

Where is your weakest link?

THE National Audit Office report on the NHS cyber attack in May highlights how even the biggest organisations rely on small details, writes **Sonia Braybrook** (right) head of commercial services at JMP Solicitors.



The head of the National Audit Office, Amyas Morse, said: “The WannaCry cyber attack had potentially serious implications for the NHS and its ability to provide care to patients. It was a relatively unsophisticated attack and could have been prevented by the NHS following basic IT security best practice.”

The report said “taking action to manage firewalls facing the internet would have guarded organisations against infection.”

Are you aware of any weak links in your business?

For a start, individuals can still make mistakes even where there are many useful systems to assist. Spell check cannot ensure your biggest customer’s name will be spelt correctly. Calendar reminders can be ignored.

Rules and systems are more effective when they are aligned to the way that individuals work naturally.

Apparently we have 95% of the same thoughts every day

so it is likely that importing an extra step into a process can disrupt (as well as enhance) a pattern of working that takes time and repetition to “regroove”.

Any change is both stimulating and risky—and the world of IT is changing all the time, which could be why it is seen as less resilient.

Weaknesses can come from external forces — late payers, difficult suppliers — some of which may be addressed in contract conditions.

I would suggest that every business has weaknesses; no system, no person, is infallible.

If you don’t know where yours are, test every area of operation and be vigilant for complacency and train well for change — before you find out in a live and potentially damaging situation.