



Northamptonshire Fire and Rescue Service

Please ask for: Service Information Team Leader
Tel: 01604 797000
Our Ref: N/A
Your Ref: 17 September 2021
Date:

If you have any difficulty in obtaining the above telephone number please email enquiries@northantsfire.gov.uk.

Re: Request for information (our ref: NFRS2021-77-86)

I am writing in response to your request for information under the Freedom of Information Act 2000, received 01 September 2021. Our response is provided below:

Q1 In the past three years has your organisation had any ransomware incidents? (An incident where an attacker attempted to, or successfully, encrypted a computing device within your organisation with the aim of extorting a payment or action in order to decrypt the device?)

No

Q2 If yes for Q1, how many?

N/A, please refer to answer provided for Q1.

Q3 In the past three years has your organisation had any data rendered permanently inaccessible by a ransomware incident? (i.e. some data was not able to be restored from back up.)

N/A, please refer to answer provided for Q1.

Q4 In the past three years has your organisation had any data rendered permanently inaccessible by a systems or equipment failure? (i.e. some data was not able to be restored from back up.)

No

Q5 In the past three years has your organisation paid a ransom due to a ransomware incident/to obtain a decryption key or tool?

No

Q6 If yes for Q5 was the decryption successful, with all files recovered?

N/A, please refer to answer provided for Q5.

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Q7 *In the past three years has your organisation used a free decryption key or tool (e.g. from <https://www.nomoreransom.org/>)?*

No

Q8 *If yes for Q7, was the decryption successful, with all files recovered?*

N/A, please refer to answer provided for Q7.

Q9 *In the past three years has your organisation had a formal policy on ransomware payment?*

No

Q10 *If yes for Q9, please provide, or link, to all versions relevant to the 3 year period.*

N/A, please refer to answer provided for Q9.

Q11 *In the past three years has your organisation held meetings where policy on paying ransomware was discussed?*

No

Q12 *In the past three years has your organisation paid consultancy fees for malware, ransomware, or system intrusion investigation?*

No

Q13 *If yes for Q12, at what cost in each year?*

N/A, please refer to answer provided for Q12.

Q14 *In the past three years has your organisation used existing support contracts for malware, ransomware, or system intrusion investigation?*

No

Q15 *In the past three years has your organisation requested central government support for malware, ransomware, or system intrusion investigation?*

No

Q16 *In the past three years has your organisation paid for data recovery services?*

No

Q17 *If yes for Q16, at what cost in each year?*

N/A, please refer to answer provided for Q16.

Q18 *In the past three years has your organisation used existing contracts for data recovery services?*

No

Q19 *In the past three years has your organisation replaced IT infrastructure such as servers that have been compromised by malware?*

No

Q20 *If yes for Q19, at what cost in each year?*

N/A, please refer to answer provided for Q19.

Q21 *In the past three years has your organisation replaced IT endpoints such as PCs, Laptops, Mobile devices that have been compromised by malware?*

No

Q22 *If yes for Q21, at what cost in each year?*

N/A, please refer to answer provided for Q21.

Q23 *In the past three years has your organisation lost data due to portable electronic devices being mislaid, lost or destroyed?*

No

Q24 *If yes for Q23, how many incidents in each year?*

N/A, please refer to answer provided for Q23.

Q25 *Does your organisation use a cloud based office suite system such as Google Workspace (Formerly G Suite) or Microsoft's Office 365?*

Yes

Q26 *If yes for Q25, is this system's data independently backed up, separately from that platform's own tools?*

No

Q27 *Is an offsite data back-up a system in place for the following? (Offsite backup is the replication of the data to a server which is separated geographically from the system's normal operating location site.)*

a) *Mobile devices such as phones and tablet computers?*

Yes

b) *Desktop and laptop computers?*

Yes

c) *Virtual desktops?*

N/A

d) *Servers on premise?*

Yes

e) *Co-located or hosted servers?*

Yes

f) *Cloud hosted servers?*

Yes

g) *Virtual machines?*

Yes

h) *Data in Software as a Service (SaaS) applications?*

N/A

i) *ERP/finance system?*

Yes

j) *We do not use any offsite back-up systems*

N/A

Q28 *Are the services in question Q27 backed up by a single system or are multiple systems used?*

Single

Q29 *Do you have a cloud migration strategy? If so is there specific budget allocated to this?*

Yes we have a cloud migration strategy but there is no specific budget allocated for this.

Q30 *How many SaaS applications are in place within your organisation?*

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Q31 *How many SaaS have been adopted since January 2020?*

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If I can be of any further assistance, please do not hesitate to contact me quoting reference NFRS2021-77-86.

Yours sincerely
Service Information Team Leader

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If you are unhappy with the response, you can ask the Service to review it. To do this, please email enquiries@northantsfire.gov.uk or alternatively write to the address below:

Service Information Manager
Northamptonshire Fire and Rescue Service
Darby House
Darby Close
Park Farm Industrial Estate
Wellingborough
NN8 6GS

If our internal review does not resolve the issue to your complete satisfaction, you have the right to apply to the Information Commissioner for a decision at the following address:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF