

Wiltshire Council Case Study



Service:
IT Health Check

How Wiltshire Council were able to understand risk and remediate any security vulnerabilities with an IT Health Check

The Requirement

Wiltshire Council delivers more than 350 services to the people of Wiltshire, from public health and social care to planning and street maintenance, schools and libraries.

It's a forward-thinking and innovative council with a vision to build stronger communities with core values that underpin what it does daily.

As part of the legal requirement set out by the National Cyber Security Centre (NCSC) under the CHECK scheme, Wiltshire Council was looking to perform a full IT Health Check security review of its key infrastructure systems and services.

In the past, IT Health Checks had been seen simply as a legal requirement and didn't fully engage the organisation in the process or outcomes.

As the tender process was due to be released for an annual IT Health Check to be performed, Wiltshire Council wanted fresh expertise and reporting to make the exercise more effective.

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The Solution

DigitalXRAID's IT Health Check service offered the assurance that Wiltshire Council's networks and systems would be fully tested to protect against potential breaches. It would also provide reassurance that any weaknesses in Wiltshire Council's IT security would be identified for remediation.

Both internal and external testing was needed to be able to evaluate Wiltshire Council's IT posture and understand any potential gaps in its security. DigitalXRAID worked closely with Wiltshire Council throughout the scoping process, offering advice on what should be included to exceed NCSC guidelines and to improve on results from previous years.

DigitalXRAID's NCSC/GCHQ approved CHECK Team Leader led the team of SC level clearance security testers performing the IT Health Check.

The team made sure Wiltshire Council were aware of what testing was being actioned at each step of the process. DigitalXRAID maintained communication throughout, so Wiltshire Council understood what next steps were being taken.

DigitalXRAID provided Wiltshire Council with clear reporting, outlining any vulnerabilities that had been identified and offering guidance on the remediation required where necessary.

"We chose DigitalXRAID's tender submission as they had also been highly recommended by a colleague. The whole team were very friendly and responsive throughout the whole process, offering expert advice around scoping and taking time to understand our requirements, rather than trying to sell to us. We were kept up to date on the testing stages with daily updates. The final report was well formatted and easy to understand with more detail included. We've definitely seen an improvement on previous years."

Jenny Hearn, Security Manager, Wiltshire Council

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The Results

Wiltshire Council received approval from the Cabinet Office for its IT Health Check with no issues or checks needed, due to the clear formatting of the report.

Wiltshire Council have received far more detail in the report through guided scoping, which in turn has provided a deeper understanding of any risk exposure.

The Council's IT department have been able to set out a remediation plan to mitigate vulnerabilities and address any gaps identified.

Following on from the IT Health Check service, Wiltshire Council are considering further security certifications to ensure complete protection for the organisation.

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DigitalXRAID are an award-winning managed security services provider dedicated to providing our clients with state-of-the-art cyber security solutions. We specialise in Vulnerability Management, Threat Intelligence, Information Security, PCI-DSS, Penetration Testing, Managed Security Services, Security Consultancy, and offer a fully managed Security Operations Centre (SOC) for your complete cyber security protection.

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