



FW: Bulletproof hosting - HHA and NIMC [SEC=UNCLASSIFIED]

1 message

BOARD, Neville <Neville.Board@safetyandquality.gov.au>
To: Geoffrey Coombs <geoff@asainc.net.au>
Cc: "MELEADY, Kathy" <Kathy.Meleady@safetyandquality.gov.au>

11 January 2018 at 04:24

FYI Geoff

Best wishes - Neville

Neville Board
Director, e-Health and Medication Safety
Australian Commission on Safety and Quality in Health Care
GPO Box 5480 Sydney NSW 2001 | Level 9, 1 Oxford St, Darlinghurst NSW 2010
T (02) 9126 3587 | M +61413 295 515 | www.safetyandquality.gov.au
Follow us on Twitter @ACSQHC

DISCLAIMER: THIS MESSAGE, AND ANY ATTACHMENTS, IS INTENDED FOR THE ADDRESSEE(S) NAMED AND MAY CONTAIN CONFIDENTIAL OR PRIVILEGED INFORMATION. IF YOU ARE NOT THE INTENDED RECIPIENT PLEASE DELETE THIS EMAIL AND NOTIFY THE SENDER. THE VIEWS EXPRESSED IN THIS MESSAGE MAY BE THOSE OF THE INDIVIDUAL SENDER AND ARE NOT NECESSARILY THE VIEWS OF THE AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE (ACSQHC). THE ACSQHC ACCEPTS NO LIABILITY FOR LOSS OR DAMAGE ARISING FROM THE USE OF THIS EMAIL OR ANY ATTACHMENTS.

-----Original Message-----

From: BOARD, Neville
Sent: Thursday, 11 January 2018 7:20 AM
To: MELEADY, Kathy; Sally.Havers@austin.org.au
Cc: PEARCE, Damen; STEWART, Kim; LAU, Louisa; 'Karen.OLSEN@austin.org.au'; 'kirk.holland@n6.com.au'
Subject: RE: Bulletproof hosting - HHA and NIMC [SEC=UNCLASSIFIED]
Importance: High

Thank you Kathy

BULLETPROOF have identified the following servers:

- *hai-dvmh-app-01 and -02
- *acsqhc-dvmh-web-02 (Commission website)
- *nimc-dvmh-app-01, -02, test-01 and testapp-02 (NIMC audit module)

Kirk, Sally, can you advise if the name of the AGAR database server, so we can provide correct advice to BULLETPROOF?

Many thanks - Neville

-----Original Message-----

From: MELEADY, Kathy
Sent: Wednesday, 10 January 2018 11:06 PM
To: Sally.Havers@austin.org.au
Cc: PEARCE, Damen; STEWART, Kim; LAU, Louisa; BOARD, Neville; 'Karen.OLSEN@austin.org.au'
Subject: RE: Bulletproof hosting - HHA and NIMC [SEC=UNCLASSIFIED]
Importance: High

Hi Sally and Karen,

I understand that Bulletproof have had some difficulty isolating which server the AGAR data is stored - can you please send through advice in the morning as to the server where HHA data is stored and the server where AGAR data is stored ?

Thank you

Kathy

-----Original Message-----

From: HAVERS, Sally [mailto:Sally.HAVERS@austin.org.au]

Sent: Wednesday, 10 January 2018 7:16 PM

To: BOARD, Neville

Cc: MELEADY, Kathy; lindsay.grayson@austin.org.au; PEARCE, Damen; STEWART, Kim; LAU, Louisa

Subject: Re: Bulletproof hosting - HHA and NIMC [SEC=UNCLASSIFIED]

Thanks for the call Neville.

I will forward through Kirk's email in a moment.

We will also await the exact wording from Kathy to put up on the HHA Website as well as the HHCApp and LMS pages (through Nexus6). If this can be sent through including Karen, she will be able to arrange that and respond appropriately to our inbox enquiries (as we will get quite a few I am sure).

Many thanks and please let me know if you need anything further.

Sally

Sally Havers

On 10 Jan 2018, at 4:38 pm, BOARD, Neville <Neville.Board@safetyandquality.gov.au<mailto:Neville.Board@safetyandquality.gov.au>> wrote:

Sally, Lindsay

My understanding is that Microsoft have not yet got a patch for Meltdown and Spectre.

We will probably need to turn off both the Hand Hygiene and AGAR databases until then.

For hand hygiene audits, the servers are hai-dvmh-app-01 and-02.

We (Bulletproof) cannot identify the AGAR database, but that will need to be turned off too.

I can get Bulletproof to turn the servers off to eliminate the risk, but will need your group (?Nexus 6?) to put up a note explaining that it is down temporarily, and providing a contact.

Please advise to whom I need to talk to about this. My mobile is 0413 295 515 - this is tonight not Wednesday.

Best wishes - Neville

Neville Board

Director, e-Health and Medication Safety Australian Commission on Safety and Quality in Health Care GPO Box 5480 Sydney NSW 2001 | Level 9, 1 Oxford St, Darlinghurst NSW 2010 T (02) 9126 3587 | M +61413 295 515 |

www.safetyandquality.gov.au<<http://www.safetyandquality.gov.au/>>

<image001.gif>Follow us on Twitter @ACSQHC<<https://twitter.com/ACSQHC>>

[Commission-and-NSQHS-logos]

DISCLAIMER: THIS MESSAGE, AND ANY ATTACHMENTS, IS INTENDED FOR THE ADDRESSEE(S) NAMED AND MAY CONTAIN CONFIDENTIAL OR PRIVILEGED INFORMATION. IF YOU ARE NOT THE INTENDED RECIPIENT PLEASE DELETE THIS EMAIL AND NOTIFY THE SENDER. THE VIEWS EXPRESSED IN THIS MESSAGE MAY BE THOSE OF THE INDIVIDUAL SENDER AND ARE NOT NECESSARILY THE VIEWS OF THE AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE (ACSQHC). THE ACSQHC ACCEPTS NO LIABILITY FOR LOSS OR DAMAGE ARISING FROM THE USE OF THIS EMAIL OR ANY ATTACHMENTS.

From: MELEADY, Kathy

Sent: Wednesday, 10 January 2018 5:01 PM

To: Sally.Havers@austin.org.au<mailto:Sally.Havers@austin.org.au>; lindsay.grayson@austin.org.au<mailto:lindsay.grayson@austin.org.au>

Cc: BOARD, Neville; PEARCE, Damen; STEWART, Kim; LAU, Louisa

Subject: FW: Bulletproof hosting - HHA and NIMC [SEC=UNCLASSIFIED]

Importance: High

Hi Sally and Lindsay

Happy new year to you both, some important information for you below.

Please let Neville or I know if you would like to discuss, otherwise we will keep you in the loop.

Thanks

Kathy

From: BOARD, Neville

Sent: Wednesday, 10 January 2018 4:42 PM

To: WALLACE, Mike; MELEADY, Kathy; RYAN, Kate

Cc: PEARCE, Damen; 'Lucas Smith'; LEAHY, Christopher; CRESSWELL, Adam; BARNSELEY, Katherine

Subject: Bulletproof hosting - HHA and NIMC

Importance: High

Re:

Bulletproof hosting - HHA and NIMC - Meltdown and Spectre

I am writing to advise that Bulletproof have flagged 'threats' called Meltdown and spectre. Bulletproof host the HHA and NIMC audit modules, as well as the Commission website.

Bulletproof report:

Summary:

Meltdown and Spectre exploit vulnerabilities in microprocessors. These hardware bugs allow programs to steal data which is currently held in memory on the computer. While programs are typically not permitted to read data from other programs, a malicious program could potentially utilise Meltdown and Spectre to get hold of secrets stored in the memory of other running programs. This might include your passwords stored in a password manager or browser, your personal photos, emails, instant messages and even business-critical documents.

Nearly all microprocessors are believed to be vulnerable including those within personal computers, mobile devices, and in hyperscale public cloud platforms such as AWS and Microsoft Azure.

Mitigation:

Bulletproof is working around the clock to ensure that as soon as mitigations are made available that they are implemented. The Bulletproof technical response includes all vulnerable services residing on Bulletproof internal infrastructure, Bulletproof Private Cloud, AWS and Microsoft Azure.

While every step is being taken to ensure that your services are made secure as quickly as is possible, Bulletproof recommends that customers perform their own risk assessment.

I have asked Bulletproof for status on their patching against these viruses, and expect an answer in the next 30 minutes.

The worst case scenarios is that we turn off the HHA and NIMC audit modules until the threat is resolved, as passwords and hospital-level data are stored.

If that is the case I will come back with advise, and we will put comms out to users of those databases.

With regard to the Commission website, I don't believe it has passwords so the threat is lower, but welcome your advice Adam and Katherine on this.

Talk soon - Neville

DISCLAIMER: THIS MESSAGE, AND ANY ATTACHMENTS, IS INTENDED FOR THE ADDRESSEE(S) NAMED AND MAY CONTAIN CONFIDENTIAL OR PRIVILEGED INFORMATION. IF YOU ARE NOT THE INTENDED RECIPIENT PLEASE DELETE THIS EMAIL AND NOTIFY THE SENDER. THE VIEWS EXPRESSED IN THIS MESSAGE MAY BE THOSE OF THE INDIVIDUAL SENDER AND ARE NOT NECESSARILY THE VIEWS OF THE AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE (ACSQHC). THE ACSQHC ACCEPTS NO LIABILITY FOR LOSS OR DAMAGE ARISING FROM THE USE OF THIS EMAIL OR ANY ATTACHMENTS.

DISCLAIMER: THIS MESSAGE, AND ANY ATTACHMENTS, IS INTENDED FOR THE ADDRESSEE(S) NAMED AND MAY CONTAIN CONFIDENTIAL OR PRIVILEGED INFORMATION. IF YOU ARE NOT THE INTENDED

RECIPIENT PLEASE DELETE THIS EMAIL AND NOTIFY THE SENDER. THE VIEWS EXPRESSED IN THIS MESSAGE MAY BE THOSE OF THE INDIVIDUAL SENDER AND ARE NOT NECESSARILY THE VIEWS OF THE AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE (ACSQHC). THE ACSQHC ACCEPTS NO LIABILITY FOR LOSS OR DAMAGE ARISING FROM THE USE OF THIS EMAIL OR ANY ATTACHMENTS.