



Urgent Care 24

FORENSIC READINESS POLICY		
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Name/Title of responsible committee/individual:	SIRO	
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1.0 INTRODUCTION

- 1.1 Urgent Care 24 has approved the introduction of IG forensic readiness and its potential to use digital evidence whilst minimising the costs of investigation. This decision reflects the high level of importance placed upon minimising the impacts of information security events and safeguarding the interests of patients, staff and the organisation itself.
- 1.2 The Board recognises that the aim of IG forensics is to provide a systematic, standardised and legal basis for the admissibility of digital evidence that may be required for formal dispute or legal process. In this context, IG forensics may include evidence in the form of log files, emails, back-up data, removable media, portable computers, and network and telephone records amongst others that may be collected in advance of an event or dispute occurring.
- 1.3 The Board acknowledges that IG forensics provide a means to help prevent and manage the impact of important business risks. IG evidence can support a legal defence, it can verify and may show that due care was taken in a particular transaction or process, and may be important for internal disciplinary actions.

2.0 POLICY OBJECTIVES

The IG Forensics Policy has been created to:

- Protect Urgent Care 24, its staff and its patients through the availability of reliable digital evidence gathered from its systems and processes.
- Allow consistent, rapid investigation of major events or incidents with minimum disruption to Urgent Care 24 business;
- Enable the pro-active and comprehensive planning, gathering and storage of evidence in advance of that evidence actually being required.
- Demonstrate due diligence and good governance of the organisations information assets.

3.0 POLICY STATEMENTS

- 3.1 The Urgent Care 24 Senior Information Risk Owner (SIRO) is responsible for coordinating the development and maintenance of IG forensic policy procedures and standards for the organisation.

- 3.2 The SIRO is responsible for the ongoing development and day-to-day management of the IG forensic policy within the Urgent Care 24's overall Risk Management Programme.
- 3.3 Urgent Care 24 Information Asset Owners (IAOs) shall ensure that IG forensic readiness planning is adequately considered and documented for all information assets where they have been assigned 'ownership'. Goals for IG forensic planning include:
- Ability to gather digital evidence without interfering with business processes.
 - Prioritising digital evidence gathering to those processes that may significantly impact Urgent Care 24, its staff and its patients.
 - Allow investigation to proceed at a cost in proportion to the incident or event.
 - Minimise business disruptions to the organisation.
 - Ensure digital evidence makes a positive impact on the outcome of any investigation, dispute or legal action.
- 3.4 IAOs shall submit their plans for IG forensic readiness, to the SIRO for review along with details of any planning assumptions or external dependencies. Forensic readiness plans shall include specific actions with expected completion dates.
- 3.5 The SIRO shall advise the Managing Director and the Board on forensic readiness planning and provide periodic reports and briefings on progress.

4.0 POLICY SCOPE

- 4.1 This policy is applicable to all areas of the organisation and adherence should be included in all contracts for outsourced or shared services. There are no exclusions.

5.0 COMMUNICATION

- 5.1 This policy is to be made available to all Urgent Care 24 staff and observed by all members of staff, both clinical and administrative.
- 5.2 There will be an ongoing professional development and educational strategy to accompany the implementation of this policy.

6.0 DEFINITIONS

- 6.1 Key definitions are:

- **IG Forensic readiness**

The ability of an organisation to make use of digital evidence when required. Its aim is to maximise the organisation's ability to gather and use digital evidence whilst minimising disruption or cost.

- **IG Forensic readiness planning**

Proactive planning for a digital investigation through the identification of scenarios, sources of admissible evidence related monitoring and collection processes and capabilities, storage requirements and costs.

Responsibilities and contacts

- SIRO
- IAOs
- IAAs