

# South Yorkshire Fire & Rescue - Case Study



South Yorkshire  
FIRE & RESCUE

Service:  
IT Health Check

**How South Yorkshire Fire & Rescue were able to understand risk, remediate security vulnerabilities and improve security posture with an IT Health Check from DigitalXRAID**

## The Requirement

South Yorkshire Fire & Rescue's mission is 'Making South Yorkshire safer and stronger' and its work to achieve this extends to far more than fighting fires. The service covers areas of Barnsley, Rotherham, Doncaster and Sheffield.

The service's firefighters respond to a wide range of emergencies, including road traffic collisions, water rescues and many other types of 'special service' incidents. To deliver this work the organisation employs more than 600 people, most of whom are firefighters, the majority being available to attend emergency incidents 24 hours a day.

South Yorkshire Fire & Rescue firefighters are supported by teams of support staff who are skilled in providing a wide range of specialist services. This includes community safety work and its responsibilities to enforce business fire safety laws. It also works with a network of volunteers to further extend the reach of its prevention work.

As part of the legal requirement set out by the National Cyber Security Centre (NCSC) under the CHECK scheme and in order to maintain its code of connection accreditation to use Airwave, the mission-critical communication service used by all three emergency services: Fire, police and ambulance,

South Yorkshire Fire & Rescue was looking to perform a full IT Health Check security review of its key infrastructure systems and services in the control room at its mobilising 999 centre based in Sheffield.

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## The Solution

South Yorkshire Fire & Rescue Service was one of the first fire and rescue services (FRS) to achieve Cyber Essentials accreditation, working with DigitalXRAID as one of the approved certification suppliers and as part of standing orders to support local businesses. For both the Cyber Essentials and IT Health Check projects,

DigitalXRAID took time to understand South Yorkshire Fire & Rescue's unique requirements, where its systems in the mobilising 999 centre, which uses dynamic mobilising to respond to incidents, are not just business critical, but critical for public safety.

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

Both internal and external testing was needed to be able to evaluate the FRS's IT security posture and understand any potential gaps in its security.

DigitalXRAID worked closely with South Yorkshire Fire & Rescue 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 that South Yorkshire Fire & Rescue were aware of what testing was being actioned at each step of the process. DigitalXRAID maintained communication throughout, so South Yorkshire FRS understood what next steps were being taken. DigitalXRAID provided South Yorkshire Fire & Rescue with clear reporting, outlining any vulnerabilities that had been identified.

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## The Results

Aside from the achievement of the accreditation, South Yorkshire have also benefitted from working with DigitalXRAID to not only remediate issues, but action advice on positive, best practice changes to generally improve security posture and protect the organisation from attacks.

South Yorkshire FRS can now keep on top of security updates for all systems, to stay a step ahead of cybercriminals and protect against the increased attacks that the industry is seeing.

South Yorkshire Fire & Rescue is the lead FRS for Systel's Emergency Services Network (ESN) accreditation and implementation, before this is rolled out to other fire and rescue services. In order to be awarded the ESN accreditation, an IT Health Check is required. Its most recent IT Health Check has prepared South Yorkshire FRS for the migration to Airwave DCS and onwards to the ESN.

"t's been invaluable for South Yorkshire Fire & Rescue to work with DigitalXRAID on multiple Cyber Essentials and IT Health Check assessments to find out where any vulnerabilities are and get advice and guidance on how to remediate them effectively.

The partnership with DigitalXRAID has helped to keep us on track in a world where security and updates have changed drastically. Working with the DigitalXRAID team means that we can ensure that in the event of a problem, attackers are not able to access as far as they might be able to and has also changed the way we administer our network to be much safer in many ways"

*Steven Locking, ICT and Digital Services Manager, South Yorkshire Fire & Rescue*

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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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