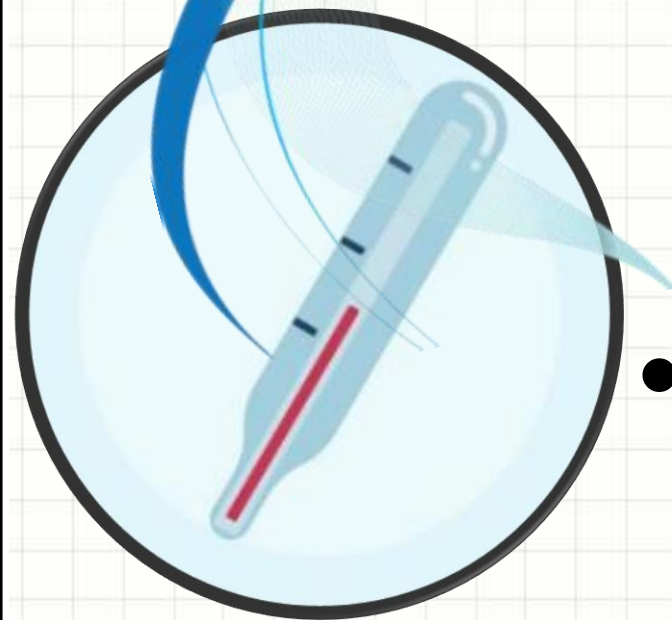
Main achievements of Security Organisation

- A security structure established
- Communications protocols
- Follow-up periodic meetings
- Coordination with Cesicat (cybersecurity agency) and Ctti (ICT Centre)

Previous actions

- **Cybersecurity awareness course definition**
- **Training of trainers**

Main challenges



- Are we able to simulate a phishing attack?
- How can we do it?
- Management acceptance

Align organisation

1

- High level management

2

- Information Security management

3

- IT management

4

- IT providers management

5

- Everything remains at the management layer

D-Day

- Server starts to send mails at 8:00 A.M.
- Remains sending mails for the following 12 hours
- Stress appears in some management departments
- IT support services almost overflow
- Some departments interfere in the test
- We collect data for a week

Results

- The valid sample is about 30.000 employees
 - One part of the emails were blocked by security measures not lifted
- Followed the fraudulent link, much higher than expected.
- Half submitted personal data

Conclusions

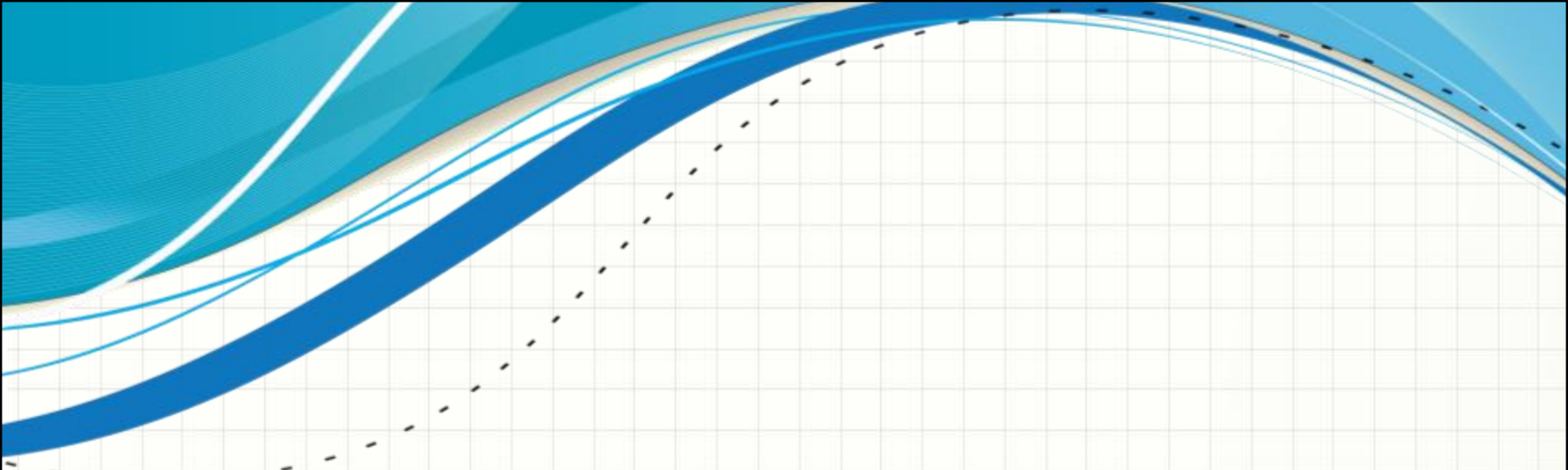
- Heterogeneous organisation but homogeneous results
- Areas where security actions had been done had not shown expected better results
- In some cases Internal communication was proactively undertaken but the results were similar
- The spread is very fast. Luck we have internal controls
- Now we have real behavioral data

Conclusions

- Management must understand what is necessary to fulfill with with regulations:
 - Budget
 - Organisation
 - Support structure
 - The security service is transversal to the whole company

Conclusions

- Actions
 - Improve training
 - Define mandatory on line course
 - Improve internal communication
 - Launch campaigns aiming to improve awareness
 - Continue strengthening collaboration with Cesicat i Ctti



THANK YOU