

**Ministry of Justice (MoJ)**  
**Cyber Security Guidance**

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# Cyber and Technical Security Guidance

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## Summary

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This site documents some of the security decisions that the [Ministry of Justice \(MoJ\)](#) has made for the products we operate, and our relationships with suppliers.

The MoJ [Technical Guidance](#) covers technical decisions in the MoJ more widely.

**Note:**

This guidance is dated: 16 November 2020.

This offline version of the guidance is available as a PDF file for convenience. However, it is time-limited: it is not valid after 16 December 2020. For the latest, current version of the guidance, see [here](#).

## Getting in touch

- [To report an incident](#).
- For general assistance on MoJ security matters, email [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- For Cyber Security assistance or consulting, email [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk). More information about the Cyber Security Consultancy Team is [available](#).
- Suppliers to the MoJ should first communicate with their usual MoJ points of contact.

## Background

[Government Functional Standard - GovS 007: Security](#) replaces the [HMG Security Policy Framework \(SPF\)](#), last published in May 2018. It also incorporates the [Minimum Cyber Security Standard \(MCSS\)](#) which defines the minimum security measures that departments implement with regards to protecting their information, technology and digital services to meet their SPF and National Cyber Security Strategy obligations.



Sections 6.9 Cyber security and 6.10 Technical security of the standard state:

- The security of information and data is essential to good government and public confidence. To operate effectively, HMG needs to maintain the confidentiality, integrity and availability of its information, systems and infrastructure, and the services it provides. Any organisation that handles government information shall meet the standards expected of HM Government.
- Technical security relates to the protection of security systems from compromise and/or external interference that may have occurred as a result of an attack.

## Information structure

The MoJ has developed our cyber and technical security taxonomy as follows:

Level 1	Level 2
Information security policies	Management direction for information security
Mobile devices and teleworking	Mobile device policy
	Teleworking
Human resource security	Prior to employment
	During employment
Asset management	Responsibility for assets
	Information classification

Level 1	Level 2
Access control	Media handling Business requirements of access control User access management User responsibilities System and application access control
Cryptography	Cryptographic controls
Physical and environmental security	Equipment
Operations security	Operational procedures and responsibilities Protection from malware Backup Logging and monitoring Control of operational software Technical vulnerability management
Communications security	Network security management Information transfer
System acquisition, development and maintenance	Security requirements of information systems Security in development and support processes Test data
Supplier relationships	Information security in supplier relationships Supplier service delivery management
Information security incident management	Management of information security incidents and improvements
Information security aspects of business continuity management	Information security continuity
Compliance	Compliance with legal and contractual requirements Information security reviews
Risk Assessment	Risk Assessment Process

The documents have been developed and defined within this taxonomy, and are listed in the next section, together with their suggested target audiences.

Content tagged with the Intranet icon () is on the MoJ Intranet. You will need Intranet access to view that content.

## Information security policies

### Management direction for information security

Avoiding too much security	All users
IDENTIFY, PROTECT, DETECT, RESPOND, RECOVER	All users
Line Manager approval	All users



[Shared Responsibility Models](#)

 Technical Architect, DevOps, IT Service Manager,  
Software Developer

## Mobile devices and teleworking

### Mobile device policy

[Remote Working](#)

All users

### Teleworking

[Accessing MoJ IT Systems From Abroad](#)

All users

[General advice on taking equipment abroad](#)

All users

[Security Guidance for Using a Personal Device](#)

All users

## Human resource security

### Prior to employment

[Personnel security clearances](#)

All users

### During employment

[Training and Education](#)

All users

## Asset management

### Responsibility for assets

[Acceptable use](#)

All users

[Acceptable use policy](#)

All users

[IT Acceptable Use Policy](#)

All users

 [Protect Yourself Online](#)

All users

 [Web browsing security](#)

All users

### Information classification

 [Data Handling and Information Sharing Guide](#)

 Technical Architect, DevOps, IT Service Manager,  
Software Developer

 [Government Classification Scheme](#)

All users

 [Information Classification and Handling Policy](#)

 Technical Architect, DevOps, IT Service Manager,  
Software Developer


[OFFICIAL and OFFICIAL-SENSITIVE](#)

All users


[Secrets management](#)

 Technical Architect, DevOps, IT Service Manager,  
Software Developer

**Media handling**

 <a href="#">Removable media</a>	All users
 <a href="#">Secure disposal of ICT equipment</a>	All users

**Access control****Business requirements of access control**

<a href="#">Access Control Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
 <a href="#">Enterprise Access Control Policy</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

**User access management**




<a href="#">Authentication</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Management access</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Managing User Access Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Minimum User Clearance Levels Guide</a>	All users
<a href="#">Multi-Factor Authentication</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Privileged Account Management Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

**User responsibilities**

<a href="#">Protecting Social Media Accounts</a>	All users
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**System and application access control**

<a href="#">Account management</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Authorisation</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Multi-user accounts and Public-Facing Service Accounts Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Password Creation and Authentication Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Password Management Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Password Managers</a>	All users
<a href="#">Passwords</a>	All users
<a href="#">Password Storage and Management Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

 Policies for Google Apps administrators	Technical Architect, DevOps, IT Service Manager, Software Developer
 Policies for Macbook Administrators	Technical Architect, DevOps, IT Service Manager, Software Developer
 System User and Application Administrators	Technical Architect, DevOps, IT Service Manager, Software Developer
Using LastPass Enterprise	All users






## Cryptography

### Cryptographic controls

Automated certificate renewal	Technical Architect, DevOps, IT Service Manager, Software Developer
Cryptography	Technical Architect, DevOps, IT Service Manager, Software Developer
 HMG Cryptography Business Continuity Management Standard	Technical Architect, DevOps, IT Service Manager, Software Developer
 Public Key Infrastructure Policy	Technical Architect, DevOps, IT Service Manager, Software Developer
 Use of HMG Cryptography Policy	Technical Architect, DevOps, IT Service Manager, Software Developer

## Physical and environmental security

### Equipment

 Clear Screen and Desk Policy	All users
 Laptops	All users
 Locking and shutdown	All users
 Policies for Macbook Users	All users
 System Lockdown and Hardening Standard	Technical Architect, DevOps, IT Service Manager, Software Developer

## Operations security

### Operational procedures and responsibilities

Active Cyber Defence: Mail Check	Technical Architect, DevOps, IT Service Manager, Software Developer
Active Cyber Defence: Public Sector DNS	Technical Architect, DevOps, IT Service Manager, Software Developer
Active Cyber Defence: Web Check	Technical Architect, DevOps, IT Service Manager, Software Developer

**Offshoring Guide**Technical Architect, DevOps, IT Service Manager,  
Software Developer**Protection from malware**

<a href="#">Malware Protection Guide (Overview)</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Malware Protection Guide: Defensive Layer 1</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Malware Protection Guide: Defensive Layer 2</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Malware Protection Guide: Defensive Layer 3</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

**Backup**

<a href="#">System backup guidance</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">System backup policy</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">System backup standard</a>	Technical Architect, DevOps, IT Service Manager, Software Developer


**Logging and monitoring**

<a href="#">Accounting</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Commercial off-the-shelf applications</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Custom Applications</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Online identifiers in security logging &amp; monitoring</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Protective Monitoring Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Security Log Collection</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Security Log Collection: Enterprise IT - Infrastructure</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Security Log Collection: Enterprise IT - Mobile Devices</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Security Log Collection: Hosting Platforms</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Security Log Collection: Log entry metadata</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Security Log Collection: Maturity Tiers</a>	Technical Architect, DevOps, IT Service Manager, Software Developer


**Control of operational software**

<a href="#">Guidance for using Open Internet Tools</a>	All users
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**Technical vulnerability management**

 <a href="#">Patch Management Standard</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Vulnerability Disclosure</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Vulnerability Disclosure: Implementing security.txt</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Vulnerability scanning</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

**Communications security****Network security management**

 <a href="#">Code of Connection Standard</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Defensive domain registrations</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Internet v. PSN</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">IP DNS Diagram Handling</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Multiple Back-to-back Consecutive Firewalls</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Networks are just bearers</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

**Information transfer**

<a href="#">Bluetooth</a>	All users
<a href="#">Criminal Justice Secure Mail (CJSM)</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Data Sovereignty</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Email Authentication Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Email security</a>	All users
<a href="#">Email Security Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">General Apps Guidance</a>	All users
<a href="#">Secure Email Transfer Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

[Spam and Phishing Guide](#)



 Technical Architect, DevOps, IT Service Manager,  
Software Developer

## System acquisition, development and maintenance

### Security requirements of information systems

<a href="#">Technical Security Controls Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Technical Security Controls Guide: Defensive Layer 1</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Technical Security Controls Guide: Defensive Layer 2</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

### Security in development and support processes

<a href="#">Maintained by Default</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Secure by Default</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
 <a href="#">Source Code Publishing</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
 <a href="#">System Test Standard</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

### Test data

<a href="#">Using Live Data for Testing purposes</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
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## Supplier relationships

### Information security in supplier relationships






<a href="#">Suppliers to MoJ: Assessing Suppliers</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Suppliers to MoJ: Contracts</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Suppliers to MoJ: Security Aspect Letters</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Suppliers to MoJ: Supplier Corporate IT</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

### Supplier service delivery management

<a href="#">Baseline for Amazon Web Services accounts</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
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## Information security incident management

### Management of information security incidents and improvements

 <a href="#">Forensic Principles</a>	All users
 <a href="#">Forensic Readiness Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
 <a href="#">Forensic Readiness Policy</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
 <a href="#">Incident Management Plan and Process Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
 <a href="#">IT Incident Management Policy</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Lost Laptop or other IT security incident</a>	All users
<a href="#">Reporting an incident</a>	All users

## Information security aspects of business continuity management

### Information security continuity

 <a href="#">ICT Disaster Recovery Plan and Process Guide</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
 <a href="#">IT Disaster Recovery Policy</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

## Compliance

### Compliance with legal and contractual requirements

<a href="#">Data Destruction</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Data Destruction: Contract Clauses - Definitions</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Data Destruction: Contract Clauses - Long Format</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Data Destruction: Contract Clauses - Long Format (Appendix)</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Data Destruction: Contract Clauses - Short Format</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Data Destruction: Instruction and Confirmation Letter</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Data Security and Privacy</a>	All users
<a href="#">Data Security &amp; Privacy Lifecycle Expectations</a>	Technical Architect, DevOps, IT Service Manager, Software Developer
<a href="#">Data Security &amp; Privacy Triage Standards</a>	Technical Architect, DevOps, IT Service Manager, Software Developer

## Information security reviews

[Standards Assurance Tables](#)

Technical Architect, DevOps, IT Service Manager,  
Software Developer

## Risk Assessment

### Risk Assessment Process



[Risk reviews](#)

All users

## Other Guidance

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### Intranet

There are other cyber and technical security guidance documents available to reference. A large number of these documents are available in the [IT and Computer Security](#) repository on the MoJ Intranet, but these documents are currently being reviewed and progressively are being incorporated into this main [Security Guidance](#) repository.

### Technical Guidance

The MoJ [Technical Guidance](#) should be read together with this security-focused guidance.

The [Government Functional Standard - GovS 007: Security](#) provides the base material for all security guidance in the MoJ.

## Getting in contact

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### Reporting an incident

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Ministry of Justice (MoJ) colleagues should visit <https://intranet.justice.gov.uk/guidance/security/report-a-security-incident/> on the MoJ Intranet.

Suppliers to the MoJ should refer to provided methods/documentation and contact your usual MoJ points of contact.

## Cyber Security Consultancy Team: asking for help

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### Overview

This document tells you about the Cyber Security Consultancy Team. It explains how to ask for help, outlines how we handle your requests, and describes what happens next.

To ask for help from a cyber security consultant, send an email to: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).

### About the team

The Cyber Security Consultancy Team is part of Ministry of Justice (MoJ) Security & Privacy. The MoJ Chief Information Security Officer leads the consultants.

The team provides help and guidance around cyber security matters, such as:

- Understanding the risks facing your systems and services.
- Designing and implementing effective mitigations for these risks.



- Developing services using security best practices.
- Checking that you or your third party suppliers have enough, and appropriate, cyber security measures in place.
- Applying IT Security policy to specific scenarios.

## Asking for help

If you need help dealing with a cyber security task or problem, send an email to:

[CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)

Some requests are better handled by other teams. For urgent matters such as incidents, or to get help about physical or personnel security, contact [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk). For help with data protection, contact [privacy@justice.gov.uk](mailto:privacy@justice.gov.uk).

The consultancy team keep an eye open for email requests. Normally, you'll get an acknowledgement or more detailed reply within two working days.

To help us help you, please answer these questions in your email request, as best you can:

1. Who is the work for?
2. Why is it important?
3. What happens if the work is not done (or not done on time)?
4. What is your need (old-style accreditation on an existing contract, guidance or advice, review of proposed approach,...)?
5. What skills or experience does the work need (known or predicted)?
6. When is the next project milestone that needs cyber consultancy input or involvement?

## How the Consultancy team handle requests for help

Each working day, we review all new requests.

Our Service Level Agreement aims to get a reply to you within two working days of us receiving the request. Some large or complex requests might need more information and discussion. These requests take extra time for us to work out the best way to support you.

Some requests might not be appropriate for the team. In such cases, we send a prompt reply, explaining why it would be better to talk with a different team. We'll usually recommend a more appropriate team, and provide contact details for them.

## What happens next

If your request is not appropriate for the Consultancy team, we'll tell you immediately after the initial assessment.

If your request is appropriate for the Consultancy team, the assigned consultant contacts you directly. They will engage with you to start providing the help you need.

## If things go wrong...

If you disagree with our decision about your request, or there is some other problem, contact us again:

[CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).

If you'd prefer a different escalation route, contact [ciso@digital.justice.gov.uk](mailto:ciso@digital.justice.gov.uk).

# Information security policies

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## Management direction for information security

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### Avoiding too much security

This guidance applies to developers and system administrators who work for the Ministry of Justice (MoJ).

Is it possible to have too much security? Yes. Providing too much security for things or information that do not need protection is a waste of resources. It undermines the value of the security for things that do need it.

[Security by obscurity](#) is one of the weakest approaches for protecting something. It's far better to have a technical control in place to protect the system.

### Not all domain names or IP addresses in Government systems are sensitive items

An example is a domain name or IP address. These values do not need to be secret for all systems. Only those that need it. It might be tempting to say that 'all IP addresses are OFFICIAL-SENSITIVE. This is then used as a reason for an (in)action, such as "I can't email you that network diagram because it contains IP addresses." But the statement has wider consequences. It imposes a set of security requirements for everyone. It imposes them irrespective of the actual secrecy required.

OFFICIAL-SENSITIVE is not a different classification to OFFICIAL. It doesn't need special technical controls or procedures. Rather, it's a reminder to look after a piece of information. It's not a controls checklist. Using labels too casually conflicts with the idea of thinking about information and what we're doing with it, and using that to decide how best to secure the information.

Of course, you might need to keep the access details for some systems secure. An example might be where you cannot maintain or patch a legacy system. But these should be exceptional or 'edge' cases.

There are only a small number of situations where you need to protect IP addresses or domain names. It's usually where the context makes the information sensitive in some way. IP addresses can be personally-identifiable information. For example, a system log file might hold the IP address of a client accessing the system. This might reveal a link between an individual and their use of MoJ services. But the IP address of a public sector server or a router should not be personal data.

Remember also that within the MoJ, systems almost always have [RFC1918](#) addresses. These are normally not routable from the Internet. If you can access the system from the Internet, then you have other problems to resolve. Address them by appropriate security measures rather than hoping that secrecy is enough.

In other words, avoid saying that 'all IP addresses and domain names must be secure'. Instead, think about and justify the handling protections around each piece of information. Ask what data or capability is actually in need of protection, and from what risks.

### It's not only about domain names or IP addresses

The need to keep some aspect of a system secret might be evidence that the technical security measures around the system are not complete, adequate, or appropriate to the risks. A well-designed system won't depend on secrecy alone for security.

## IDENTIFY, PROTECT, DETECT, RESPOND, RECOVER

The Ministry of Justice (MoJ) is required to adhere (but prefers to exceed) to the [Minimum Cyber Security Standard \(MCSS\)](#).

## The Standard

The [UK HMG Security Policy Framework](#) mandates protective security outcomes that the MoJ must achieve (and suppliers to MoJ, where they process MoJ data/information).

More information is available from <https://www.gov.uk/government/publications/the-minimum-cyber-security-standard>.

### IDENTIFY

IDENTIFY is a prerequisite standard that requires:

- appropriate information security governance processes;
- identification and cataloging of information held/processed; and
- identification and cataloging of key operational services provided.

### PROTECT

PROTECT is the core standard to provide fundamentally defences to information and requires:

- access to systems and information to be limited to identified, authenticated and authorised systems/users;
- systems to be proportionally protected against exploitation of known vulnerabilities; and
- highly privileged accounts (such as administrative level) to be protected from common attacks.

### DETECT

DETECT is the core standard to detect when attacks are taking, or have taken, place and requires:

- capture event information (and apply common threat intelligence sources, such as [CiSP](#));
- based on PROTECT, define and direct monitoring tactics to detect when defence measures seem to have failed;
- detection of common attack techniques (such as commonly known applications or tooling); and
- implementation of transaction monitoring solutions where systems could be vulnerable to fraud attempts.

### RESPOND

RESPOND is the core standard to define the minimum of how organisations should respond to attacks and requires:

- development and maintenance of an incident response & management plan (including reporting, roles and responsibilities);
- development and maintenance of communication plans, particularly to relevant supervisory bodies, law enforcement and responsible organisations such as the NCSC;
- regular testing of the incident response & management plan;
- assessment and implementation of mitigating measures on discovery of an incident (successful attack); and
- post-incident reviews to ensure feedback into the iteration of the incident response & management plan.

### RECOVER

RECOVER is the core standard to define the minimum of how organisations should recover from an attack once it has been considered closed, and requires:

- identification and testing of contingency mechanisms to ensure the continuance of critical service delivery;
- timely restoration of the service to normal operation (a plan to do so, and testing of that plan);
- from DETECT & RESPOND, immediately implementing controls to ensure the same issue cannot arise in the same way again, ensuring systematic vulnerabilities are proportional remediated.

## Line Manager approval

This guidance applies to all staff and contractors who work for the Ministry of Justice (MoJ).

Some MoJ IT Policy documents need you to get a review or approval from a Line Manager or other senior person. Do this before taking an action or working in a particular way. Examples include:

- [General advice on taking equipment abroad](#).
- [Security Guidance for Using a Personal Device](#).

This guidance describes what you should do. The guidance contains steps to follow for [Line Managers](#), and their [Direct Reports](#).

### Steps to follow (Line Managers)

**Note: If at *any* time you need help about this process, or the applicable MoJ IT Policies, just ask: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).**

1. Check that your direct report (DR) has said what they want in their request. The request should identify which MoJ IT Policies apply.
2. Check that the request is valid from a business perspective. If not, deny the request ([step 7](#)).
3. Check that [Acceptable Use](#) is in the list of applicable policies.
4. Review the requirements or obligations within the MoJ IT Policies that apply to the request.
5. Check that the DR understands and will follow the requirements or obligations. For example, have a discussion with them, or ask them for more information or evidence.
6. If they are able to follow the applicable MoJ IT Policies, send a formal approval to the DR. An email is enough for this.
7. If you don't think they can follow the Policies, or there's a weak business case for the request, refuse it.
8. Keep a copy of your formal reply, in accord with Data Retention requirements.
9. Some MoJ IT Policies need a copy of formal approval for other parties. For example, before your DR travels to some countries on MoJ business, send a copy of your approval to Operational Security: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk).

### Steps to follow (Direct Reports)

**Note: If at *any* time you need help about this process, or the applicable MoJ IT Policies, just ask: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).**

1. Check that your business need is valid.
2. Check which MoJ IT Policies apply to your request. Include [Acceptable Use](#) in the list of applicable policies.
3. Check that you understand the requirements or obligations within those MoJ IT Policies.
4. Prepare evidence to show that you will follow all the requirements or obligations. Check that you have all the required information.
5. Send a formal approval request to the authorities required by the MoJ IT Policies. Ensure that you include:
  - Your request.
  - The business case.
  - The list of applicable MoJ IT Policies.
  - Evidence that you understand and can follow the requirements or obligations.
6. Be ready to have a more detailed discussion about your request, or to supply more information.
7. If you get formal approval, keep a copy, in accord with Data Retention requirements.
8. If your request is denied, check that you understand the reasons. Use this understanding to tackle your business task again, if appropriate.

## Shared Responsibility Models

The Ministry of Justice (MoJ) by default will leverage shared responsibility models, particularly in commodity environments, in order to achieve efficiencies such as time, risk and cost.

The MoJ believes that it should focus on elements which are unique to its requirements rather than attempting to solve commodity requirements in a unique way.

h/t <https://aws.amazon.com/compliance/shared-responsibility-model/>

### Assessments

The MoJ conducts assessments (including risk assessments) where appropriate to ensure it understands the shared responsibility model, its obligations under the same and measure how third-parties are meeting their obligations.

**Inherited**

The MoJ inherits controls which are fully controlled and managed by a third-party, such as physical and environmental controls in a data centre.

**Shared**

MoJ has shared controls which is jointly responsible for with the third-party, for example:

- Patch Management - AWS is responsible for patching and fixing flaws within the infrastructure, but customers are responsible for patching their guest OS and applications.
- Configuration Management - AWS maintains the configuration of its infrastructure devices, but a customer is responsible for configuring their own guest operating systems, databases, and applications.
- Awareness & Training - AWS trains AWS employees, but a customer must train their own employees.

**MoJ specific**

The MoJ is responsible for appropriate use within its partnership or 'tenancy' of a third-party supplier or product.

For example, in AWS, MoJ must correctly leverage native AWS functionality (such as Security Groups) to protect systems/data, and only the MoJ can implement these.

## Mobile devices and teleworking

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### Mobile device policy

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**Remote Working****Key points**

- Be professional, and help keep Ministry of Justice (MoJ) information and resources safe and secure at all times.
- Think about where you are working, for example - can other people or family see what you are working on? Be thoughtful about information privacy.
- Never send work material to personal email accounts.
- Keep MoJ accounts and password information secure.
- Take care of your equipment. Devices are more likely to be stolen or lost when working away from the office or home.
- Do not leave MoJ equipment unattended.
- Get in touch quickly to report problems or security questions.

**Overview**

The Remote Working Guide gives you advice and guidance on the main security issues that are likely to affect you as a remote worker or a user of mobile computing facilities, (e.g. desktop/laptop computer, smart phones, etc), within the MoJ, including its Agencies and Associated Offices. It also sets out your individual responsibilities for IT security when working remotely.

**Audience**

This guide applies to all staff in the MoJ, its Agencies, Associated Offices and Arm's Length Bodies (ALBs), including contractors, agency and casual staff and service providers, who use computing equipment provided by the Department for remote working or mobile computing, or process any departmental information while working remotely or while using MoJ mobile computing equipment.

## What is remote working?

Remote working means you are working away from the office. This could be from home, at another MoJ or government office, whilst travelling, at a conference, or in a hotel.

## Protecting your workspace and equipment

Remote working is when you work from any non-MoJ location, for example, working at home. It's important to think about confidentiality, integrity and availability aspects as you work. This means protecting equipment, and the area where you work.

### Always:

- Keep MoJ equipment and information safe and secure.
- Protect MoJ information from accidental access by unauthorised people.
- Lock or log off your device when leaving it unattended. For long periods of non-use, shut down your device.
- Keep your workspace clear and tidy - follow a 'clean desk policy', including paperwork, to ensure MoJ information isn't seen by unauthorised people.
- Use MoJ IT equipment for business purposes in preference to your own equipment such as laptops or printers.
- Be wary of anyone overlooking or eavesdropping what you are doing.

### Never:

- Let family or other unauthorised people use MoJ equipment.
- Leave equipment unattended.
- Work on sensitive information in public spaces, or where your equipment can be overlooked by others.
- Advertise the fact that you work with MoJ materials.
- Take part in conference or video calls when you are in public or shared spaces such as cafes or waiting rooms.
- Send work material to your personal email address.

## Working securely

It's important to consider the security of how you work remotely.

- **Work locations** - as with home working above, you need to be equally, if not more, vigilant when working in public spaces.
- **Confidentiality** - be aware of others eavesdropping or shoulder surfing, both what you are working on and what you are saying eg conference and video calls.
- **Keep MoJ equipment and information**, including printouts and documents, safe and secure.

Even when working remotely, you must still follow the security policies and operating procedures for MoJ systems you access and work with.

## Using your own equipment

The main guidance is available [here](#).

Wherever possible, you should always use official MoJ equipment for business purposes. Never send work material to your personal email accounts.

If you are working remotely, or do not have access to MoJ equipment, it might be tempting to use your own equipment, especially printers. The advice is to avoid printing anything, and in particular not to use personal printers.

However, if you really must print MoJ information, you:

- should connect directly to the printer using USB, not WiFi
- should not print out personal information relating to others
- should consult the information asset owner or line manager before printing the information
- must store any and all printed materials safely and securely until you return to MoJ premises, when they must be disposed of or filed appropriately
- **must never** dispose of MoJ information in your home rubbish or recycling

Basically, think before you print.

## Privacy

It is important to protect privacy: yours and that of the MoJ. Events like the Covid-19 (Coronavirus) pandemic are often exploited by people wanting to get access to sensitive or valuable information. This often results in an increase in attempts to get access to personal information or MoJ accounts, using phishing and email scams. Be extra vigilant whenever you get an unexpected communication.

Be aware of your working environment when you work with MoJ information. If anyone might see the data, or hear you talk about it as you use it, that could cause privacy problems. Be aware of SMART devices around your remote location, and ensure they are switched off if conducting video or voice communications.

Guidance and suggestions for improving Privacy appear throughout this guide, but it's worthwhile highlighting these points:

- Lock your computer, even when unattended for short periods.
- Think about whether an unauthorised person, such as a family member, might see the information you are working with.
- Don't write down passwords. Use a password manager.

## Contacts for getting help

In practice, all sorts of things can go wrong from time-to-time. Don't be afraid to report incidents and issues; you will be creating a better and safer work environment.

### General enquiries, including theft and loss

#### Dom1/Quantum - Technology Service Desk

- Tel: 0800 917 5148

**Note:** The previous [itservicedesk@justice.gov.uk](mailto:itservicedesk@justice.gov.uk) email address is no longer being monitored.

#### Digital & Technology - Digital Service Desk

- Email: [servicedesk@digital.justice.gov.uk](mailto:servicedesk@digital.justice.gov.uk)
- Slack: #digitalservicedesk

#### HMPPS Information & security:

- Email: [informationmgmtsecurity@justice.gov.uk](mailto:informationmgmtsecurity@justice.gov.uk)
- Tel: 0203 334 0324

## Incidents

**Note:** If you work for an agency or ALB, refer to your local incident reporting guidance.

### Operational Security Team

- Email: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk)
- Slack: #security

## Privacy Advice

### Privacy Team

- Email: [privacy@justice.gov.uk](mailto:privacy@justice.gov.uk)
- Slack: #securityprivacyteam
- Intranet: <https://intranet.justice.gov.uk/guidance/knowledge-information/protecting-information/>

## Cyber Security Advice

### Cyber Consultants & Risk Advisors

- Email: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk)
- Slack: #security

## Historic paper files urgently required by ministers, courts, or Public Inquiries

### MoJ HQ staff

- Email: [Records\\_Retention\\_@justice.gov.uk](mailto:Records_Retention_@justice.gov.uk)

### HMCTS and HMPPS staff

- Email: [BranstonRegistryRequests2@justice.gov.uk](mailto:BranstonRegistryRequests2@justice.gov.uk)

### JustStore

- Email: [KIM@justice.gov.uk](mailto:KIM@justice.gov.uk)

### Related information

[NCSC Home working: preparing your organisation and staff CPNI Home Working Advice](#)

To access the following link, you'll need to be connected to the HMPPS Intranet.

[HMPPS Advice](#)

Last updated: April 24th, 2020.

## Teleworking

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### Accessing Ministry of Justice (MoJ) IT Systems From Abroad

*This guidance information applies to all staff, contractors and agency staff who work for the MoJ.*

**Note: If you are national security cleared to 'Enhanced SC' or DV levels, follow this process for *all* your trips, regardless of whether they are for business or personal reasons.**

As a government official travelling overseas, you should consider that you may be of interest to hostile parties regardless of your role. By following MoJ policies and processes, you can help reduce the risk to yourself and limit the damage of exposure of sensitive information.

In general, it is acceptable for MoJ users to access MoJ services from abroad, and to do this using their MoJ equipment. But before you travel, consider:

- Do you need to take MoJ IT equipment abroad or access MoJ IT systems to do your job?
- Can the business need be met in another way or by someone else?
- If you just need to manage your inbox while away, can you delegate permissions to your inbox to a colleague to manage on your behalf?
- Have you left enough time to check and obtain necessary approvals? The process can take several weeks, depending on the circumstances. This is because it may be necessary to apply additional technical controls to protect you, your device, and any data the device can access.

### Steps to follow before travelling

#### Part One

1. Get confirmation from your Line Manager that there is a business need for you to take MoJ equipment abroad and access MoJ services. Keep a note of the answers you get.
2. Proceed directly to [Part Two](#) of this process if *either one* of the following two statements apply to you:
  - You are travelling or passing through one of the following high-attention countries: *China, Cyprus, Egypt, France, Germany, India, Iran, Israel, North Korea, Pakistan, Russia, Saudi Arabia, South Africa, South Korea, Syria, Turkey, UAE.*
  - You are national security cleared to 'Enhanced SC' or DV levels.
3. If you have reached this step, you do not need to seek further formal approval for your trip.
4. Take a copy of this guidance; it includes useful contact details that help in the event of a problem while travelling.
5. Check if you need to do anything to prepare for [International Roaming](#).



## 6. Enjoy your trip.

### Part Two

#### 1. Collect the following information:

- Name.
- Email address.
- Your business area.
- Your Security Clearance.
- The network you use to access MoJ data, services or applications, for example DOM1 or Quantum.
- The make/type of equipment you want to take with you.
- Asset Tag details.
- Countries you'll be visiting or passing through.
- Dates of travel.
- Transport details where possible, for example flights or rail journeys.
- Proposed method of connecting, for example MoJ VPN.
- Reason for maintaining access while abroad.
- The MoJ data, applications, or services you expect to access during your trip.
- Who you are travelling with.

#### 2. The next step depends your MoJ business area:

- If you are part of MoJ HQ, HMPPS HQ or HMCTS, contact your Senior Civil Servant (SCS) and ask for approval to take MoJ equipment abroad and access MoJ services. Ask for any special details or considerations that apply to your proposed travel arrangements. Keep a note of the answers you get.
- If you are part of HMPPS (but *not* HQ), contact your Governor and ask for approval to take MoJ equipment abroad and access MoJ services. Ask for any special details or considerations that apply to your proposed travel arrangements. Keep a note of the answers you get.

#### 3. Fill in the [overseas travel request form](#).

#### 4. Send the completed form to [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk), including the answers obtained from the earlier parts of this process.

#### 5. Your request is considered, and an answer provided, as quickly as possible.

#### 6. When you have received all the approvals, send a copy of your request and the approvals to [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk).

#### 7. When Operational Security have acknowledged receipt of the request and approvals, the formal process is complete.

#### 8. Check if you need to do anything to prepare for [International Roaming](#).

#### 9. Take a copy of this guidance; it includes useful contact details that help in the event of a problem while travelling.

#### 10. Enjoy your trip.

### International Roaming

While travelling, you might incur roaming charges when using your MoJ equipment for calls or accessing services. These charges can be expensive, and must be paid by your Business Unit. This is another reason for having a good business need to take MoJ equipment abroad.

By default, MoJ equipment is not enabled for use abroad. Before travelling, contact the [MoJ Phone and Mobile Devices](#) team. Ask them to enable International Roaming, and to activate the remote wipe function. This helps protect the MoJ equipment in case of loss or theft.

### If you have any problem when using MoJ equipment abroad

Contact the [Service Desk](#) immediately. Tell them if the MoJ equipment is lost, stolen or was potentially compromised. This includes any time the equipment is deliberately removed out of your sight, such as by a customs official.

If any security-related incident occurs overseas, regardless of whether it involves MoJ equipment, you should contact [Corporate Security Branch](#) as soon as possible.

For any emergency outside normal UK business hours, contact the [Duty Security Officer](#).

If there is a problem with your MoJ equipment, it might be necessary to disable your ability to connect to the MoJ network or services from your device. The Service Desk will do this if required. MoJ-issued phones might still have some functionality, to let you make phone calls, but the device should be treated as compromised and not used any more for any MoJ business.

### Related pages

- [General advice on taking Equipment abroad](#)
- [Overseas travel](#)
- [Staff security and responsibilities – during employment](#)

### External websites

- [Foreign & Commonwealth Office – travel & living abroad](#)

### Contacts

#### Operational Security Team

- Email: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk)
- Slack: #security

#### Dom1 - Technology Service Desk

- Tel: 0800 917 5148

**Note:** The previous [itservicedesk@justice.gov.uk](mailto:itservicedesk@justice.gov.uk) email address is no longer being monitored.

#### Digital & Technology - Digital Service Desk

- Email: [servicedesk@digital.justice.gov.uk](mailto:servicedesk@digital.justice.gov.uk)
- Slack: #digitalservicedesk

#### MoJ Duty Security Officer

- Tel: +44 (0)20 3334 5577
- Email: [dutysecurityofficer@justice.gov.uk](mailto:dutysecurityofficer@justice.gov.uk)

#### MoJ Phone and Mobile Devices

- Email: [MoJ\\_Phone\\_and\\_Mobi@justice.gov.uk](mailto:MoJ_Phone_and_Mobi@justice.gov.uk)

#### MoJ Security

- Email: [security@Justice.gov.uk](mailto:security@Justice.gov.uk)

## General advice on taking equipment abroad

As a government official travelling overseas, you should consider that you are highly likely to be of interest to a range of hostile parties, regardless of your role or seniority. Laptops, tablets and phones are very desirable pieces of equipment to steal and travelling abroad with it puts you at a greater security risk of being a victim of theft.

You should never put yourself in any danger to protect the security of an IT device, as the level of impact to the Ministry of Justice (MoJ) of a compromise does not warrant the risk of injury or loss of liberty. By following your department policies and the advice issued, you can help reduce the risk to yourself and your colleagues.

### General guidance

Remove unnecessary files from your device when travelling abroad so that the risk of data exposure is reduced in case of loss or theft.

### Keeping safe whilst conducting sensitive work abroad

Be aware that voice calls and SMS messages are not secure and voice calls can be intercepted whilst abroad. Keeping your phone with you at all times helps in having a high level of physical control over the equipment:

- Keep any password/PIN separate from the device.
- Be careful when using your device in situations where it may be lost or stolen, such as busy public places and while transiting customs or security at airports.
- Think about where you are working to ensure that you are not being observed (for instance, somebody looking over your shoulder in a crowded place).
- Never leave the device unattended - not even for a moment.
- If it is not practical to keep the device with you securely at all times (for instance, you are at the swimming pool or gym), consider storing the device in the hotel safe.

**Note:** Standard hotel safes are not entirely secure and it is normally possible for hotel staff to override controls to gain access. In addition therefore you should also store your device in a tamper proof envelope. You should ensure you have a sufficient number to last the duration of your period of travel. If the tamper evident seals show signs of disturbance or the device exhibits strange behaviour, it should be considered compromised. In either case, you must discontinue use of the device and contact your Service Desk immediately and report the device as potentially compromised.

### **Guidance on using mobile phones**

As a government official you may be of interest to a range of hostile parties and therefore:

- If it is not practical to keep the device with you securely at all times (for instance, you are at the swimming pool or gym), consider storing the device in the hotel safe.
- Avoid conducting work related sensitive phone conversations as they can be intercepted and if you do, ensure you can't be overheard. Examples of sensitive information might include prisoner/offence details, court cases of foreign nationals, terror attacks and extremists.
- Do not use public charging stations or connect the phone to a vehicle by USB or Bluetooth as information can be downloaded from your phone.
- Be aware that hotel and public WiFi spots are not secure, as they can easily be monitored.
- Make sure you use the phone's password or PIN.
- If the phone is taken from you or you believe it may have been compromised in any way, report it to the [Departmental Security Officer](#).

### **What to do if you are asked to unlock the device by officials**

The extent to which an individual wishes to prevent the customs or security staff from accessing the data will directly relate to its sensitivity. Do not risk your own safety. If the device is being carried by hand to an overseas destination, the sensitivity of the data it holds should not justify any risk to personal safety.

- Try to establish your official status and good faith from the outset.
- Remain calm and polite at all times.
- Carry the names and telephone numbers of a relevant departmental contact and invite the official(s) to contact them to confirm that you are who you claim to be.
- If the official continues insist on the user inputting his/her password, repeat above steps.
- State that you are carrying official UK government property that is sensitive and that you cannot allow access.
- Ask to see a senior officer or supervisor. You may want to take the names and/or contact details of any officials involved in the event that you wish to pursue a complaint, or an investigation is required, even at a later date.

If you are on official business:

- State that you are a UK civil servant etc. travelling on HMG official business.
- Where appropriate, produce an official document (e.g. on headed notepaper or with a departmental stamp) or identity card that clearly gives your name, photograph and affiliation.
- Produce a letter of introduction from the overseas organisation or individual you are visiting.
- Carry the names and telephone numbers of the officials to be visited in your destination and invite the official(s) to contact them to confirm that you are who you claim to be.

In the event that a device is removed out of your sight (such as by a customs official) then it should be considered compromised. You must [contact the Technology Service Desk immediately](#) and report the device as potentially compromised.

The Technology Service Desk will disable your ability to connect to the MoJ network from your device. Be aware that although the device will still work as a mobile phone, it should be treated as compromised and not used for any MoJ business.

### **Contacts for getting help**

In practice, all sorts of things can go wrong from time-to-time. Don't be afraid to report incidents and issues; you will be creating a better and safer work environment.

**If unsure, contact your Line Manager.**

### **General enquiries, including theft and loss**

#### **Dom1/Quantum - Technology Service Desk**

- Tel: 0800 917 5148

**Note:** The previous [itservicedesk@justice.gov.uk](mailto:itservicedesk@justice.gov.uk) email address is no longer being monitored.

#### **Digital & Technology - Digital Service Desk**

- Email: [servicedesk@digital.justice.gov.uk](mailto:servicedesk@digital.justice.gov.uk)
- Slack: #digitalservicedesk

#### **HMPPS Information & security:**

- Email: [informationmgmtsecurity@justice.gov.uk](mailto:informationmgmtsecurity@justice.gov.uk)
- Tel: 0203 334 0324

### **Incidents**

**Note:** If you work for an agency or ALB, refer to your local incident reporting guidance.

#### **Operational Security Team**

- Email: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk)
- Slack: #security

## **Security Guidance for Using a Personal Device**

### **Summary**

Not everyone has access to an Ministry of Justice (MoJ) device which can be used remotely. In these extraordinary times, exceptional provision is being developed for you to use your own devices for work purposes.

Until that provision is in place, you must not use a personal device for work purposes.

### **Guidance**

- If you have an MoJ-issued device, you must use that.
- You may not use Office 365 tools (email, calendar, Word, Excel, Powerpoint, etc.) for work purposes on a personal device (desktop, laptop, tablet or phone). This applies to web browser and installed client applications.
- Do not send MoJ information to your personal email account, or use personal accounts for work purposes.
- Do not store work files or information on a personal device (desktop, laptop, tablet or phone).
- Some teams within the MoJ, such as groups within Digital & Technology, and HMCTS, might already have prior permission to use personal devices for aspects of software and service development work. This permission continues, but is being reviewed on an on-going basis.

This guidance applies to all staff and contractors who work for the MoJ. It provides advice about using your personal devices for work purposes.

*Note: You are not being asked or required to use your own devices for work purposes. If you have access to MoJ devices for work purposes, you should use them by default.*

Last updated: April 24th, 2020.

# Human resource security

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## Prior to employment

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### Personnel security clearances

#### Baseline Personnel Security Standard (BPSS)

Unless otherwise agreed formally by the Ministry of Justice (MoJ) in writing, any person (whether MoJ staff, contractor or through supply chain) who has access to, or direct control over, MoJ data must have satisfactorily completed the baseline.

The [BPSS is published on GOV.UK](#).

#### National Security Clearances

The MoJ will advise on a case-by-case basis if an individual requires a [national security vetting and clearance](#).

The MoJ does **not** have a standing requirement for system administrators or application developers to maintain Security Check (SC).

## During employment

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### Training and Education

#### Why?

The Ministry of Justice (MoJ)'s Information Security awareness programme plays an essential part in maintaining security. It informs all MoJ staff of:

- Their duties with regard to security.
- Their responsibilities to protect the assets (information, equipment, people and buildings) they have access to and use.
- The importance of reporting any actual or suspected security incidents.

#### Source

Guidance is provided to staff via the Security section of the MoJ Intranet, <https://intranet.justice.gov.uk/guidance/security/>. All new staff starting work within the MoJ will receive mandatory IA training. This should ensure that the new staff member is made aware of their security responsibilities whilst working at the MoJ.

# Asset management

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## Responsibility for assets

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### Acceptable use of Information Technology at work

This guidance applies to all staff and contractors who work for the Ministry of Justice (MoJ).

Everyone working at the MoJ has access to MoJ Information Technology (IT) resources. You must use them in an acceptable way. This guidance explains what that means. The definitive list of Acceptable Use Policy statements is [here](#).

#### Summary

Be sensible when using MoJ IT resources:

- The resources are for you to do MoJ work.
- Protect the resources at all times, to help prevent unacceptable use.
- If the use would cause problems, upset, offence, or embarrassment, it's probably not acceptable.
- Context is important. Security risks can increase when working outside your normal workplace.
- Be aware that your use of resources is monitored. During an investigation into a security incident, IT forensic techniques capture evidence.
- If you're not sure if something is acceptable, ask for help first.
- Above all, if you think there is a problem, [report it](#) or ask for help.

The way you use IT is important, because it indicates your approach to work, and can be taken into account when assessing your behaviour and performance.

#### What is meant by IT?

IT means the devices or services you use for creating, storing, or sharing information. This includes everything from devices (such as laptops, 'phones, mobile Wi-Fi hotspots (MiFi), iPads, tablets, printers, USB 'memory sticks') through to online services (citizen-facing online services, staff tools, corporate email).

#### Acceptable use of MOJ IT

Acceptable use of IT is when you use it to do your work.

IT helps you complete your tasks as efficiently and effectively as possible. Sometimes, you might need account details such as passwords to use the IT. Acceptable use means protecting this kind of information, too.

Acceptable use can also vary according to context. For example, checking sensitive personal details might be perfectly normal within a secured office, but is not acceptable in a public space where anyone else might see those details.

#### Unacceptable use of MoJ IT

Unacceptable use of IT prevents you or your colleagues from doing work, or is unlawful or illegal, or does not take the context into account.

There are many unacceptable uses of IT, making it impossible to provide a complete list. Examples of things to avoid include:

- Deliberately or accidentally sharing resources or information, such as passwords, with people who are not supposed to have them.
- Using resources without permission.
- Storing sensitive information where it could easily be lost or stolen.

- Using your work email address for personal tasks.
- Using a personal account or personal email address for work tasks.
- Excessive private use during working time.
- Installing unlicensed or unauthorised software.

### **Why unacceptable use is a problem**

Unacceptable use of IT might affect the MoJ in several ways, such as:

- Bad publicity or embarrassment.
- Increased or unexpected costs or delays.
- Civil or legal action.
- Reduced efficiency and effectiveness.

Unacceptable use might also affect you, too:

- Suspension of access, so that you cannot do your work.
- Disciplinary proceedings, up to and including dismissal.
- Termination of contract for contractors and agency staff.

### **Keeping control**

You are responsible for protecting your MoJ IT resources. This includes keeping your usernames and passwords safe and secure.

While you might be careful about acceptable use of MoJ IT, there are still risks from [malware](#), [ransomware](#), or [phishing](#) attacks.

If you get an email from anyone or anywhere that you are not sure about, remember:

- Don't open any attachments.
- Don't click on any links in the email.

If there is any doubt, or you are worried that the [email might be malicious](#) or inappropriate, [report it immediately](#) as an IT security incident.

### **Personal use of MoJ IT**

Limited personal use of MoJ IT is acceptable as long as it does not cause a problem with your work or that of your colleagues. Context is important. For example, doing personal internet banking during your lunch break might be acceptable, but doing the same thing during a work meeting would not.

### **Personal use of MoJ mobile phones**

You might be allocated a mobile phone for use as part of your work. The mobile phone enables you to:

- Make or receive calls.
- Send or receive SMS texts.
- Use Internet services.

This usage must always be for work purposes.

Examples of unacceptable MoJ mobile phone use include:

- Making charitable donations from the mobile phone account.
- Signing up for premium rate text services.
- Calling premium rate telephone services.
- Voting in 'reality TV' popularity contests - these usually involve premium rate services.
- Downloading, uploading, or streaming media files that are not work-related, such as music or movies.
- 'Tethering' another device to the MoJ mobile phone, and then using the other device for any of the above activities.

... as well as any other activities that are not obviously work-related.

All use of MoJ IT resources is monitored and logged. This includes mobile phone usage listed in account bills. It is possible to see if you used a work-issued mobile phone for unacceptable activities. Unacceptable use is reported to your Line Manager for further appropriate action. Assessing your behaviour and performance takes this kind of activity into account.

### Using MoJ IT outside your usual workplace

Some IT resources might be usable [away from your usual workplace](#), such as a laptop. Even outside the office, you must continue to ensure acceptable use of the IT resources.

You should also [ask](#) before taking MoJ IT equipment outside the UK.

### Avoid using removable media

Removable media like memory sticks are portable and easy-to-use. Unfortunately, this makes them a security risk, so [avoid using them](#). If however they are essential to your work, please follow the [Use of Removable Media policy](#).

### Personalisation of equipment

A popular trend is to adorn laptops with stickers. This is acceptable as long as the material does not cause problems such as upset, offence, or embarrassment. The same applies if you customise the desktop environment of your equipment, for example by changing the desktop image.

## Acceptable use policy

This information applies to all staff and contractors who work for the Ministry of Justice (MoJ).

Guidance about Acceptable Use of IT within the MoJ is available [here](#).

The definitive list of Acceptable Use Policy statements is available [here](#).

## IT Acceptable Use Policy

This document is the Ministry of Justice (MoJ) ICT Security – IT Acceptable Use Policy. It provides the core set of ICT security principles and expectations on the acceptable use of MoJ ICT systems.

### Introduction

MoJ ICT systems and services are first and foremost provided to support the delivery of MoJ's business services. To achieve this, most MoJ users are provided with an appropriate general purpose computer environment (i.e. a standard MS Windows desktop) and access to services and communication tools such as e-mail and the Internet.

This policy outlines the acceptable use of MoJ IT systems and services, and, expectations the MoJ has on its staff in this area.

### Scope

This policy covers all Users (including contractors and agency staff) who use MoJ ICT systems or services.

Failure to adhere to this policy could result in:

- Suspension of access to MoJ ICT systems and services.
- For MoJ employees, disciplinary proceedings up to and including dismissal.
- For others with access to MoJ IT systems and services, (specifically contractors and agency staff) termination of contract.

#### POL.ITAUP.001

All Users **must be** made aware of the IT Acceptable Use Policy (this document) and provided with security awareness training which covers this policy.

#### POL.ITAUP.002

All Users **must undergo** refresher security awareness training which covers this policy every 12 months.



## Protection of assets

It is paramount that all Users protect the confidentiality of information held on, processed and transmitted by MoJ ICT systems. All Users have a role in protecting the information assets which are under their control or have access to.

MoJ ICT systems have been designed to protect the confidentiality of the data held on them however maintaining this requires the application of and adherence to a clear set of operating procedures by all Users, these are collectively known as Security Operating Procedures (SyOPs).

It is important that all Users of an ICT system (include support and system administrative Users) are familiar with these SyOPs and are provided with the appropriate training.

### POL.ITAUP.003

All ICT systems **must have and maintain** a set of Security Operating Procedures (SyOPs). For systems undergoing the Accreditation process, these SyOPs can be included as part of the RMADS.

### POL.ITAUP.004

All Users of an ICT system (this includes support and system administrative staff) must read the SyOPs applicable and **must acknowledge** that they have both read and understood it before being granted access. A record must be kept of this event and made available to the system Accreditor upon request.

### POL.ITAUP.005

All Users **must be** made aware that non-conformance to system SyOPs constitutes a breach of the MoJ IT Security Policy which may result in disciplinary action.

### POL.ITAUP.006

Any change to an ICT system's SyOPs **must be** approved by the system Accreditor in advance.

### POL.ITAUP.007

Any request to perform an action on an ICT system which contravenes its SyOPs **must be** approved by the system Accreditor or MoJ ITSO in advance.

For most Users, access to MoJ ICT systems and information held on them is through using a desktop terminal, remote access laptop and/or mobile device (such as a Blackberry device). These devices have the capacity to store large amounts of potentially sensitive information assets. It is important that Users follow Information Management processes and handling guidelines to ensure information is stored and accessed appropriately. Further information on information handling is provided in the [ICT Security - Information Classification and Handling Policy](#).

## General Security Operating Procedures (SyOPs)

The policy refers to a key set of general SyOPs which are listed below:

- [IT Security Operating Procedures - System Administrators](#).
- [IT Security Operating Procedures - Administrators and Users](#).
- [Remote Working](#).
- IT Security Operating Procedures - ICT Equipment: Desktop – Corporate.
- IT Security Operating Procedures - ICT Equipment: Mobile Devices - RAS Laptop.
- IT Security Operating Procedures - ICT Equipment: Mobile Devices – Blackberry.

To minimise the number of SyOPs in circulation and standardise procedures, the SyOPs listed above act as the primary set where individual ICT systems are expected to conform to in terms of their own SyOPs. Any deviations or additions are at the discretion of the system Accreditor.

### POL.ITAUP.008

All ICT systems **must have** documented SyOPs which comply with the general SyOPs listed in this policy (see [here](#)). Any deviations or additions must be recorded in

separate SyOPs which form an addendum to one of the SyOPs listed [here](#).

**Note** – An ICT system may make use of, in their entirety, one or more of the SyOPs listed above as the procedures of that IT system do not deviate from those described in these general SyOPs.

### Removable Media

Removable storage media include devices such as USB memory sticks, writeable CDs/DVDs, floppy discs and external hard drives. These devices can potential contain large amounts of protectively marked data and pose a significant risk to the Confidentiality of data held on them. As such, the MoJ controls the use of removable media through SyOPs, technical security controls, and requiring movements of bulk data to be authorised by MoJ ICT IA, this includes completing an Information Asset Movement Form.

#### POL.ITAUP.009

Any removable media device **must be** approved by MoJ ICT IA where that device is used to store protectively marked data. The type of device and associated SyOPs must be approved by the system Accreditor prior to operational use.

#### POL.ITAUP.010

All Users **must ensure** that all data stored on or transported by removable media is in accordance with the applicable system SyOPs.

#### POL.ITAUP.011

All Users **must seek** approval from MoJ OST prior to any bulk transfer of protectively marked data using removable media. MoJ ICT IA will advise on any technical and procedural requirements such as data encryption and handling arrangements.

### Passwords

The username and password combination, in the main, is the primary access credential used for authenticating a User to an ICT systems and authorising their access to information assets and services provided by that system. It is therefore important that Users keep their access credentials safe and secure.

#### POL.ITAUP.012

All Users **must not** share or disclose any passwords with any other person.

#### POL.ITAUP.013

All Users **must not:**

- Attempt to gain unauthorised access to another User's IT account.
- Attempt to use another Users access credentials to gain access to an ICT system.
- Attempt to access information for which they do not have a 'need-to-know'.
- Use the same password on more than one ICT system.

### Legal and regulatory requirements

There are a number of legal and regulatory requirements for which the MoJ must comply with, this in addition to HMG security policy as expressed in the [HMG Security Policy Framework](#).

#### POL.ITAUP.014

All Users **must be** made aware of legal and regulatory requirements they must adhere to when accessing MoJ ICT systems. This must be included as part of the SyOPs.

## MoJ's Corporate Image

Communications sent from MoJ ICT systems or products developed using them (e.g. MoJ branded document or PowerPoint presentation) can damage the public image of the MoJ if, it is for purposes not in the interest of the MoJ, or, it is abusive, offensive, defamatory, obscene, or indecent, or, of such a nature as to bring the MoJ or any its employees into disrepute.

### POL.ITAUP.015

All Users **must ensure** that MoJ ICT systems are not used in an abusive, offensive, defamatory, obscene, or indecent, or, of such a nature as to bring the MoJ or any its employees into disrepute.

## Potential to cause offence and harm

The MoJ has a duty of care to all staff and to provide a positive working environment, part of this involves ensuring all staff maintain a high standard of behaviour and conduct.

### POL.ITAUP.016

MoJ ICT systems **must not** be used for any activity that will cause offence to MoJ employees, customers, suppliers, partners or visitors, or in a way that violates the [MoJ Code of Conduct](#).

## Personal use

The MoJ permits limited personal use of its ICT systems provided this does not conflict or interfere with normal business activities. The MoJ monitors the use of its IT systems and any personal use is subject to monitoring and auditing (see [here](#) ), and may also be retained in backup format even after deletion from live systems.

The MoJ reserves the right to restrict personal use of its ICT systems. The main methods employed are:

- Filtering of Internet and e-mail traffic – All Internet and e-mail traffic is filtered and analysed, further details are provided [here](#).
- Policy and procedures – This policy and associated SyOPs set out the restrictions placed on the use of an ICT system.

### POL.ITAUP.017

Users **must ensure** any personal use of MoJ ICT systems does not conflict or interfere with normal business activities. Any conflict is to be reported to their line manager.

### POL.ITAUP.018

Users **must ensure** that any personal use of MoJ ICT systems is inline with any applicable SyOPs and this policy.

### POL.ITAUP.019

Users **must be** aware that any personal use of MoJ ICT systems which contravenes any applicable SyOPs, or this policy, constitutes a breach of the IT Security Policy and may result in disciplinary action.

## Maintaining system and data integrity

Users need to comply with all applicable operating procedures and ensure that they do not circumvent any security controls in place. Changes to the configuration of an IT system which will affect either the integrity of that system or the integrity of shared data needs to be undertaken or supervised by authorised User or system Administrator.

### POL.ITAUP.020

All Users **must request** any changes to ICT system/s or ICT equipment through the IT helpdesk. Further details are provided in [IT Security Operating Procedures - Administrators and Users](#).

## Electronic messaging and use of the Internet

Due to the risks associated with electronic communications such as email and the Internet, the MoJ controls and monitors usage of MoJ ICT systems in accordance with applicable legal and regulatory requirements.

IT systems are designed to protect the MoJ from Internet borne attacks, reduce the risk of MoJ information being leaked or compromised, and, support the MoJ in providing a safe working environment. This is mainly achieved through the filtering and monitoring of all Internet and e-mail traffic.

Also, the use of any high bandwidth services, such as video steaming websites, creates network capacity issues which cause the poor performance key MoJ ICT services. As such, the MoJ restricts access to the Internet based on job role. Amendments can be made on the submissions of a business case for approval by MoJ Operational Security Team (OST).

The MoJ will regard as a disciplinary offence any usage of electric communications (e-mail and other methods such as instant messaging) and the Internet which, breaks the law, contravenes MoJ HR policies, or involves unauthorised access or handling of material that is deemed to be inappropriate, abusive, offensive, defamatory, obscene or indecent.

External E-mail and the Internet are, in general, insecure services where it is possible for external entities to intercept, monitor, change, spoof, or otherwise interfere with legitimate content. The MoJ deploys a number of security controls to protect its Users from Internet and e-mail borne attacks, however these controls are reliant on Users to remain vigilant, follow any applicable SyOPs, and report any suspicious behaviour.

### POL.ITAUP.021

All Users **must use** the Internet and e-mail (and other electronic communication systems) in accordance with this policy document.

## Managing e-mail use

Users are responsible for ensuring that all information is handled in line with protective marking of that information in accordance with [IT Security - Information Classification and Handling Policy](#).

The MoJ is connected to the Government Secure Intranet (GSI), which provides a secure environment for sending/receiving E-mails between Government departments. This allows Users with a MoJ E-mail account (e.g. suffix '@justice.gsi.gov.uk') to send E-mails which attracts a protective marking up to and including RESTRICTED to another MoJ or government User where their E-mail suffix ends in '.gsi.gov.uk'.

### POL.ITAUP.022

All Users **must ensure** that protectively marked information contained within or attached to an e-mail is handled in accordance with [ICT Security - Information Classification and Handling Policy](#).

E-mail is a major source of malware and route into the MoJ for criminal organisations to defraud staff or exfiltrate information. All Users need to exercise care when handling emails and report any suspicious activity as an IT security incident.

### POL.ITAUP.023

All Users **must ensure** that they do not:

- Open any attachments to an E-mail where the source is untrusted, unknown or unsolicited.
- Click on any links within an E-mail where the source is untrusted, unknown or unsolicited.

### POL.ITAUP.024

Where a User suspects that an E-mail received is from an untrusted, unknown or unsolicited source, they **must** report it as an IT security incident.

## Connectivity and remote access

Remote access is provided to MoJ ICT systems and services allowing Users access from offsite and home locations to connect in. The main methods of access are either via a RAS laptop and/or Blackberry device. In the main, remote access is to a protectively marked MoJ IT system (up to and including RESTRICTED). As such Users need to

be aware of both the security controls and procedures of the device used as well as the general physical security considerations. This includes any restriction on the carriage of such devices as they may contain HMG protectively marked data and HMG cryptographic material.

MoJ ICT IA maintains a list of countries where carriage and use of remote access devices is permitted. Further details can be found in the [Remote Working](#) guidance.

**POL.ITAUP.025**

All Users **must be** aware of the [Remote Working](#) guidance and must confirm that they have read and understood it before being provisioned with any remote access devices or equipment (e.g. RSA token).

**POL.ITAUP.026**

Any User wishing to take a remote access device out of the UK **must consult** [Remote Working](#) before doing so or the applicable device IT Security Operating Procedures document.

## Monitoring of communications

Communications may be monitored without notice and on a continual basis for a number of reasons including compliance with legal obligations, effective maintenance of IT systems, preventing or detecting unauthorised use or criminal activities (including cyber-intrusion), monitoring of service or performance standards, providing evidence of business transactions, and checking adherence to policies, procedures, and contracts.

The MoJ monitors telephone usage, network, email and Internet traffic data (including sender, receiver, subject; attachments to an e-mail; numbers called; duration of calls; domain names of websites visited, duration of visits, and files uploaded or downloaded from the Internet) at a network level.

The MoJ, so far as possible and appropriate, respects the privacy and autonomy whilst working of all Users, but further to [this information](#), any personal use of MoJ ICT systems will also be subject to monitoring. By carrying out personal activities using MoJ ICT systems, Users are consenting to the MoJ processing any sensitive personal data which may be revealed by such monitoring (for example regular visits to a set of websites).

For the purposes of business continuity it may sometimes be necessary for the MoJ to access business communications (including within e-mail mailboxes) while a User is absent from work (including holiday and illness). Access will only be granted through submission of a formal request to the IT Helpdesk where approval is required from the relevant line manager where the MoJ ITSO and MoJ HR may be consulted.

**POL.ITAUP.027**

All Users **must be** aware their electronic communications are being monitored in accordance with this policy.

**POL.ITAUP.028**

All Users **must be** aware that business communication (such as e-mail mailboxes) may be accessed if they are absent from work. This can only be requested and authorised by a line manager where the MoJ ITSO and MoJ HR may be consulted.

## Information classification

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### OFFICIAL, OFFICIAL-SENSITIVE

h/t <https://www.gov.uk/guidance/official-sensitive-data-and-it>

#### OFFICIAL

OFFICIAL is a UK HM Government information asset classification under the [Government Security Classifications Policy \(GSCP\)](#).

## OFFICIAL-SENSITIVE

OFFICIAL-SENSITIVE is **not** a classification. SENSITIVE is a handling caveat for a small subset of information marked OFFICIAL that require *special* handling by staff above and beyond the described OFFICIAL baseline.

The SENSITIVE handling caveat is a *reminder* as opposed to a requirement for additional controls nor a description of a minimum set of controls.

## DESCRIPTORS

Descriptors *can* be applied (but they do not need to be) to help identify certain categories of SENSITIVE information.

Descriptors should be applied in the format OFFICIAL-SENSITIVE [DESCRIPTOR]

The Cabinet Office maintains the following list of core descriptors to ensure a consistent approach is adopted across all departments:

- **COMMERCIAL:** Commercial- or market-sensitive information, including that subject to statutory or regulatory obligations, that may be damaging to HMG or to a commercial partner if improperly accessed.
- **LOCSEN:** Sensitive information that locally engaged staff overseas cannot access.
- **PERSONAL:** Particularly sensitive information relating to an identifiable individual, where inappropriate access could have damaging consequences. For example, where relating to investigations, vulnerable individuals, or the personal / medical records of people in sensitive posts (e.g. military, SIA).

Descriptors are **not** codewords.

## Secrets management

A 'secret' is defined here as a sensitive piece of information that should be kept private. A secret usually has a technical system or user focus, for example a password, OAuth token or 'private key'. Private keys are secrets associated with SSH network connections, certificates, etc.

A 'secret' **not** the same as a SECRET classification.

### The base principle

All secrets **must** be adequately protected from a loss of confidentiality or integrity. Secrets, much like other confidential data, must be controlled so they can only be viewed or influenced by authorised parties.

### Application & infrastructure secrets

All secrets should be adequately protected and suitably stored.

Where possible, use infrastructure-based secrets management services such as [AWS Key Management Service](#), [AWS Systems Manager Parameter Store](#), [Microsoft Azure Key Vault](#) or [Kubernetes Secrets](#) on Ministry of Justice (MoJ) Cloud Platforms.

It should be rare and exceptional to store secrets within code repositories, such as in Github.com. Where secrets must be stored, they must be protected to control who has the ability to view or use those secrets. For example, to store a secret on GitHub you must use a tool such as [git-crypt](#) to encrypt the secret.

Secrets must never be stored in plain-text. This also applies to code repositories, even when the repository is set to a private mode.

Secrets for managing infrastructure must be issued as user authentication secrets, not a single shared secret.

### User authentication secrets

User authentication secrets such as SSH private keys or tokens must be generated for each purpose and kept private.

Unless by intended design, authentication secrets should never be shared or published.

SSH private keys should be password protected where practical to do so.

# Access control

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## Business requirements of access control

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### Access Control guide

#### Introduction

This guide explains how the Ministry of Justice (MoJ) manages access to its IT systems so that users have access only to the material they need to see. This guide has sub-pages which provide in-depth Access Control guidance.

#### Who is this for?

This guide is aimed at two audiences:

1. The in-house MoJ Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation.
2. Any other MoJ business group, agency, contractor, IT supplier and partner who in any way designs, develops or supplies services (including processing, transmitting and storing data) for, or on behalf of the MoJ.

#### Related guides

Further guidance on how to manage user access can be found in the guides below.

- [Privileged Accounts](#).
- [Management Access](#).
- [Minimum User Clearance Requirements](#).
- [Multi-Factor Authentication \(MFA\)](#).

#### Information security principles for access control

These are the Access Control principles you need to know.

- **The 'need-to-know' principle:** Restricting access to information based on a business requirement.
- **Non-repudiation of user actions:** Holding a user accountable for their actions on an IT system.
- **The 'least privilege' principle:** Assigning the least number of privileges required for users to fulfil their work, usually done through Discretionary Access Controls (DAC).
- **User Access Management:** Managing user access to systems and services through a formal user identity lifecycle process.

#### Access control principles

Effective access control should be implemented by following these four principles.

1. **Identification:** The MoJ should provide a single, unique ID assigned, named and linked to a private account for each user. For example, Lesley is issued a user account that only Lesley uses, and only Lesley can access. This is important so that logging information is accurate (see the [Accounting section below](#) for further information).
2. **Authentication:** To access MoJ systems, users must authenticate themselves. They can do so using:
  - something they know (such as a password - the primary authentication method used at the MoJ)
  - something they have (such as a smart card)
  - something they are (biometric authentication such as a fingerprint, voice recognition, iris scan and others)

Systems holding sensitive information, or systems that are mission critical to the MoJ, must use Multi-Factor Authentication (MFA) to prove user identity. See the [Multi-Factor Authentication Guide](#) and [Password Management Guide](#) for further information. If you wish to use an additional method of authentication you should



review the National Cyber Security Center's (NCSC) guidance and contact the Cyber Assistance Team (CAT). For information on authentication methods including OAuth, refer to the [Managing User Access Guide](#).

3. **Authorisation:** Authorisation is the function of specifying access rights/privileges and resources to users, which should be granted in line with the principle of least privilege. Reducing access privileges reduces the "attack surface" of IT systems. This helps to prevent malware and hackers from moving laterally across the network if they compromise a user account.
4. **Accounting:** Successful and unsuccessful attempts to access systems, and user activities conducted while using systems must be recorded in logs. Please see the [Security Log Collection Guide](#) for more information. This will help to attribute security events or suspicious activities to users who can be supported to improve their behaviours or held accountable for their actions.

Consider the following points when creating activity logs.

Logs should be:

- stored securely
- backed up, so that data are not lost if there is a system unavailability
- managed according to the sensitivity of the data they hold, for example personal information. Contact the Data Privacy Team for advice on protecting sensitive personal information - [privacy@justice.gov.uk](mailto:privacy@justice.gov.uk).
- stored for a minimum of 6 months

Logs should not be:

- retained for longer than 2 years unless otherwise stipulated. Retention rules may vary on a case by case basis so check with the Data Privacy Team, the Cyber Assistance team, and the MoJ Data Protection Officer if a Log involves personal information. See the [Accounting Guide](#) for further information.
- tampered with under any circumstances, for example through modification or removal.

See the [Security Log Collection Guide](#) for more information.

## Segregation of duties

In some parts of the MoJ, segregation of duties is used to help to reduce the possibility that malicious activity takes place without detection.

You can segregate duties in various ways, including:

- implementing manual or automated Role Based Access Control (RBAC), to enforce user authorisation rights.
- regularly reviewing audit logs to check for suspicious activity
- ensuring strict control of software and data changes
- requiring that a user can perform only *one* of the following roles:
  - identification of a requirement or change management request (Business function)
  - authorisation and approval of a change request (Governance function)
  - design and development (Architect or Developer function)
  - review, inspection, and approval (another Architect or Developer function)
  - implementation in production (System Administrator function)

## Contact details

Contact the Cyber Assistance Team for access control advice – [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)



## User access management

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### Authentication

#### The base principle

Any access to any data **must** employ adequate authentication techniques to identify the system or user to a suitable level of confidence for the system or data within.

#### Passwords

Where appropriate, passwords should be used as a knowledge-based factor for authentication.

The Ministry of Justice (MoJ) has published the [MoJ Password Standard](#).

#### Named individual accounts

Human user access must have unique, named and private accounts issued (with shared accounts being a rare, intentional and considered exception to this rule).

For example: Jonathan Bloggs is issued with a user account only Jonathan uses and may access.

#### Account sharing

Accounts must not be shared unless they are defined as shared accounts, where additional authentication and authorisation techniques may be required.

For example:

- individuals must not share a 'root' account, but be issued named accounts with appropriate privileges instead;
- Individuals must not share a single Secure Shell (SSH) private key, but generate private and individual keypairs and their public key associated to locations where authentication is required.

#### System-system accounts

Accounts designed for programmatic or system/service integration must be unique for each purpose, particularly in separation between different environments - such as pre-production and production.

System-system accounts must be protected against human intervention.

Token-based methods are preferred over static private key methods.

#### Multi-Factor Authentication

Where appropriate, multi-factor authentication (MFA) should be used as a knowledge-based factor for authentication. MFA is sometimes referred to as Two-Factor Authentication (2FA).

MoJ guidance on MFA is available [here](#).

#### MFA for Administrators

Administrative accounts **must** always have MFA, unless impractical to do so. Ensure there are techniques in-place such that MFA is always enabled and active for each account.

#### MFA for important or privileged actions

MFA should be re-requested from the user for important or privileged actions such as changing fundamental configurations such as registered email address or adding another administrator.

MFA can also be used as a validation step, to ensure the user understands and is confirming the action they have requested, such as an MFA re-prompt when attempting to delete data.

## IP addresses

### Trusting IP addresses

IP addresses in and of themselves do not constitute authentication but may be considered a minor authentication *indicator* when combined with other authentication and authorisation techniques.

For example, traffic originating from a perceived known IP address/range does not automatically mean it is the perceived user(s) however it could be used as an indicator to *reduce* (not eliminate) how often MFA is requested *within* an existing session.

### IP address for non-production systems

IP addresses access control lists (and/or techniques such as HTTP basic authentication) should be used to restrict access to non-production systems you do not wish general users to access.

H/T <https://medium.com/@joelgsamuel/ip-address-access-control-lists-are-not-as-great-as-you-think-they-are-4176b7d68f20>

## Management access

### The base principle

Management or administrative access **must** be limited to authorised authenticated users and utilise multi-factor authentication wherever possible.

### Application Program Interface (API)

APIs are preferred over Secure Shell (SSH) connections, as by comparison they generally offer greater technical security limitations without the need for parsing commands.

### Automated diagnostic data collection

It should be exceptional to directly administer a server/node when adequate diagnostic data collection sends underlying technical data to a place where it can be correlated and analysed.

### Pre-defined, pre-audited

Tools such as [Systems Manager](#) and comparable techniques over preferred over manual intervention (such as human interaction over SSH) as the intervention path can be carefully designed to avoid human error and effectively instruct pre-audited actions to be taken on an administrator's behalf.

### Secure Shell (SSH)

Use of bastion or 'jump' boxes for access into systems is a useful technical security design that also helps 'choke' and control such sessions.

Through immutable infrastructure and server design, state-less cluster expansion/contraction and automated diagnostic data capture the need to SSH into a server/node should be increasingly less common.

It should be exceptional for an individual to login to a server/node via SSH and execute commands with elevated privileges (typically, `root`).

### Using SSH

SSH must be strictly controlled, and environments should be segregated so that no single bastion or 'jump' SSH server can access both production and non-production accounts.

SSH shells must be limited to users who need shell (by comparison to users who will use SSH as a port forwarding tunnel).

Joiners/Movers/Leavers processes must be strictly enforced (optimally, automated) on SSH servers as they are a critical and privileged access method.

SSH should not be password-based, and should use individually created and purposed SSH keypairs. *Private keys must not be shared or re-used.*

## Managing User Access Guide

### Introduction

This guide provides information on the authentication methods which should be used to manage user access to systems and information in the Ministry of Justice (MoJ). This is a sub-page to the [Access Control Guide](#).

### Managing access to MoJ systems

The following methods can be used to manage access to the MoJ's systems. They are in order of preference for their use, with 1 providing more secure management features than 3.

Rank	Method	Comment
1	Application Program Interface (API)	Where possible, APIs should be used instead of remote server configuration tools such as Secure Shell (SSH) and Remote Desktop (RDP). This is because APIs offer greater technical control over security systems without the need for parsing commands required by remote server configuration tools.
2	Automated diagnostic data collection	It should be considered the exception for administrators to directly administer a server/node when there is automated diagnostic data collection. Diagnostic data collection allows the underlying technical data to be easily correlated and analysed.
3	Remote server configuration tools	If you cannot use APIs then remote server configuration tools can be used with the following controls.

Use of bastion or 'jump' boxes for access into systems is a useful technical security design that also helps 'choke' and control sessions.

The need to use remote server configuration tools to interact with a server or node can be reduced through improved infrastructure and server design. For instance, the use of stateless cluster expansion or contraction, and the automated diagnostic data capture, can reduce the need to use SSH.

System Admins should only login to a server or node via SSH to execute commands with elevated privileges (typically, root) under exceptional circumstances.

- SSH must be strictly controlled, and environments should be segregated so that no single bastion or 'jump' SSH server can access both production and non-production accounts.
- Do not allow direct logging in as root through SSH. Administrators must have a separate account that they regularly use and `sudo` to root when necessary.
- SSHs must be limited to users who need shell, in contrast to users who might use SSH as a port forwarding tunnel.
- Joiners/Movers/Leavers processes must be strictly enforced (optimally and preferably automated) on SSH servers, as they are a critical and privileged access method.
- SSH access should not be password-based. It should use individually created and purposed SSH key pairs. Private keys must not be shared or re-used.

The Government Digital Service (GDS) recommends the use of the open authorisation standard '[OAuth2](#)' as a means to authenticate users. See the [GDS guide](#) for more information.

## Contact details

Contact the Cyber Assistance Team for advice - [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)

## Minimum User Clearance Requirements Guide

### Introduction

This Minimum User Clearance Requirements Guide outlines the level of security clearance required for staff in order to access specific account types. This is a sub-page to the [Access Control Guide](#).

### Security clearance levels

The Ministry of Justice (MoJ) uses the [national security vetting clearance levels](#):

- Baseline Personnel Security Standard (BPSS)
- Counter Terrorist Check (CTC)
- Security Check (SC)
- Developed Vetting (DV)

Where appropriate, Enhanced checks apply, for example Enhanced Security Check (eSC).

### Minimum user clearance requirements

Most of the MoJ IT systems are able to process OFFICIAL information. Therefore all roles in the MoJ require staff to attain BPSS clearance as a minimum to be granted access rights to view OFFICIAL information. Some roles require staff to have higher clearance.

For an individual to perform any of the following tasks, clearance higher than BPSS is required:

- Has long term, regular, unsupervised access to data centres or communications rooms.
- Has regular privileged unsupervised and unconstrained access to systems which contain data for multiple MoJ systems, for example backups, or console access to multiple cloud services.
- Has cryptography responsibilities and handling, under advice from the Crypto Custodian.
- Has access to multiple system security testing outcomes which reveal vulnerabilities in live services.
- Has a role such as system support or IT investigation role, such that without further authority or authorisation, an individual might:
  - Act as another user.
  - Obtain credentials for another user.
  - Directly access other users' data.

If an individual does not need to perform any of the above tasks, then BPSS, DBS or Enhanced Check is sufficient.

The MoJ HQ and Executive Agencies might have additional, specific requirements for DV/DV STRAP clearance for individual systems. These requirements should be followed where applicable.

Please contact the Cyber Assistance Team and refer to the [Vetting Policy](#) for further information.

### Checking someone's clearance status

To check someone's clearance status, collect the following information:

- Their firstname.
- Their lastname.
- Their date of birth.

Send this information to the MoJ Group Security Team, by emailing: [mojgroupsecurity@justice.gov.uk](mailto:mojgroupsecurity@justice.gov.uk). The team will check with the Cluster, to determine the individual's clearance status, if any. If you are authorised to receive the answer, the team will reply to you with the answer.

## Contact details

Contact the Cyber Assistance Team for advice - [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)

## Multi-Factor Authentication (MFA) Guide

### Introduction

This Multi-Factor Authentication (MFA) guide explains how MFA can be used to ensure that users are only granted access to Ministry of Justice (MoJ) information once their identity is confirmed. This is a sub-page to the [Access Control Guide](#).

### MFA

Users should have their identity authenticated through the following methods:

- something they know (such as a password)
- something they have (such as a mobile phone or smart card), and/or
- something they are (biometric authentication such as a fingerprint).

MFA can be used as a possession-based factor for authentication, by checking for something 'you have'. MFA is sometimes referred to as Two-Factor Authentication (2FA) if it involves a second form of authentication. MFA is referred to as 3, 4, or 5 Factor Authentication if it includes additional authentication requirements. Different methods of additional authentication identify users with varying degrees of accuracy. Care should be taken to ensure true MFA. For example, password and security questions are both dependent 'something the user knows' and therefore are just one factor of authentication.

The list below identifies the MoJ's preference for MFA methods, with 1 ranked the highest. These methods can be used for 2, 3, 4, or 5 Factor Authentication as required.

Note:

- MFA Type 1 may not be suitable for all systems. In that case, other methods of delivering MFA should be considered to provide additional protection beyond single sign on.
- MFA types 5 and 8 should only be used when no other MFA method is appropriate as these methods can be easily spoofed or circumvented.

Preference	Type
1.	Hardware-based (for example, Yubikeys or TPM enabled devices)
2.	Software-based (for example, <a href="#">Google Prompt</a> on a mobile device)
3.	Time-based One Time Password (TOTP)-based (the code is held by a dedicated app such as Google Authenticator on a mobile device)
4.	<a href="#">TOTP</a> -based (the code is held within a multi-purpose app, for example, a password manager app that also holds other factor information)
5.	Certificate-based (a digital certificate used to authenticate a user)
6.	Email-based (a one-time code/link sent to the registered on-file email address)
7.	SMS-based (a one-time code sent via SMS)
8.	Phone-call based (a phone call providing a one-time code or password)

The [MoJ Password Guide](#) provides more information on the use of MFA.

## Contact details

Contact the Cyber Assistance Team for advice – [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)

## Privileged Account Management Guide

### Introduction

This guide explains how to manage privileged accounts in order to minimise the security risks associated with their use. This is a sub-page to the [Access Control Guide](#).

### How to manage privileged accounts

Holders of privileged accounts, such as system administrators, have privileges to perform most or all of the functions within an IT operating system. Staff should have privileged accounts only when there is a business need, in order to prevent malicious actors gaining privileged access to Ministry of Justice (MoJ) systems. The MoJ requires that ownership and use of privileged accounts must be monitored and audited on a monthly basis.

Privileged accounts should be protected with the following controls.

DO
<ul style="list-style-type: none"> <li>✓ Ensure that privileged users only use their system administrator account when elevated privileges are required. Their general user account should be used for all other work activities.</li> <li>✓ Ensure that management or administrative access is limited to users who have been suitably authenticated and have been authorised to perform the specific action. Only those with a genuine business need should have an administrative account, however there should be a sufficient number of administrators that there is not a single point of failure due to absence or administrators leaving the MoJ. This should be enforced through the principle of least privilege.</li> <li>✓ Ensure that Multi Factor Authentication (MFA) is used where possible, such as where administrative consoles provide access to manage cloud based infrastructure, platforms or services. MFA should also be used to access enterprise level social media accounts. See the <a href="#">Multi-Factor Authentication Guide</a> for details of preferred MFA types. Where MFA cannot be used on a system, this is considered an exception and should be logged in the risk register.</li> <li>✓ Ensure that MFA is mandated for a privileged user to conduct important or privileged actions such as changing fundamental configurations including changing registered email addresses or adding another administrator.</li> <li>✓ Ensure that MFA is used as a validation step, to confirm actions requested by users, such as a MFA re-prompt when attempting to delete or modify data.</li> <li>✓ Ensure that default passwords are managed as described in the <a href="#">Password Manager guidance</a>.</li> </ul>
DON'T
<ul style="list-style-type: none"> <li>✗ Allow privileged users to use their privileged accounts for high-risk functions. These include reading emails, web browsing, using an 'administrator' login on an end-user device (such as a mobile device), or logging into a server as 'root'.</li> <li>✗ Leave default or factory set passwords for any accounts but particularly for privileged system accounts, social media accounts and infrastructure.</li> <li>✗ Allow a user to have a privileged account, unless they are a service provider and require a privileged account for that specific service.</li> </ul>

For more information or help with Privileged Accounts, contact the [Cyber Assistance Team](#).

### Contact details

Contact the Cyber Assistance Team for advice – [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)

## User responsibilities

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### Protecting Social Media Accounts

#### Summary

Hostile attacks on Social Media accounts pose a serious threat to the Ministry of Justice (MoJ) and its reputation. When attacks happen, they quickly become [headline news](#), and can [happen to any account, anywhere in the world](#).

Two types of attacks are common:

- Attempts to render the account useless by 'bombarding' it with messages.
- Attempts to 'take over' the account.

#### Steps we can all take to protect ourselves

##### Ensure our passwords are secure

Passwords are the main protection on our accounts, hence ensuring they are secure is vital. The NCSC has produced [guidance](#) on making secure passwords - the summary of which is that picking three random words to make a password (for example RainingWalrusTeacup) is a good policy for securing Social Media accounts.

##### Check your email details are up-to-date

Most of the time, the first indication you'll have that something is wrong is when an email is sent to you. This could be to let you know that someone is attempting to log into your account, or that someone is trying to reset your password, or more worryingly, that a new device has logged into your account. Hence it is important that you ensure that your email details are up-to-date, and that your email is secure.

##### Enable Two Factor Authentication

Two Factor Authentication (2FA) involves requiring a random code to be entered before being logged in. These codes are either sent to the user via SMS or email, or generated every 30 seconds by an app or device the user has which relies on a seed key provided by the service. That seed can then be shared amongst a team, allowing for multiple owners or contributors.

If at all possible, SMS generation should be avoided, as it is theoretically possible for phone numbers to be taken over through various attacks, as well as meaning that only one person can receive the code, which isn't ideal if a team is working on a single account.

If you're using email, then it can be sent to a group account, which also allows for multiple owners or contributors - but it's important to ensure that the email is also protected by 2FA.

If you have a spare 10 minutes, watch [this video](#) for an excellent explanation of how 2FA works and why it's important to have it enabled.

Click the links for details on how to activate 2FA for [Facebook](#), [Twitter](#) and [Instagram](#).

##### Only use trusted third-party applications

In addition to the official applications, there are many tools and third-party applications that might be used to work with social media accounts.

Some of these tools provide useful extra facilities, such as 'scheduled' posts, or helping you post one message to several different social media channels.

The problem is that you have to give your account details to these tools so that they can post to your account.

This is potentially very dangerous:

- An application might post messages on your behalf, that you do not agree with or are unacceptable.
- An application might store or share your account details.

Only use applications that are trusted and approved for use with your social media accounts. For help with this, [contact Cyber Security](#).

## Remove 'unused' applications

People tend not to be very good at removing old or rarely used applications. Older applications should be checked regularly to see if there are any updates.

A good habit is to check your applications once a month or so, and consider:

- Do you still use the application? If not, remove it.
- Whether there is an update available for the application? If so, install it.

As well as increasing safety, removing unused applications frees up storage space on your system.

## Check your privacy settings

The whole point of a social media account is to share information. But that doesn't mean you want to share *everything*.

When you first create a social media account, you are normally asked to decide on the privacy settings. These control how much information you share, and who you share it with.

But it's very easy to forget to check the settings, from time-to-time, to make sure they are still correct.

A good habit is to check your account privacy settings once a month or so. Information on privacy settings is available for the main social media environments:

- [Facebook](#)
- [Twitter](#)
- [Instagram](#)

## Limit access to your accounts

You might be tempted to share access to your social media account, for example if you want to have postings regularly, even while you are away.

Avoid sharing access to your social media account. It's easy to forget who the details are shared with. It's also possible that postings might be made on your behalf that you don't agree with, or are not acceptable.

Any MoJ social media accounts that do need to be shared will have proper access controls in place. You should never need to share your account details for work purposes.

If you need more help on this, contact your Line Manager or [Cyber Security](#).

## Don't click on suspicious links

Unfortunately, social media postings are a common way of sending you links to malware or other problem material. Postings might also be used to send you 'phishing' attacks.

In the same way that you should be careful with any links or attachments sent to you using email, you should also be suspicious of links or attachments sent to you through social media. This applies to both general postings and messages sent directly to you ('Direct Messages').

For more information, read [this article](#) on the MoJ Intranet.

## What to do if your account is bombarded Remember that these attacks are short lived

Due to the amount of organisation and effort required to coordinate such an attack, they do not last long, and like an intense inferno, will soon burn themselves out.

## Do not respond to the attack

These attacks are designed to attack the person controlling the account as well as the agency itself. By only responding to messages not involved in the attack - especially those trying to share positive messages, the attackers will run out of interest far sooner than if you engage them. If they are posting harmful or threatening messages, report the accounts.

In a single sentence - "don't feed the trolls".



## Feel free to walk away

Dealing with these attacks can be emotionally draining; even just reading the messages can have a far greater impact on you than you realise. Take breaks in the event of an attack, even if it's hard to - consider going for a walk to force yourself away.

## Cyber Security Advice

### Cyber Consultants & Risk Advisors

- Email: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk)
- Slack: #security

# System and application access control

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## Account management

### Introduction

This guide provides help on account management, for example when passwords should be changed or when user accounts should be locked. For more information, see the [Password Management Guide](#).

The information is aimed at two audiences:

- The in-house Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation. This includes DevOps, Software Developers, Technical Architects and Service Owners. It also includes Incident Managers from the [Event, Problem, Incident, CSI and Knowledge \(EPIC\) team](#).
- Any other Ministry of Justice (MoJ) business group, agency, contractor, IT supplier and partner who in any way designs, develops or supplies services (including processing, transmitting and storing data) for, or on behalf of the MoJ.

### Account lockouts

Account lockouts must be implemented within MoJ systems for the following reasons:

#### Failure to change passwords within the allocated time.

Systems must have a 'change password' function to recover the account or contact information for the Technology Service Desk.

#### Unsuccessful connection attempts.

Allow no more than 10 consecutive login attempts before logout.

#### Forgotten passwords.

All MoJ systems must have a forgotten password link on the login page, enabling the user to change the password on their own. Ensure this uses multi-factor authentication for user verification.

#### Removed or revoked access.

Users may experience account lockouts due to inactivity, need to know permissions or change of employment status such as contract termination. Access to these accounts must only be re-enabled with line manager approval.

Systems should have a way to forcibly revoke an account, and disconnect any active session instantly. This is to deal with scenarios such as suspicion that an account or access has been compromised. The session disconnect is required because revoking an account on some systems does not necessarily invalidate an existing session immediately.

### Password changes

When designing and developing systems for use within the MoJ, password changes must be enforced for these events:

- A user has forgotten their password or is experiencing login issues.
- There has been a security incident involving the account or password.
- An authorised person, such as line manager or IT support, requests the change.
- The system prompts you to change a password.
- You suspect an account might have been compromised.

Password changes must be made within the following timeframes:

Type of system	Maximum time allowed for a change
Single-user systems, such as laptops	1 week
All other systems	1 day

### Revoking accounts

All MoJ user accounts are access controlled according to the user's 'need to know' requirements and their employment status. Accounts should be revoked at contract termination and during long-term absences, such as maternity or long-term sickness leave. The MoJ revokes user accounts in alignment with the [Access Control Guide](#).

### Contact details

For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).

## Authorisation

### The base principle

Any access to any data **must** employ adequate authentication techniques to identify the system or user to a suitable level of confidence for the system or data within.

### Least privilege principle

The principle of least privilege (PoLP; also known as the principle of least authority) is effectively conferring only the minimum number of required privileges required in order to perform the required tasks.

This helps reduce the "attack surface" of the computer by eliminating unnecessary privileges.

Day to day examples include: not ordinarily using an 'administrator' login on an end-user device (such as a laptop), logging into a server as 'root' or a user being able to access all records within a database when they only need to access a subset for their work.

### Administrator definition

An administrator is much broader than a technical system administrator to a server, network or service (such as 'domain admin' in Microsoft Active Directory) but someone who has higher levels of access or control than a required for day to day operation.

Examples include those with high privileges on a Ministry of Justice (MoJ) github.com repository and credentials to the MoJ communications accounts (such as social media).

### AWS assume-role

Amazon Web Services (AWS) Identity and Access Management (IAM) has a `Role` function, which effectively allows explicitly permitted and explicitly denied activity (within the AWS ecosystem) to be defined on a per role-based.

This allows IAM accounts to be grouped based on role and purpose. This avoids individual IAM accounts being given permissions individually, which can often lead to over or under privileged configurations.

Where possible, IAM Roles should be used.

## IP addresses

IP addresses in and of themselves do not constitute authentication but may be considered a minor authentication *indicator* when combined with other authentication and authorisation techniques.

For example, traffic originating from a perceived known IP address/range does not automatically mean it is the perceived user(s) however it could be used as an indicator to *reduce* (not eliminate) how often MFA is requested *within* an existing session.

H/T <https://medium.com/@joelgsamuel/ip-address-access-control-lists-are-not-as-great-as-you-think-they-are-4176b7d68f20>

## Multi-user accounts and Public-Facing Service Accounts Guide

### Introduction

This guide sets out when multi-user accounts should be used, although this is discouraged and should be avoided if possible. The guide also explains how public-facing service accounts should be authenticated. For more information, see the [Password Management Guide](#).

This guide has been written in alignment with [NCSC guidance](#).

### Multi-user accounts

In this context, a multi-user account is where a single set of credentials is used by more than one person. This can be found on legacy systems where there is a dedicated administrator account. Multi-user accounts allow multiple users with individual logins and varying permissions to use the same account. Multi-user accounts need to be managed carefully using [Privileged Account Management](#) (PAM) or a Bastion server to avoid security risks associated with accountability. Multi-user accounts should only be used directly if there is no alternative.

Note: A [Bastion server](#) is a specially strengthened system that provides access to parts of the Ministry of Justice (MoJ) private network from an external network, such as the Internet. It provide specific access to to a well-defined set of servers or services, rather than permitting general access across the network.

The multi-user account checklist requires that you:

- Undertake a Business Impact Assessment (BIA) before implementation of a multi-user account to understand risks posed to the MoJ.

Note: The BIA provides details on how the business views the impact to their information assets and services following a loss of Confidentiality, Integrity or Availability. This is useful because it provides a steer on what types of incidents result in the highest impact to the business and how tolerant the business is to a loss of service provision. For help on creating a BIA, contact the Cyber Assistance Team: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).

- Create a pre-defined and authorised list of users.
- Implement using the 'need to know' access principle on the PAM. Alternatively, if using a bastion host, see what options there are to enforce this principle.
- Regularly check for redundant user IDs and accounts on either the PAM or bastion hosts. These should then be blocked or removed.

### Public-facing services

Developers and administrators should ensure that front-end users who access the MoJ public-facing services or applications are authenticated through the GOV.UK Verify Service. When this is not possible, for example when an individual does not have a UK address, passwords must:

- Be easy to use, for example, pasting passwords into web forms should be enabled.
- Not be forcibly changed simply as a result of a period of time passing. However, passwords and other account access mechanisms must be revoked for an individual when they are no longer authorised to work with the account.
- Use Two Factor Authentication (the [Password Creation and Authentication Guide](#) provides further advice).

- Be changed when required, for example after a system compromise is identified, or if the limit of unsuccessful password attempts is reached and the account is locked.
- Be reset using a one-time password.

The [Password Creation and Authentication Guide](#) provides further guidance creating a strong and complex password.

### Service accounts

Service accounts must be used for system and application authentication at a privileged level. Service accounts must use certificates for authentication, however if these cannot be used, then passwords are an acceptable alternative. The [Password Creation and Authentication Guide](#) provides further guidance on how you must create a strong and complex password.

### Contact details

- Contact the Cyber Assistance Team for specific advice on IT security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- [To report an incident](#).

## Password Creation and Authentication Guide

### Introduction

This guide sets out considerations for creating passwords and authenticating users for access to Ministry of Justice (MoJ) systems. This includes ensuring that there are appropriate authentication methods for information, accounts and systems. For more information, see the [Password Management Guide](#).

This guide has been written to align with [NCSC guidance](#).

### Default passwords

All default passwords must be changed before using any system. Default passwords should not be 'guessable'. This applies to all new, modified or replaced systems, applications and end-user devices or endpoints.

### Password length and complexity

Best practice for creating a strong password is to create a passphrase consisting of a string of words that is easy to remember. If using this approach, have a minimum of three words in the passphrase. Passwords must be complex and difficult to guess. When selecting a password, ensure that:

- It has a minimum of 8 characters for personal accounts.
- It has a minimum of 15 characters for high value accounts, for example administrator accounts, password managers or service accounts.
- It does not contain usernames or personal information, such as date of birth, address, phone number or family or pet names.
- It is used alongside system monitoring tools such as last login attempt notifications, rather than enforcing regular password expiry.
- You have alternative or additional authentication options, such as Single-Sign On (SSO) and Multi-Factor Authentication (MFA), depending on a system's security classification or where otherwise required.

Stronger passwords typically at least one instance of each of the following character types: upper case, lower case, numbers, and special characters. Special characters include: @, &, \$, % or ^. However, there is no specific obligation to include special characters for a password to be acceptable.

For more details about passwords for service accounts, see the [Passwords](#) guidance.

### Password history and block listing

The MoJ requires a password allow list to help users create strong passwords. This is a list of commonly used passwords, which can be easily guessed or brute forced by threat actors, and so must not be used. To understand trends in bad passwords and set up password allow listing, refer to 'SecLists', found on [GitHub](#).

The MoJ requires password history management, to prevent an old password being reused. This prevents threat actors using previously compromised passwords in an attack, and helps to enforce MoJ strong password requirements.

### Multi-factor authentication

MFA provides an additional layer of security for login and access controls. Two-Factor Authentication (2FA), Time-based One-Time Password Algorithm (TOTP), and hardware and software tokens and biometric authentication are all forms of MFA that might be used within MoJ systems. The [Access Control Guide](#) provides further information.

If a service supports MFA, it must be enabled and used by default. An MFA prompt must appear when attempting to access an OFFICIAL system, where:

- The system relies upon 'cloud' applications, cloud-based APIs, or other internet-connected services.
- A new device is used to log on to the service.
- A password change is in progress for a privileged account.

Further guidance around the use of Multi-Factor Authentication can be found in the [Authentication](#) guide.

### Single-Sign On

MoJ SSO solutions include Office 365, and Digital and Technology G-Suite. SSO solutions must be integrated within the MoJ application development and service delivery environment, to improve user experience by authenticating to systems using existing MoJ credentials. SSO must:

- Have a pre-defined identity source for users, such as Active Directory, Google Directory or LDAP. This means a developer or service provider must use an established MoJ SSO solution rather than creating a new one.
- Normally be based on applications rather than groups of people. This means that SSO is to a specific application or service, rather than saying something like 'all administrators of the Widget application have SSO-managed access'. Instead, SSO must be enabled for the 'Widget' application. It can be based on groups of people or roles if these have been defined.

### Contact details

For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).

## Password Management Guide

### Introduction

This guide sets out the roles and requirements for setting and maintaining strong passwords across Ministry of Justice (MoJ) systems.

The information is aimed at two audiences:

- The in-house MoJ Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation. This includes DevOps, Software Developers, Technical Architects and Service Owners. It also includes Incident Managers from the [Event, Problem, Incident, CSI and Knowledge \(EPIC\) team](#).
- Any other MoJ business group, agency, contractor, IT supplier and partner who in any way designs, develops or supplies services (including processing, transmitting and storing data) for, or on behalf of the MoJ.

### Roles and responsibilities

#### All MoJ Digital and Technology users

Everyone must ensure that password creation, distribution and maintenance is done securely.

Passwords must not ordinarily be shared. Refer to the [Password Storage and Management Guide](#) for exceptions and alternative solutions for sharing passwords.

Passwords must be strong and complex. Refer to the [Password Creation and Authentication Guide](#) for more details.

Passwords must be changed upon indication of compromise.

Passwords must be distributed securely. Refer to the [Password Storage and Management Guide](#).

Multi-factor authentication (MFA) must be enabled for existing systems, wherever possible. MFA must be enabled for new systems. Further guidance can be found in the [Password Creation and Authentication Guide](#) and the [Multi-User Accounts and Public-Facing Service Accounts Guide](#).

Where a default password is applicable, it must never be guessable.

### **Software Developers, Technical Architects and Development Operations**

Make every effort to avoid creating yet another new or modified password-based authentication system. If it is unavoidable, then ensure that the following security requirements are adhered to:

- Multi-user accounts should be avoided, but if required refer to the [Multi-User Accounts and Public-Facing Service Accounts Guide](#) for further guidance.
- Technical controls must be implemented to support requirements in the [Password Creation and Authentication Guide](#).
- Applications or software must support MFA, and where possible single sign-on (SSO) solutions leveraged by the MoJ.
- Passwords must not be stored in clear text or using encryption algorithms with known security weaknesses.
- Passwords must not be transmitted in clear text over networks.
- All applications or software must use HTTPS to require authentication.
- Applications or software must provide some form of role management, whereby an authorised user can take over the functions of another without having to know the other users' password.
- Passwords and other secrets (SSH Keys, DevOps secrets, etc.) must never be embedded into applications. The use of key vaults, such as AWS Secrets Manager, is strongly recommended.
- Where a default password is applicable, it must never be guessable.

### **Suppliers and vendors**

Suppliers and vendors must ensure that their systems support the password requirements set by the MoJ.

Supplier or vendor systems must be able to change, reset and revoke passwords. This must be possible using well-defined processes.

Suppliers and vendors must implement the technical controls in the MoJ guidance, such as locking accounts after repeated access attempts and blocking common password choices, to improve the effectiveness of password-enforcement and compliance.

Senior Business Owners for Contracts should ensure that when contracts are signed, the supplier receives explicit guidance on password management and it is included in the associated contractual Security Management Plan (SMP).

### **System Administrators**

System Administrators (SAs) must ensure that systems support the password requirements set by the MoJ. When provisioning and maintaining user accounts, SAs must:

- Require a change of initial or first-time passwords.
- Verify a user's identity before resetting a password.
- Implement automated notification of a password change or reset.

SAs must also ensure privileged accounts:

- Are authorised only for a specified time.
- Are managed and regularly reviewed for user access, so that access is revoked when a user no longer needs it. This is to prevent unauthorised access.
- Use MFA for user authentication.
- Have activity logs for the purposes of review and monitoring.

### **Related guides**

Further guidance around the management of passwords at the MoJ is available:

- The [Account management](#) guide explains why you might need to change your password. It also addresses when and how you should change your password.

- The [Multi-User Accounts and Public-Facing Service Accounts Guide](#) explains when you should use a multi-user account and how you should authenticate a service account.
- The [Password Creation and Authentication Guide](#) helps ensure you choose the correct passwords and authentication tools to protect information in line with its security classifications.
- The [Password Storage and Management Guide](#) provides help on storing and sharing passwords securely.

### Contact details

- Contact the Cyber Assistance Team for specific advice on IT security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- [To report an incident](#).

## Password Managers

### Overview

[Ministry of Justice \(MoJ\) guidance](#) makes clear that you should have different passwords for different services. These passwords must be complex.

But how do you remember all these different passwords?

The simplest way is to use a [Password Manager](#). If you have lots of different, and complex, passwords for all your accounts, using a password manager makes life much easier.

This article provides guidance on using password managers within the MoJ.

### What is a password manager/vault?

A password manager stores sensitive information in an encrypted form. Password managers are sometimes called password vaults.

In the MoJ, 'password managers' are tools that you might use for your personal accounts. 'Password vaults' are tools that a team of people might use to look after details for shared accounts.

Password vaults usually have extra strong access controls, such as hardware tokens.

Here, we use 'password manager' and 'password vault' interchangeably, except when stated otherwise.

### When do you use a password manager or a password vault?

The following table shows when you might use a password manager or vault:

Scenario	Tool	Notes
Single user, personal accounts	Password manager	For accounts that only you use, or have access to, then you would probably store the details in a password manager. An example would be storing the username and password for your work email account; only you should have access.
Multiple users, shared accounts	Password manager or password vault	Some accounts might be shared between a group of users. For example, a team might need to know the password for an encrypted document. If the access required is for a sensitive or operational system, then a more heavily protected tool such as a password vault might be appropriate.
System access, no human use	Password vault	Some MoJ systems need to 'talk' directly to other systems. No humans are involved in the conversation. The passwords protecting these communications can - and should - be extremely complex. A strongly secured password vault would be ideal for this purpose.

### Best practices

The NCSC is [very clear](#):



"Should I use a password manager? Yes. Password managers are a good thing."

This is helpful for us in the MoJ, as much of our IT Policy and guidance derives from NCSC best practices.

### What makes a good password manager?

A password manager should never store passwords in an unencrypted form. This means that keeping a list of passwords in a simple text file using Notepad would be A Bad Thing.

Good password managers encrypt the passwords in a file using strong encryption. It shouldn't matter where you store the encrypted file. Storing the list 'in the cloud' lets your password manager access the data from any device. This is useful if you are logging in from a laptop, or a mobile device. Storing the passwords locally means the password manager works even when offline.

A good password manager will have:

- Strong encryption for the list of passwords.
- Network access for encrypted lists stored 'in the cloud'.
- A dedicated app but also a 'pure' web browser method for working with your password list.
- A tool to generate passwords of varying complexity.
- The ability to fill in login pages.

### What password manager should I use?

In the [NCSC article](#), they are very careful not to identify or recommend a password manager. This ... caution ... is the reason why we don't say much about password managers within the MoJ guidance.

There are several password managers used within the MoJ. [LastPass](#) and [1Password](#) are probably the most popular for personal or team passwords. Example password vaults would be Hashicorp Vault, Kubernetes Secrets or AWS Key Management.

For individual use, have a look at LastPass and 1Password. See which one you like best, and try it out. When you decide on a password manager, request approval from your line manager to install and use it: "I'm planning to install and use XYZ to manage my passwords, is that OK?".

See also [Using LastPass Enterprise](#).

## Passwords

### Overview

This article provides guidance on passwords within the Ministry of Justice (MoJ). It helps you protect MoJ IT systems by telling you about choosing and using passwords. Whenever you see the word 'system' here, it applies to:

- Hardware, such as laptops, PCs, servers, mobile devices, and any IT equipment.
- Software, such as the Operating System, or applications installed on hardware, or mobile device applications (apps).
- Services, such as remote databases or cloud-based tools like [Slack](#).

This password guidance is for all users. It also includes more detail for system administrators or developers.

### Best practices for everyone

The MoJ password guidance follows [NCSC guidance](#). The NCSC recommends a [simpler](#) approach to passwords. Some agencies or bodies might have specific requirements or variations. Check your team Intranet or ask your Line Manager for more information.

Follow the [CyberAware advice](#) to generate your passwords. Always use a separate and unique password for each account or service.

The most important points to remember are that passwords should be:

- At least 8 characters long.
- No more than 128 characters long.



- Not obvious.
- Not a dictionary word. A combination of dictionary words might be suitable, such as 'CorrectHorseBatteryStaple'.
- Unique for each account or service.

If a system or another person provides you with a password, change it before doing any MoJ work on that system. Examples of 'single-use' passwords include:

- Your own account on a work-provided laptop.
- A shared account for accessing a data analytics service.
- All supplier or vendor supplied accounts.

You must change a password whenever:

- There has been a security incident involving your account or password. For example, someone guessed your password, or you used it on another account.
- There was a security incident with the service that you access using the password. For example, if someone broke into the system that provides the service you use.
- Your line manager or other authorised person tells you to do so.

When required to change a password, you must do so as soon as possible. If you don't change the password soon enough, you might be locked out of your account automatically. The following table shows the maximum time allowed:

Type of system	Maximum time to change a password
Single-user systems, such as laptops	1 week
All other systems	1 day

## Password expiry

You don't have to change a password because it is old. The reason is that time-expiry of passwords is an [...outdated and ineffective practice](#).

Some current or legacy systems don't allow passwords that follow MoJ guidance. For example, some mobile devices, laptop hard drive encryption tools, or older computers might not be able to support a mix of character types. For such systems, choose passwords that are as close as possible to MoJ guidance.

## Password managers

Use a password manager to help you keep track of your passwords.

These are tools that help you create, use, and manage your passwords. A useful overview is available [here](#).

As passwords become more complex, and you need to look after more of them, it becomes increasingly necessary to use a password manager. For example, development teams in MoJ Digital & Technology use [LastPass](#).

You still need to remember one password. This is the password that gets you into the manager application. Once you have access, the application works like a simple database, storing all the passwords associated with your various accounts and services. Some managers have extra features, such as password generators. Some managers can even automatically fill-in username and password fields for you when during log in.

The password manager database is often stored in the cloud so that you can use it anywhere. The database is encrypted, so only you can open it. That's why your single password key is so important. Without it, you can never get access to the password database again.

Using a password manager for your MoJ account and service details is recommended.

You can find additional useful information about password manager tools [here](#).

Extra guidance for system administrators or developers is available [here](#).

## System administrators or developers

Follow the [Government Service Manual for Passwords](#) when you administer or develop MOJ systems or services.

Suppliers and vendors must ensure that systems support the password requirements. Systems must be able to issue, change, reset, and revoke passwords. This must be possible using well-defined and fully-described processes. Supply enough information and procedures to fulfil MoJ password policy.

The [NCSC guidance](#) for simplifying passwords says that forcing complex passwords has:

- Marginal security benefit.
- A high user burden.

Technical controls are more effective at protecting password-based authentication. Examples include:

- [Locking accounts](#) after repeated access attempts.
- [Blocking](#) common password choices.

## Related guides

Further guidance around the management of passwords at the MoJ is available:

- The [Account management](#) guide explains why you might need to change your password. It also addresses when and how you should change your password.
- The [Multi-User Accounts and Public-Facing Service Accounts Guide](#) explains when you should use a multi-user account and how you should authenticate a service account.
- The [Password Creation and Authentication Guide](#) helps ensure you choose the correct passwords and authentication tools to protect information in line with its security classifications.
- The [Password Storage and Management Guide](#) provides help on storing and sharing passwords securely.

## User facing services

Authenticate people accessing user facing services by using the [GOV.UK Verify](#) service. It is not necessary for someone to be a UK Citizen to use the GOV.UK Verify service, but they must have a UK address.

If it is not possible to use GOV.UK Verify, follow the advice presented here to support citizen passwords. Pay extra attention to the following points:

- People should have complex passwords which are different for each service they use. Make it easy for people to have complex passwords by supporting password managers. For example, services should always let users paste passwords into web forms.
- Don't force [regular password expiry](#). Make it easy to [change passwords](#) when required.
- Do force password changes when required. For example, after [exceeding a count of unsuccessful password entry attempts](#).
- Make the process of [resetting a password](#) like providing a password for the first time. Include a way to [prevent attackers using the reset process](#) to conduct an attack.

For more information, see the [Multi-user accounts and Public-Facing Service Accounts Guide](#).

## Service Accounts

System and application authentication must always use service accounts. Use certificates for service account authentication. Follow [NCSC guidelines](#) for issuing and securing the certificates. If you can't use certificates, passwords are an acceptable alternative.

Service account passwords must:

- Be system generated.
- Be at least 15 characters long.
- Be no more than 128 characters long.
- Be complex, including upper-case and lower-case letters, digits, punctuation, and special characters.
- Be kept secure, by using hashes or encryption.
- Not be stored in the clear in any systems or applications.

- Not be used by standard or administrative users for any purpose.

For more information, see the [Multi-user accounts and Public-Facing Service Accounts Guide](#).

### Default passwords

Change all default passwords when a new, modified, or replacement system arrives. Complete the changes before making the system available for any MoJ work.

### Multi-factor Authentication

[Multi-factor Authentication \(MFA\)](#) provides extra security for login and access controls. MFA is also referred to as Two-Factor Authentication or 2FA.

Use MFA in systems for privileged or important step confirmation. For example, the user must enter their MFA code when deleting a record.

Follow the [NCSC guidance](#) for enabling MFA.

Use [Time-based One-Time Password Algorithm \(TOTP\)](#) or hardware and software tokens. If possible, avoid using SMS or email messages containing one-time login codes. If TOTP applications, or hardware- or software-based tokens, are not available to you, then SMS MFA or email MFA is still better than no MFA.

Systems must offer MFA alternatives to users where they are available. For example, MFA codes sent by SMS are not suitable if mobile devices are not allowed in the room or building.

For more information, see the [Multi-Factor Authentication \(MFA\) Guide](#).

### Extra measures

Check that a system, service, or information protected by a password is not [classified](#) as SECRET or TOP SECRET. Make sure that it doesn't contain delicate material. Examples include contracts, or personal data or information. If it does contain such material, you might need extra access control.

Check which other systems have access to the system or service. Make sure that the access control suits the material at both ends of the connection.

Appropriate extra measures might include tokens or other multi-factor authentication devices. Think about using an existing authentication system other than passwords. Avoid creating new authentication systems. Try to reduce what a user must remember. For more information about authentication, see the [Authentication](#) guide.

A technical risk assessment helps identify extra controls for systems. This is mandatory for systems that need formal assurance. Multi-user systems are also subject to a Business Impact Assessment (BIA). For example, an assessment might find that you need extra checks for logging in to an account or service. The checks might depend on various factors such as:

- Time of login.
- Location of login.
- Number of previous connections from the connecting IP address.
- Whether to allow more than one login at a time.

Examples of these extra mechanisms include:

- Biometrics.
- Tokens.
- Certificate-based authentication.

### Password storage

Never store, display or print passwords [in the clear](#). If you must store them, do so by using [salted hashes](#).

Ensure the password storage security matches the [classification](#) of the system or data. For help with the appropriate strength of hashing, contact the Cyber consulting team: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk), or the security team: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk)

Extra information on handling and protecting passwords is in the [Password Storage and Management](#) guide.

### Password access attempts

If a password is ever entered incorrectly, a count starts. After at most 10 (ten) consecutive failed attempts at using the correct password, access to the account or system is locked. A successful use of the password resets the count to zero again.

### Password reset

If a password lock occurs, a reset is necessary. This requires action by the system administrator or the MoJ Service Desk. The process should be like issuing the password for the first time. Other account details are not changed during the reset. This helps avoid losing any work. Checks ensure that an attacker cannot use the password reset process.

### Blocking bad passwords

You should not try and use [obvious passwords](#). Attempts to do so will be blocked.

Developers and administrators should configure systems to check for and block obvious passwords embedded within a password. For example, `MySecretPassword` is not a good password! Use password and hash lists from [SecLists](#) or [Have I Been Pwned](#), to help prevent bad passwords.

### Distributing passwords to users

There are times when a system must send a password to a user. An example is when granting access to a service for the first time. To send a password to a user, the mechanism used must be secure. The protection should match the sensitivity of the information protected by password.

Passwords created for a user should always be [single-use](#). Use an out-of-band channel to send the password to the user. For example, send the password to the user's line manager who will give it to the user.

For more information, see the [Password Storage and Management Guide](#).

### Single-use passwords

Some passwords are 'one time' or single-use. Administrators and developers use these to grant access to a service for the first time. After using the password once, the user must immediately change the password.

Single-use passwords are time limited. If they are not used within a specific time after generation, they must become invalid.

The following table shows the valid lifetime of a single-use password:

Type of system	Lifetime of a single-use password
Single-user systems, such as laptops	1 week
All other systems	1 day

### Multi-user systems and services

All multi-user systems and services must check for redundant User IDs and accounts. If necessary, remove the redundant IDs or accounts.

The [Access Control Guide](#) discusses the management and removal of accounts.

If someone is no longer allowed to access a system, check for and change any shared account or common password they might still have.

For more information, see the [Multi-user accounts and Public-Facing Service Accounts Guide](#).

### Identity Providers and Single Sign-On

When you need an authentication solution, try to use existing MoJ services. Examples include Identity Provider (IdP) or Single Sign-On (SSO) services, such as Office 365 or Digital and Technology G-Suite.

This helps reduce the need to design, create, deploy and manage yet another solution.

SSO integration in existing IdP solutions improves the user experience. This is because you can authenticate to systems using existing MoJ credentials.

For more information, see the [Multi-user accounts and Public-Facing Service Accounts Guide](#).

## Account management

This guidance on passwords is separate from the guidance on account management. You should still follow the rules and processes for managing accounts. In particular, while you don't need to [change passwords after a period of time](#), you should still expire accounts promptly. Examples would be when accounts are no longer required, or have fallen out of use.

For more information, see the [Account management](#) guide.

## Contact details

- Contact the Cyber Assistance Team for specific advice on IT security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- [To report an incident](#).

# Password Storage and Management Guide

## Introduction

Do not attempt to implement your own password storage mechanism. Always use an existing, approved Ministry of Justice (MoJ) password storage solution.

This guide sets out how passwords must be stored securely to prevent unauthorised access or compromise. The MoJ encourages the use of password managers to reduce the burden on users for maintaining password security. For more information, see the [Password Management Guide](#).

This guide has been written in alignment with [NCSC guidance](#).

## Password storage

Passwords must be securely stored within MoJ approved storage tools. The following tool is approved and preferred for use:

- [LastPass](#)

Contact the Cyber Assistance Team ([CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)) if you have a specialist need to use a different storage tool.

## Sharing passwords

Passwords should not normally be shared. Sharing of passwords should be avoided by delegating privileges to other accounts, for example to provide access to a document or inbox.

Passwords can be shared for the following exceptions:

- For an encrypted document that has to be shared to make sense.
- For generic administration accounts on third-party services or applications, which support only a single account for administration purposes. If multiple individuals will perform the role, then the account password would have to be shared. [Privileged Access Management \(PAM\)](#) should be used where possible for systems that are administration only.

Some applications, for example, some social media tools, do not have 'role awareness'. This means you can't have access associated with a role; it must be through an individual account. This is sometimes 'solved' by having a PAM tool, where the PAM tool provides a more comprehensive managed 'gateway' to the underlying tool.

If there is a strong business need for shared access to a resource, account or system, then access to the password should be monitored and continually reviewed. This would be performed by:

- Regular auditing of who should have the password.
- Access revocation by changing the password if someone should no longer have access.
- Using proactive monitoring where it is enabled, for example by cross-referencing instances where the password is used with the dates and times that an authorised person could be using the password.

A shared password must be:

- Governed by PAM, and only be used by known and trusted users.
- Changed if any user in the group is no longer allowed access.
- Shared using a password manager.

### Password vaults and managers

A password vault is a tool that stores passwords and other high-value secrets or credentials in an encrypted form. A password manager provides extra user-friendly tools for working with a password vault, for example helping you log in to applications or websites using the credentials stored within the vault. Password managers allow you to keep track of multiple passwords and avoid weak passwords.

The MoJ prefers [LastPass](#) for Team use, or business use by an individual.

Some teams, particularly service development and administration, have specialised needs that make other password vault tools more suitable. These project-specific tools include:

- AWS Key Management
- Azure Key Vault
- Hashicorp Vault
- Kubernetes Secrets

For further guidance on password strength, see the [Password Creation and Authentication Guide](#). Contact the Cyber Assistance Team [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk) if you have a specialised need to use a different password manager or vault.

### Contact details

- Contact the Cyber Assistance Team for specific advice on IT security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- [To report an incident](#).

## Using LastPass Enterprise

### What is LastPass?

LastPass is an online password management tool that we make available to you to help you create, store and share passwords. Using it means you no longer need to remember dozens of passwords, just a single primary password. It keeps all your website logins protected, helps with creating new 'strong' passwords and password sharing when required.

LastPass is available as a browser extension for popular browsers and as well as a full software suite (for use outside of browsers) for Microsoft Windows and Apple macOS.

LastPass will securely save your credentials in your own LastPass 'Vault' and then offer to autofill those credentials the next time you need them.

The Ministry of Justice (MoJ) has the Enterprise tier of LastPass.

### Who should use it?

MoJ LastPass accounts can be requested by anyone in MoJ Digital & Technology.

At the moment, rollout is limited to technical service/operation teams but we're working on license funding to make it available to everyone in D&T.

## How to get it

Email [lastpass-admins@digital.justice.gov.uk](mailto:lastpass-admins@digital.justice.gov.uk) to request access.

Make sure you include in the email:

- which team you're in
- your role in your team / why you need access
- if there were any credentials within Rattic that you need access to based on this [shared spreadsheet of old Rattic credentials](#)

## What it can be used for

LastPass can be used for storing usernames and passwords that are specific to you (for example, your MoJ Google account details).

LastPass can also be used for sharing passwords within a team when individual named accounts cannot be created in the service. A good example is running a shared Twitter account.

### *Personal use*

You could use your MoJ LastPass account to store personal non-work information but as it is a work account belonging to the MoJ you may lose access if you change role and will lose access entirely if you leave the MoJ.

MoJ LastPass administrators cannot routinely access the contents of LastPass Vaults but can reset accounts to gain access if there is a good reason to do so.

## What it shouldn't be used for

LastPass should not be used for storing MoJ documents - you must use existing MoJ services such as Office 365 or Google Workspace for that.

You shouldn't use LastPass for 'secrets' that belong to systems, only credentials to be used by humans. There is separate guidance on how to handle [secrets](#).

## How to use it

### Getting started

You will be sent an email to your MoJ work email account inviting you to create your LastPass account. LastPass have '[getting started](#)' guides on their website.

### *Creating your primary password*

You need to create a primary password - this is the only password you'll need to remember.

It must be at least 12 characters long (the longer the better).

You can choose to make it pronounceable and memorable (passphrase) such as CyberSecurityRules! or Sup3rD00p3rc0Mp3X!, as long as you're comfortable remembering it and won't need to write it down.

There are [password guidance standards](#) on the MoJ intranet.

Your primary password **must** be unique and you should **never** use it anywhere else (including a similar version, for example, by simply adding numbers to the end)

### *Multi-Factor Authentication*

You **must** setup multi-factor authentication (MFA, sometimes known as 2FA) for your MoJ LastPass account.

LastPass has a [guide on setting up MFA](#).

The MoJ has an 'order of preference' for [which types of MFA to use](#):

- Hardware-based (for example, Yubikeys)
- Software-based (for example, Google Prompt on a mobile device)
- TOTP-based (the code is held by a dedicated app such as Google or LastPass Authenticator on a mobile device)
- SMS-based (a one-time code sent via SMS)



If you don't have an MoJ-issued work smartphone you may use a personal device for MFA.

### Sharing passwords

To share a password [create a 'shared folder' in the LastPass Vault](#).

You should make sure the credentials you're sharing are only available to the people who need to access them for MoJ work. It is your responsibility to remove items or people from shared folders when access to the credential(s) is no longer required.

(You must not share your LastPass main password with anyone, even your line manager or MoJ security.)

### Using it abroad

Taking a device (such as personal smartphone) that has MoJ LastPass installed counts as travelling abroad with MoJ information.

The MoJ has existing [policies on travelling abroad on the MoJ intranet](#) which require various approvals before travel.

It may be simpler to 'log out' of the LastPass applications or uninstall/delete them before travelling outside of the UK and reinstalling when you get back.

### Keeping LastPass update to date

Like all software, it is important to keep the software up to date (sometimes known as 'patching'). LastPass software generally should self-update to the latest version by itself however make sure you approve or apply any updates if LastPass asks you to.

### Need help?

If you need help *installing* LastPass contact the relevant MoJ IT Service Desk.

If you need help using LastPass such as getting access to shared folders or resetting your primary password as you have forgotten it, contact [lastpass-admins@digital.justice.gov.uk](mailto:lastpass-admins@digital.justice.gov.uk)

## Cryptography

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### Cryptographic controls

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#### Automated certificate renewal

Where technically suitable, all new Ministry of Justice (MoJ) domains **must** use automated certificate techniques and services, such as [AWS Certificate Manager](#) (most preferred) or [LetsEncrypt](#) (uses [ACME](#))

Over time, existing MoJ domains **must** also be considered for migration to automated certificate provisioning and management techniques (preferably on their next certificate renewal cycle in advance of expiry) in order to reduce the consequences and management overheads of manual certificate renewal.

The MoJ acknowledges that not all systems support automated certificate management but leveraging such technology where possible reduces management overheads, the costs of such overheads and the consequences of unexpected certificate expiry.

#### Manual certificate requests

Where automated certificate renewal is not possible, new certificates **must** be acquired through the MoJ Certificates team.

To request a manually issued certificate, complete the [certificate request form](#) and send it, with a [Certificate Signing Request \(CSR\)](#) (and an authority email approval if not an MoJ employee e.g. 3rd party supplier), to [certificates@digital.justice.gov.uk](mailto:certificates@digital.justice.gov.uk).



## Cryptography

### The base principles

- All data **must** employ adequate and proportionate cryptography to preserve confidentiality and integrity whether data is at-rest or in-transit.
- Existing cryptographic algorithms (and implementations thereof) should be used - at the highest possible abstraction level.

### In-transit

In-transit encryption techniques can both protect data during transit through cryptography but also help facilitate the establishing of identity of devices on one or more sides of the connection.

### Transport Layer Security (TLS)

The [National Cyber Security Centre \(NCSC\)](https://www.ncsc.gov.uk/guidance/tls-external-facing-services) have published information on good TLS configurations <https://www.ncsc.gov.uk/guidance/tls-external-facing-services>.

In general, subject to document exceptions (such as end-user needs and required legacy backwards compatiability)

### Testing

Tools such as [Qualys SSL Server Test](https://www.qualys.com/ssllabs/) and Check TLS services from [checktls.com](https://checktls.com) **must** be used where applicable to help identify most common issues and configuration problems.

While these tools are not a replacement for skilled testing, the outputs of these tools can help you identify inefficient or insecure configurations which should be considered for remediation.

Configurations should be periodically re-validated.

### Internet protocol security (IPsec)

NCSC have published information on good IPsec configurations <https://www.ncsc.gov.uk/guidance/using-ipsec-protect-data>.

### At-rest

At-rest encryption techniques can protect data while being stored and even during some processing. At-rest techniques usually protect against physical theft or attack methods.

### Server-based

Local storage (such as operating system locations) and filestores (such as storage area networks) should be considered for at-rest encryption to help mitigate against physical interception (such as theft) threats.

Given the autonomous nature of server provisioning and management, it may not always be technically practical to implement such encryption (particularly when a physical server restart would require human intervention with a decryption passphrase).

In general, at-rest encryption **must** always be proportionally considered, even if documented as not reasonable to implement.

### Cloud-based

Vendor managed at-rest encryption **must** be enabled by default unless there is a good reason not to (for example, licensing restrictions or severe performance issues).

Vendor managed at-rest encryption (the vendor will typically managed encryption keys, on-the-fly encryption and decryption) is preferred, shifting management to the vendor under the shared responsibility model.

In some circumstances, it *may* be reasonable to self-managed encryption keys but should be relatively rare.

### End-User Device based

Native at-rest encryption such as [Apple macOS FileVault](#), [Apple APFS](#) or [Microsoft Windows BitLocker](#) **must** be used, preferably controlled by central enterprise device management and key management systems.

The NCSC have published [end-user device guidance](#) that discusses such technologies.

### Portable storage

Portable storage such as CDs, DVDs and USB sticks can be safely used to move data. As usual, data must be adequately protected based on the overall governance and information risk requirements.

While the following certifications are preferred, they may not be required based on the data and data methods being stored or transported.

- [FIPS 140-2 Level 3](#)
- [NCSC CPA](#)
- [NATO Restricted Level Certified](#)

The Ministry of Justice (MoJ) prefers the use of network-based transfers compared to the use of portable storage (even if the portable storage is encrypted).

### Portable end-user devices

Portable end-user devices such as laptops, tablets and smart phones must utilise at-rest encryption to protect on-board data (and subsequent configured accounts) while the device is 'locked' or powered down.

The [NCSC End-user Device Security Collection](#) discusses per-platform configuration advice.

Summarily, native at-rest encryption must be enabled with a suitable and proportional decryption code (typically, a password) and hardware-backed cryptography is preferred.

### Hashing

Data that should be kept confidential or is worthwhile to otherwise obfuscate should be hashed. This **must** apply where authentication credentials are stored, such as a password.

The published [MoJ Password Standard](#) has a section on hashing as part of password storage.

## Operations security

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### Operational procedures and responsibilities

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#### Mail Check

##### The service

The [Mail Check Service](#) from NCSC is part of the [Active Cyber Defence](#) suite of services.

The service helps public sector email administrators improve and maintain the security of their email domains by preventing spoof email.

Domains operated by, or on behalf of, the Ministry of Justice (MoJ) **must** be added to Mail Check under at least the central MoJ Mail Check account.

##### When to use the service

Mail Check (and the underlying DMARC and SPF configurations) **must** be implemented regardless of whether the domain is expected to send or receive emails on a routine basis.

This is important to ensure domains that are not expected to send emails are still monitored for being spoofed, as they are still legitimate MoJ domains which attackers may attempt to exploit in order to attack users.

##### How to use the service Requirements

The email domain name is required. It must be publicly contactable for SMTP from the general Internet.

DMARC (which requires SPF and DKIM) TXT records must be available for creation or iteration, as per the [GOV.UK DMARC configuration guide page](#).

MoJ is permitted to use the service for free as a central government organisation, but suppliers to MoJ currently are not.

### Get started

Contact the MoJ Cybersecurity team to be added into MoJ's subscription of the service.

## Public Sector DNS

### The service

The [UK Public Sector DNS Service](#) from NCSC is part of the [Active Cyber Defence](#) suite of services.

The service acts as a typical DNS resolver however includes a Response Policy Zone (RPZ) that is managed by NCSC and blocks resolution attempts to known-bad malicious DNS record (such as those used for phishing, malware distribution or command & control).

### Where to use the service

The service can be used wherever a typical internet-facing DNS resolver is required. It can be used on end-user compute solutions (supporting laptops etc) through to in Infrastructure-as-a-Service (IaaS) environments such as AWS and Azure.

### How to use the service

#### Requirements

The service requires IP source address information to be provided to NCSC as while the solution is available on public IP space, it is not publicly available on the Internet for any organisation to use.

The Ministry of Justice (MoJ) is permitted to use the service for free as a central government organisation, but suppliers to MoJ currently are not.

### Get started

Contact the MoJ Cybersecurity team to be added into MoJ's subscription of the service.

## Web Check

### The service

The [Web Check Service](#) from NCSC is part of the [Active Cyber Defence](#) suite of services.

The service scans provided URLs for a series of indicators (negative and positive technical security configurations) and reports them through a web interface, email alerts and exportable report file.

Domains operated by, or on behalf of, the Ministry of Justice (MoJ) **must** be added to Web Check under at least the central MoJ Web Check account.

### How to use the service

#### Requirements

The fully-qualified domain name or URL is required. It must be publicly accessible from the general Internet and present as a website on HTTP (TCP/80) and/or HTTPS (TCP/443).

The MoJ is permitted to use the service for free as a central government organisation, but suppliers to MoJ currently are not.

### Get started

Contact the MoJ Cybersecurity team to be added into MoJ's subscription of the service.

## Protection from malware

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### Malware Protection Guide - Overview

#### Introduction

This guide introduces the information which explains your responsibilities in helping the Ministry of Justice (MoJ) to prevent, detect and recover from malware. The MoJ has a three layer defence approach aligning with the National Cyber Security Centre (NCSC) guidance to mitigate the risks posed by malware. If one layer of defence is compromised then malware should be blocked or detected by the next layer.

#### Detailed information

For further guidance around implementing the three lines of defence to protect the MoJ from Malware, see the guides below.

- [Malware Protection Guidance - Defensive Layer 1](#): Preventing malicious code from being delivered to devices - This section explains the preventative measures which should be taken to prevent malware from entering the MoJ's systems.
- [Malware Protection Guidance - Defensive Layer 2](#): Preventing malicious code from being executed on devices - This section explains the controls which should be implemented to prevent malicious code from executing on the MoJ's systems if it evades Layer 1.
- [Malware Protection Guidance - Defensive Layer 3](#): Increasing resilience to infection and enabling rapid response should an infection occur - This section explains how to minimise the impact of a successful malware intrusion through backing up information and limiting malware's ability to spread if the first two layers fail.

#### Assessing the malware risk

Malware can affect different systems in very different ways depending on how they store, process and execute files and potentially attacker-supplied content. Each system needs to be assessed to understand the potential threat from malware to it, and to design appropriate controls for that situation. The MoJ Assurance Framework provides information on how this may be achieved. Contact the [Cyber Assistance Team](#) for help regarding the Assurance Framework.

#### Who is this for?

The Malware Protection information is aimed at two audiences:

1. The in-house MoJ Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation. This includes DevOps, Software Developers, Technical Architects, and Service Owners. It also includes Incident Managers from the Event, Problem, Incident, CSI and Knowledge (EPICK) Team.
2. Any other MoJ body, agency, contractors, IT suppliers and partners who in any way design, develop or supply services (including processing, transmitting and storing data) for, or on behalf of the MoJ.

#### Contact details

- Contact the Cyber Assistance Team by email: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)
- Contact the Technology Service Desk to report suspected malware: Telephone: 0800 917 5148.

### Malware Protection Guide: Defensive Layer 1

#### Introduction

This guide explains the types of controls that need to be implemented to form the first of three layers of defence. Layer 1 reduces the likelihood that malicious content will reach the Ministry of Justice (MoJ) network through implementing the controls outlined in this guide. This guide is a sub-page to the [Malware Protection Guide](#).

### Who is this for?

This Malware Protection information is mainly intended for in-house MoJ Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation. This includes DevOps, Software Developers, Technical Architects, and Service Owners. It also includes Incident Managers from the Event, Problem, Incident, CSI and Knowledge (EPICK) Team.

Other MoJ bodies, agencies, contractors, or IT suppliers and partners who in any way design, develop or supply services (including processing, transmitting and storing data) for, or on behalf of the MoJ, will also find this information helpful.

### Defensive Layer 1: Preventing malicious code from being delivered to devices

Do
<ul style="list-style-type: none"> <li>✓ Ensure that all public facing URLs that are assigned to services owned or managed on behalf of the MoJ are protected by enrolling them in the <a href="#">NCSC Web Check</a> service. Contact <a href="mailto:security@justice.gov.uk">security@justice.gov.uk</a> to add URLs to this service.</li> <li>✓ Use of the <a href="#">Protective Domain Naming Service subscription</a> service should be configured for end users. As a Central Government department, systems owned or managed on behalf of the MoJ are permitted to use the service for free. Contact <a href="mailto:security@justice.gov.uk">security@justice.gov.uk</a> to be included in this service.</li> <li>✓ Ensure that if you are developing a system or application where any element is outsourced, such as hosting a service in the cloud, you must understand and record security related responsibilities of the MoJ, of the cloud service provider and any other supplier. For guidance on what responsibilities to consider, see the <a href="#">NCSC guidance on Cloud Security</a> or <a href="#">ISO27017</a>. These provide guidelines for information security controls applicable to the provision and use of cloud services.</li> <li>✓ Ensure that if you are managing an email system, all inbound emails to the MoJ are scanned for malware. For Microsoft systems this is provided by Office 365 which quarantines any suspected malware.</li> <li>✓ Avoid the need for removable media by using existing approved online collaboration services where possible, for example Office 365. Where removable media has to be used, it must be scanned by approved Anti-virus before and during use.</li> <li>✓ All web traffic must be routed through a proxy which logs and monitors internet access. This reduces the chance of malicious sites infecting end user devices. The proxy is configured in agreement with the security team. Email must also be routed through email scanning services. Direct Internet access should only be configured for update services, and by exception only.</li> <li>✓ Allow the installation of applications only from approved stores.</li> <li>✓ Systems must be able to be updated and must be kept up-to-date with OS and application upgrades and patches. Where possible, software updates should be configured to update automatically. See the <a href="#">Vulnerability Scanning and Patch Management Guide</a> for further information.</li> <li>✓ A formal process must be developed and documented to ensure all firewall configuration changes are approved before being implemented.</li> <li>✓ Be aware of the risks of '<a href="#">watering hole attacks</a>' that use GitHub or other open source code repositories. These attacks place malware into popular sites. Avoid trusting code, components, or other resources from popular sites. See the Access Control Guide for further information.</li> <li>✓ When developing a new system. ensure that it's properly scoped to understand what, if any, appropriate anti-malware software is required. You must also ensure that if the eventual system has anti-malware software, that it is configured to minimise the impact of scans on system or application performance. Contact the <a href="#">Operational Security Team (OST)</a> for further information on how to do this.</li> <li>✓ Ensure that if you are responsible for patching or installing security updates of an in-house developed system or application follow the processes and requirements set out in the <a href="#">Vulnerability Scanning and Patch Management Guide</a>. The success of these updates should be validated using automated vulnerability scanning services.</li> </ul>

**Do**

✓ Use hardened devices including approved and assured Gold Builds. Further information can be found in the Technical Controls guidance; contact the [Cyber Assistance Team](#) for help with this.

**Don't**

- ✗ Allow externally obtained (from outside the MoJ) executable software to run. This includes auto-running macros.
- ✗ Try to circumvent any security controls such as safe browsing lists or removable media controls; they are in place to protect the MoJ from malware.
- ✗ Connect any devices not procured and/or managed by the MoJ to trusted networks. Devices connected to MoJ trusted networks must be under MoJ management.

**Contact details**

- Contact the Cyber Assistance Team for advice on protecting against malware – [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)
- Contact the Technology Service Desk to report suspected malware: Telephone: 0800 917 5148.
- Contact the Operational Security Team (OST) - [Operationalsecurityteam@justice.gov.uk](mailto:Operationalsecurityteam@justice.gov.uk)

**Malware Protection Guide: Defensive Layer 2****Introduction**

This guide explains the types of controls that need to be implemented to form the second of three layers of defence. This guide is a sub-page to the [Malware Protection Guide](#).

*Who is this for?*

This Malware Protection information is mainly intended for in-house Ministry of Justice (MoJ) Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation. This includes DevOps, Software Developers, Technical Architects, and Service Owners. It also includes Incident Managers from the Event, Problem, Incident, CSI and Knowledge (EPICK) Team.

Other MoJ bodies, agencies, contractors, or IT suppliers and partners who in any way design, develop or supply services (including processing, transmitting and storing data) for, or on behalf of the MoJ, will also find this information helpful.

**Defensive Layer 2: Preventing malicious code from being executed**

Layer 1 might not always prevent malware from reaching the network. Assume that malware can and will reach MoJ devices at some point. The next layer of protection prevents malicious code from taking effect. The tables below outlines ways in which you can help prevent malicious code from executing.

**Do**

- ✓ Ensure that all systems and endpoints are scanned by anti-malware software. See [Note 1](#) for more details.
- ✓ Ensure that if you are developing a new Microsoft Windows based system, that the MoJ's Windows Defender enterprise anti-malware software for Microsoft environments is configured to regularly scan it. Contact the OST for further information on how to do this.
- ✓ Ensure that if you require additional anti-malware scanning functionality because of a higher malware risk, or you have non-Microsoft Windows systems, then other anti-malware vendors can be considered. You must discuss your selection with the [Cyber Assistance Team](#) and the [Operational Security Team \(OST\)](#). See [Note 2](#) for more details.
- ✓ If you are designing or developing a system which you expect to be at high risk of malware, you should ensure it is built with sandboxing capability in order to minimise the impact of malicious code executing on endpoints.
- ✓ Use hardened devices including approved and assured Gold Builds. Further information can be found in the Technical Controls guide. Contact the [Cyber Assistance Team](#) for more information.

- ✓ If you are developing or modifying networks, you should consider what protective monitoring is required. Contact the [OST](#) for details. Protective monitoring required can include Intrusion Prevention Systems (IPS) & Intrusion Detection Systems (IDS) to monitor, alert and block suspicious activity. These systems should feed monitoring data to the MoJ OST's central monitoring capability.
- ✓ When developing new systems and services, or updating or maintaining them, ensure that you refer to the security requirements detailed in the MoJ Software Development Lifecycle (SDLC) guidance. Contact the [Cyber Assistance Team](#) for more information.
- ✓ Ensure production environments are segregated from other systems. Prior to going live, ensure this environment is assessed against the relevant top 20 [Center for Internet Security Controls](#).
- ✓ If you are configuring host-based or network firewalls, ensure inbound connections are configured as `deny by default`. Outbound connections should also be denied by default on network devices such as firewalls, to prevent viruses avoiding proxies when leaving the MoJ's systems. You should review these rules at least once every three months, to ensure they allow only necessary traffic.
- ✓ Ensure that all systems have agreed maintenance windows for patching. These maintenance windows must meet the Service Level Agreement timescales outlined in the [Vulnerability Scanning and Patch Management Guide](#).
- ✓ Where possible, you should enable automatic updates for operating systems, applications, and firmware.
- ✓ Use versions of operating systems and applications which receive wide general support. This means they can take advantage of up-to-date security features, and so reduce vulnerabilities.
- ✓ Use automated code scanning services to help identify malicious and vulnerable code, including for open source applications or services. See the Secure Development Lifecycle guidance for further information.

#### Don't

- ✗ Enable macros if you are using productivity suites unless there is an approved business case for doing so. For help on this point, contact the [Cyber Assistance Team](#). Macros should be disabled by default.
- ✗ Design systems to use multiple consecutive firewalls for systems processing OFFICIAL information. The exception is where the firewalls act as a contract enforcement point between two entities that are connecting to each other. In this case, the firewalls are structural devices that help define the boundary of responsibility rather than providing security. See the [NCSC guidance](#) for further information.
- ✗ Delay implementing security patches on infrastructure when possible. See the [Vulnerability Scanning and Patch Management Guide](#) for further information.

#### Note 1

**Important:** Those who manage anti-malware software must ensure that:

- it is in a working state
- it is set to receive updates at the highest possible frequency
- it is updated automatically with the latest virus definitions and updates
- scans are scheduled regularly or as external devices are added
- any findings are reviewed, and
- any anti-malware alerts are reported to the [Technology Service Desk](#) and the [Operational Security Team \(OST\)](#).

#### Note 2

**Important:** Anti-malware tools must:

- scan at least daily
- provide regular software updates
- have a Self-Protect Mode enabled
- have Clean/Quarantine capabilities



- provide regular reports and alerting to administrators
- prevent anti-malware services from being shut down without authorisation
- have defined responsibilities for maintaining, updating and reviewing the solution
- have defined test response and recovery plans to outbreaks

### Contact details

- Contact the Cyber Assistance Team for advice on protecting against malware - [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)
- Contact the Technology Service Desk to report suspected malware: Telephone: 0800 917 5148.
- Contact the Operational Security Team (OST) - [Operationalsecurityteam@justice.gov.uk](mailto:Operationalsecurityteam@justice.gov.uk)

## Malware Protection Guide: Defensive Layer 3

### Introduction

This guide explains the types of controls that need to be implemented to form the third of three layers of defence. Layer 3 helps reduce the impact of malware infection in two ways:

- reducing the ability for malware to move across networks
- ensuring that data is backed up

This guide is a sub-page to the [Malware Protection Guide](#).

#### *Who is this for?*

This Malware Protection information is mainly intended for in-house Ministry of Justice (MoJ) Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation. This includes DevOps, Software Developers, Technical Architects, and Service Owners. It also includes Incident Managers from the Event, Problem, Incident, CSI and Knowledge (EPICK) Team.

Other MoJ bodies, agencies, contractors, or IT suppliers and partners who in any way design, develop or supply services (including processing, transmitting and storing data) for, or on behalf of the MoJ, will also find this information helpful.

### Defensive Layer 3: Resilience and Rapid Response

Even with the controls created by defensive layers 1 and 2, it is still possible that malware might reside and execute on the MoJ networks. The following controls can help to build resilience, ensure a rapid response to infection, and reduce the impact of a successful malware intrusion:

#### Do

- ✓ Ensure that applications, services or systems are segregated from the rest of the network as soon as they are no longer supported by the vendor or by MoJ teams. The NCSC provides guidance on how to implement [segregation of unsupported platforms](#).
- ✓ If you are designing a system, ensure that it can make regular, reliable backups of data. This is to limit the amount of data corrupted, encrypted or lost if an application, service or system is infected with malware.
- ✓ Ensure that backups meet all the criteria in [Note 1](#). The NCSC provides further guidance on data backups stored in public cloud environments.
- ✓ Make sure that user permissions are regularly reviewed. Access to systems or drives no longer required by users must be removed. This is especially important for administrator accounts. See the [Access Control Guide](#) for further information.
- ✓ When managing a system, ensure that backups are conducted in line with the system requirements outlined in the IRAR.
- ✓ Prioritise patches and updates of devices that perform security-related functions on the MoJ network. This includes firewalls and any device on the network boundary. See the [Vulnerability Scanning and Patch Management Guide](#) for further details.



- ✓ Conduct regular audits of the software and data held on systems which support critical business processes. Check if they have been modified by malicious code.
- ✓ Isolate critical MoJ environments from the wider network as much as possible. This is to avoid significant business impact that might occur if the wider network is compromised by malware.

#### Don't

- ✗ Use the same browser to conduct administrative activities that you use for general user activities. An example admin activity is changing access privileges. An example general user activity is searching the internet. Separating browsers for different activities can reduce the impact of malware attacks.
- ✗ Delay implementing security patches on infrastructure. See the [Vulnerability Scanning and Patch Management Guide](#) for further information.
- ✗ Delay if you suspect a malware incident has occurred. Make sure you contact the [Technology Service Desk](#) immediately.

#### Note 1

**Important:** Ensure that backups:

- can be recovered. Some cloud providers allow data restoration from a point in time. This can be helpful if malware affects the cloud backup.
- have an offline copy held in a separate location to the primary data storage. These are called cold backups and should be unaffected if an incident affects the primary environment
- are updated and tested regularly. The regularity of backups should be outlined in the system's Information Risk Assessment Report (IRAR), which is normally completed by Security Architects and Risk Assessors, in conversation with the system architects, designers and developers. The IRAR document must also be agreed with the Business Continuity Team. For more information regarding IRARs, and how to create and maintain them, contact the [Cyber Assistance Team](#).

#### Preventing and Detecting Lateral Movement

One of the most important ways of limiting the spread of malware on the network is to reduce lateral movement. This is where a malware problem 'jumps across' from system to system. The main ways to prevent lateral movement are covered in the tables below.

#### Do

- ✓ Make sure user credentials are protected. Do this using strong passwords which are stored securely. See the [Password Manager Guide](#) for further information.
- ✓ Ensure that effective access controls are designed and implemented in MoJ systems. Use [Multi-Factor Authentication \(MFA\)](#) wherever possible. See the [Access Control Guide](#) for further information.
- ✓ Make sure you protect highly privileged accounts, by applying the principle of least privilege. See the [Access Control Guide](#) for further information.
- ✓ Ensure that any system or application running on the MoJ's networks can collect and share system logs with the Operational Security Team's (OST) central monitoring function. This allows the MoJ to detect lateral movement by malware.
- ✓ Use tools for monitoring account activity, and look for indicators of account compromise. Examples include using [Conditional Access](#) to manage access to the network, and detecting impossible geographical travel scenarios. Configure the tools to respond promptly by raising security alerts and so helping prevent a breach.
- ✓ In the exceptional circumstances where Bring your Own Device (BYOD) is permitted to access MoJ information, make sure your device runs anti-malware software and follows the requirements in the [BYOD guidance](#). Also ensure that users can only access MoJ emails through approved applications.

<b>Do</b>
✓ If you are designing or modifying networks, ensure there is network segregation for systems and data that do not need to interact. This segregation can be achieved using physical or logical separation. Access between network domains is allowed, but must be controlled at the perimeter using a gateway such as a firewall.
<b>Don't</b>
<ul style="list-style-type: none"> <li>✗ Access emails through third party applications which have not been approved by the MoJ.</li> <li>✗ Allow access to information on devices, by default. Restrict access on devices to need to know.</li> <li>✗ Use your administrator account for any non-administrative functions. Access should only be elevated for the specific tasks required, and only while the task is performed. See the Privileged User guidance for further details.</li> </ul>

The NCSC provides helpful guidance on preventing [lateral movement](#) across networks.

#### Contact details

- Contact the Cyber Assistance Team for advice on protecting against malware - [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)
- Contact the Technology Service Desk to report suspected malware: Telephone: 0800 917 5148.
- Contact the Operational Security Team (OST) - [Operationalsecurityteam@justice.gov.uk](mailto:Operationalsecurityteam@justice.gov.uk)

## Logging and monitoring

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### Accounting

#### The base principle

Any access, and subsequent activity, to any system or data **must** employ adequate accounting techniques to ensure events can be attributed to the authenticated entity.

Accounting information must be stored in a way that it cannot be readily manipulated, particularly by the authenticated entity.

#### Log data security & governance

Log data can include Personal Data or inadvertent sensitive data (when an application or system is unexpectedly verbose) and must be adequately protected and governed in a comparable way to the original system's data.

#### Security-related log data retention

Log data created and processed for information security purposes should be retained for no longer than 2 (two) years by default (this is subject to any legislative or regulative compliance requirements) but for a minimum of 6 months.

These times are generalistic as a guide, and require contextual analysis particularly where Personal Data is involved.

### Commercial off-the-shelf applications

We have developed a series of logging requirements for Commercial off-the-shelf (COTS) applications, such as Software-as-a-Service (SaaS) solutions or where applications are not so customised that they can reasonably be considered bespoke/custom for the Ministry of Justice (MoJ).

#### Baseline Maturity Tier

##### 1. User directory services

Log Collection Principle(s): 1, 2

User directory services, or interactions with them, must create and forward Authentication and Authorisation events.

User directories within application environments can be rich and diverse, such technologies include:

- Active Directory (AD)
- Azure Active Directory
- OpenLDAP
- Amazon Web Services (Accounts and Incognito)
- Okta
- Auth0
- Github.com (acting as an identity provider)
- Google Workspace (acting as an identity provider)
- Oracle identity stores
- Local user stores within operating systems leveraged by tenant applications

These event types must be logged and forward:

1. Account creation
2. Account logout
3. Account reinstatement
4. Account authentication failures
5. Account authentication successes after 1 or more failures
6. Account password changes
7. Group membership addition / deletion (in particular, any group that gives admin access)
8. Group creation
9. Privilege modification for users (for example, role delegation through AWS IAM)
10. Multi-factor authentication state, such as:
  - a. Enabled
  - b. Disabled
  - c. Reset/rotation
  - d. Recovery method used

## **2. Authenticated user activity events**

Log Collection Principle(s): 6

Applications should create viable user activity audit information for authenticated users to reasonably identify which authenticated user took which action.

1. User/group identifier(s)
2. Action/query
3. Response size
4. Response time

## **Enhanced Maturity Tier**

### **1. Data store events**

Log Collection Principle(s): 6

Temporary data stores (such as intermediate queues) and permanent data store (such as databases) are key data locations and all interactions should be highly auditable.

1. Data store identifier(s)
2. Credential identifier(s)
3. Query
4. Query response size
5. Query response time

## 2. Unauthenticated user activity events

Log Collection Principle(s): 6

Where unauthenticated users interact with applications (for example, a MoJ Google Workspace document available on the general Internet through relaxed access controls), associated audit information must be created.

1. End-client identifier(s)
2. Query metadata:
  - a. Destination identifier (such as target hostname, TCP/UDP port and/or full URI)
  - b. Query type (for example, HTTP GET or HTTP POST)
  - c. Query size
3. Response size
4. Response time

## Custom Applications

We have developed a series of logging requirements for custom applications, such as digital services, applications materially customised that they can reasonably be considered bespoke/custom for the Ministry of Justice (MoJ) and line of business applications at different maturity tiers in order to support defensive cyber security, such as detecting breaches.

### Baseline Maturity Tier

#### 1. User directory services

Log Collection Principle(s): 1, 2

User directory services, or interactions with them, must create and forward Authentication and Authorisation events.

User directories within application environments can be rich and diverse, such technologies include:

- Active Directory (AD)
- Azure Active Directory
- OpenLDAP
- Amazon Web Services (Accounts and Incognito)
- Okta
- Auth0
- Github.com (acting as an identity provider)
- Google Workspace (acting as an identity provider)
- Oracle identity stores
- Local user stores within operating systems leveraged by tenant applications

These event types must be logged and forward:

1. Account creation
2. Account lockout
3. Account reinstatement
4. Account authentication failures
5. Account authentication successes after 1 or more failures
6. Account password changes
7. Group membership addition / deletion (in particular, any group that gives admin access)
8. Group creation
9. Privilege modification for users (for example, role delegation through AWS IAM)

10. Multi-factor authentication state, such as:

- a. Enabled
- b. Disabled
- c. Reset/rotation
- d. Recovery method used

## 2. Authenticated user activity events

Log Collection Principle(s): 6

Applications should create viable user activity audit information for authenticated users so it is reasonably possible to understand retrospectively which actions the user took or attempted.

- 1. User/group identifier(s)
- 2. Action/query
- 3. Response size
- 4. Response time

## 3. Unauthenticated user activity events

Log Collection Principle(s): 6

Where unauthenticated users interact with applications (for example, a digital service published and available on the general Internet), associated audit information must be created.

- 1. End-client identifier(s)
- 2. Query metadata:
  - a. Destination identifier (such as target hostname, TCP/UDP port and/or full URI)
  - b. Query type (for example, HTTP GET or HTTP POST)
  - c. Query size
- 3. Response size
- 4. Response time

## Enhanced Maturity Tier

### 1. Pipeline events

Log Collection Principle(s): 1, 2, 3, 6

Continuous integration and continuous deployment pipelines obey instructions to manage applications and are a privileged position to oversee all associated resources, they must be highly auditable to clarify activity and attribute the same.

- 1. Source identifier(s)
  - a. User(s)
  - b. Repository
- 2. Activity events
  - a. Resource creation
  - b. Resource destruction
  - c. Target environment

### 2. Data store events

Log Collection Principle(s): 6

Temporary data stores (such as intermediate queues) and permanent data store (such as databases) are key data locations and all interactions should be highly auditable.

- 1. Data store identifier(s)
- 2. Credential identifier(s)
- 3. Query

4. Query response size
5. Query response time

## Online identifiers in security logging & monitoring

It can sometimes be counter-intuitive to think of IP addresses, cookies, and log data as personal data. However there are good reasons why it is important that we do so when we design, implement, and operate our online services. Put simply, it is easiest for us to assume that any information we capture and process from our public-facing services might contain personal information and protect this information accordingly.

### What are online identifiers?

Online identifiers are anything that could be used to track someone as they interact with our online services. This can include their IP address(es), any cookies that we (or 3rd parties we use) set on their devices, information placed into local storage on their device, username(s) associated with our services, and things like third-party authentication tokens etc. It could also include metadata captured about a device interacting with our services if this information is sufficiently different to allow devices to be reliably identified.

### Why are online identifiers treated as personal data?

If there is any way to tie an online identifier to an individual, then that identifier needs to be treated as though it is personal data. The way this mapping might be achieved is unimportant - it could be because the user later provides personal data to us as part of using a service (thus providing a link between all of the activities that their IP or session cookie has done with their identity), or if there is a legal route available to us to unmask the identity behind an identifier - such as by a lawful request to an ISP to uncover the person associated with a dynamic IP address at a particular time. For more information on this see the ICO [key definitions](#) and 'Recital 30' from the [Article 29 Working Group](#). There is also an informative article [here](#)).

### What does this mean for our services?

We need to think carefully about what metadata about a user's interaction with our service we are capturing, how long we are retaining that information, and who will have access to it. We need to be clear in our privacy notices on our services about the information we capture as part of a user's interaction with them - including 'anonymous' interactions, such as just browsing information about the services. Metadata like this must be included in the scope of privacy impact assessments for our services.

This only applies to our externally-facing services; it does not apply to our internal services, although it is undoubtedly good practice to apply the same approach.

### What does this mean for security logging and monitoring?

Under the updated data protection legislation we are still able to log and monitor the use of our services to help defend them against cyber security attacks, and misuse (such as fraud).

[Recital 49](#) notes that the processing of personal data (to the extent that is strictly necessary and proportionate) to ensure the security of a system which forms the underlying lawful basis for why the Ministry of Justice (MoJ) processes this type of data for this purpose. Thus we are still able to log and monitor external interactions with our services to look for evidence of cyber security attacks, and to enable us to act to protect those services - such as by blocking an IP address associated with known malware, or which is trying to perform a denial of service against us.

However we must be careful that we do not over-retain such log information, or share it with those who do not need to see it, without lawful justification. We must also ensure we act in a proportionate way with this data.

The MoJ CISO is ultimately responsible for all logging and monitoring systems which have been implemented for cyber security purposes, and as such is the Information Asset Owner for all logging and monitoring data.

By default we will retain raw logs in direct relation to security logging and monitoring purposes for at least 90 days and a maximum of 2 years. The variation in between is as defined and required by legislation, regulation (such as the Law Enforcement Directive) or certification compliance (such as [PCI-DSS](#)). Retention for periods longer than 2 years requires MoJ CISO approval.

Aggregate data from logging systems (such as number of particular types of events, total numbers of visits to sites, etc) can be retained indefinitely, so long as care has been taken to remove potentially unique or identifying information from the retained information set.

### Protecting log files and log data

Default permissions must be set on logging and monitoring systems such that only ops staff for that service and the MoJ's security operations team have access to the data in them. All access to the raw logging and monitoring data must also be logged.

Bulk exporting from such logging systems is prohibited by default as sensitive logs should be analysed programmatically in-situ. Bulk exporting should be prevented by default technical/access controls where possible. If a bulk extract from a logging system is required (for example, into a more complex analytical system or in a wider migration) then this requires the approval of the MoJ CISO.

## Security Log Collection

### Security Log Collection

Ministry of Justice (MoJ) systems and services must adequately create and retain event data as part of the [DETECT](#) portion of the [Cabinet Office's Minimum Cyber Security Standard \(MCSS\)](#).

### MoJ Cyber Security Logging Platform

The MoJ Cyber Security team operate a centralised, scalable, multi-tenant, cloud-based log collection and forwarding system for infrastructure (non-application level) log data.

The platform can receive, store, index, filter, search, alert and re-forward log data from any MoJ source (including supplier systems).

### Additive technology supply chain

The security log collection principles are designed to be met through technology supply chain as opposed to each system individually.

For example, where the principles require the logging of DNS traffic, this could be achieved within a corporate device ecosystem by logging at the end user device itself, or by configuring the end user device to use a corporate DNS server that logs instead. You may decide to do both, because some DNS queries can go out without the DNS server (for example in the case of a corporate VPN that is not always on).

Where a platform exists, it should provide some assurance to all its consumers that makes clear what logging it collects and what needs to be logged by its tenants.

For example, if a cloud platform allows you to spin up arbitrary virtual machines, but guarantees that all network traffic must pass via a web proxy to go out, which logs, then the cloud platform can tell you that [Principle 5: Network Events](#) and [Principle 3: Infrastructure Events](#) are logged, but that you need to provide [Principle 1: Authentication Events](#). The platform may even provide you with a base virtual machine which have logging for authentication events built in, meaning that you don't need to provide any logging at that level.

### Principles

We have created a series of security log collection principle requirements for the MoJ. If you have any questions or comments, [get in touch](#).

To enable ease of referencing, but not to imply priority order, each item is assigned a reference.

#### 1. Authentication events

- a: login successes and failures
- b: multi-factor authentication success and failures
- c: logouts
- d: session creation
- e: session timeout/expiry
- f: session close

## 2. Authorisation events

- a: group/role creation, modification or deletion
- b: group/role membership changes (addition or subtraction)
- c: group/role elevation (for example, if a user is able to temporarily assume a higher privilege to conduct a finite amount of work)

## 3. Infrastructure events

Infrastructure is defined as underlying resources, whether a logical switch, server or through to a containerised compute resource in the cloud, upon which end-user or application logic is overlaid.

- a: power/service on / off
- b: creation/registration and deletion/de-registration, including suspension/hibernation if applicable
- c: software update events/status
- e: IP address allocation/deallocation
- f: Firewall/routing rule creation, modification or deletion
- g: Network change events (for example addition or removal of virtual networks or interfaces)

## 4. Domain name service queries

- a: successful and unsuccessful queries
- b: recursive lookup status
- c: infrastructure node / end-user device registration / de-registration (if applicable)

## 5. Network traffic events

- a: successful and unsuccessful inbound service daemon connections
- b: unsuccessful outbound connections where the network traffic is *not* associated to an inbound request

## 6. Contextual security related events

In context and where present, technology may generate events pertinent to security and these must be captured.

For example, operating system patch state information from end-point protection detections through to encryption states within storage arrays.

## 7. Log transmission to the MoJ Cyber Security Logging Platform

- a: All log data must be sent to the MoJ Cyber Security owned log platform unless all principles have already been met through the deployment of a holistic locally deployed and monitored Security Information and Event Management (SIEM) solution.

Where 7(a) above is true, the MoJ Cyber Security team will advise in context what information must be sent from the in-place SIEM to the MoJ Cyber Security Logging Platform.

## Enterprise IT - Infrastructure

We have developed a series of logging requirements for Enterprise IT infrastructure, such as underlying networks, network services and directory services at different maturity tiers in order to support defensive cyber security, such as detecting breaches.

### Baseline Maturity Tier

#### 1. User directory services

Log Collection Principle(s): 1, 2

User directory services (such as Active Directory (AD), Azure Active Directory or OpenLDAP must create and forward Authentication and Authorisation events from the directory service itself. (Normal authentication and authorisation events for the underlying operating system and server should be forwarded as appropriate.)

For example:

- An administrator logging onto the AD server using the local end-user device's administrator account should result in an authentication event for the machine being sent.



- A directory admin logging on to the AD service from their end-user device without logging into the local machine should generate an authentication event for the directory.

These event types must be logged and forward:

1. Account creation
2. Account lockout
3. Account reinstatement
4. Account authentication failures
5. Account authentication successes after 1 or more failures
6. Account password changes
7. Group membership addition / deletion (in particular, any group that gives admin access)
8. Group creation
9. Privilege modification for users (changes to ACL's, granting of new roles in RBAC models)
10. Privilege escalation events (use of sudo, UAC)
11. Multi-factor authentication state, such as:
  - a. Enabled
  - b. Disabled
  - c. Reset/rotation
  - d. Recovery method used

## *2. Productivity Suite security logs*

Log Collection Principle(s): 1, 2, 3, 6

Productivity suites (such as Google Workspace or Microsoft Office 365) must create and forward all security-related log data (as defined by the vendor), including unsuccessful Authentication and Authorisation events.

For example, within an Office 365 tenancy with Conditional Access enabled and set to require multi-factor authentication when a user device is perceived to be outside of the corporate network and such prompt is made and the outcome of that challenge.

## *3. Domain name service query logs*

Log Collection Principle(s): 4

DNS query logs must be created and forwarded.

1. Client IP address
2. Query
3. Query response content including:
  - a. Returned record(s) or NXDOMAIN
  - b. Authoritative nameserver
4. Query response code
5. Zone and/or view identifier (if local zone response and/or multiview)

This remains true for where nodes (for example, servers) may bypass internal DNS services.

## *4. Web proxy access logs*

Log Collection Principle(s): 5

Where web traffic proxies exist, access logs must be created and forward and must, include the following variables:

1. Authenticated user name
2. Client IP address
3. HTTP method (for example, CONNECT GET)
4. Full destination/target URL
5. Connection return status code (for example, 200 or 403)
6. Size of response

### 5. File server authentication, authorisation and access logs

Log Collection Principle(s): 6

Where file service exist, sufficient log data must be created and forwarded, including sufficient data to satisfy the following:

1. Detect permission changes and the user who changed such
2. Detect all file/folder changes and the user who changed such
3. Detect all file/folder read/open and the user who did such

### 6. Security-related event logs for all server operating systems

Log Collection Principle(s): 6

Security-related event logs from all servers (whether virtualised or physical) operating in a 'server' role:

- [additional information pending]

### 7. Allocation of IP address leases from DHCP services

Log Collection Principle(s): 3, 5

DHCP services must be configured to create and forward the following:

1. Successful client DHCP requests, including:
  - a. Requesting client MAC address
  - b. DHCP scope identifier
  - c. IP address leased
  - d. IP address lease duration
2. Unsuccessful client DHCP requests, including:
  - a. Requesting client MAC address
  - b. DHCP scope identifier (if applicable for unsuccessful request)

### 8. VPN concentrator activity data

Log Collection Principle(s): 3, 5

Where a end-user device VPN concentrator is in use, connection-related log data must be created and forwarded:

1. Success or unsuccess status
2. User/certificate identifier
3. Client IP address
4. Concentrator identifier

## Enhanced Maturity Tier

### 1. Firewall log data for denied network traffic

Log Collection Principle(s): 5

All firewall DENY log data must be forwarded:

1. Client IP address
2. Firewall/router identifier
3. Request response code
4. Request content, including:
  - a. IP protocol (for example, ICMP)
  - b. Destination/target port
  - c. Destination/target IP address
  - d. Destination/target hostname address (if reverse lookup performed)

## 2. Internal DNS namespace zone content

Log Collection Principle(s): 4

Internal domain name spaces must ultimately forward, in an [RFC5936 \(DNS Zone Transfer Protocol \(AXFR\)\)](#) compatible format including all information described in the RFC.

## 3. DHCP scopes (and the functional segmentation of each)

Log Collection Principle(s): 5

Machine-readable DHCP scope exports (and surrounding metadata/description of the purpose of each scope) must be created and forwarded.

## 4. Endpoint protection security logs

Log Collection Principle(s): 6

Security log data (as defined by the vendor) must be created and forwarded.

## 5. Mobile device enrollment activity

Log Collection Principle(s): 1, 2, 3, 6

Where a mobile device management solution is used and end-user devices register/enrol and de-register/de-enrol with it, enrollment data should be created in and forwarded:

1. Enrolment or un-enrolment event type
2. End-user device identifier(s), such as client IP address and/or MAC address and/or assigned DHCP name
3. End-user account name (if applicable)

## Enterprise IT - Mobile Devices

We have developed a series of logging requirements for Mobile Devices (also known as End-user Devices), such as thin-clients, desktops, laptops, tablets and mobile smart phones at different maturity tiers in order to support defensive cyber security, such as detecting breaches.

### Baseline Maturity Tier

#### 1. Device power events

Log Collection Principle(s): 1

Devices must create and forward local power events.

- a: power on (including good or bad state)
- b: power off (including if restart)
- c: disk encryption state

#### 2. User identification activity

Log Collection Principle(s): 1, 2

Devices must create and forward local Authentication and Authorisation events.

These event types must be logged and forward:

- a: account creation
- b: account lockout
- c: account unlock
- d: account authentication failures
- e: account authentication successes after 3 or more failures
- f: account password changes
- g: group membership addition / deletion (in particular, any group that gives admin access)
- h: group creation
- i: privilege modification for users (changes to ACL's, granting of new roles in RBAC models)
- j: privilege escalation events (use of sudo, UAC)

- k: multi-factor authentication state, such as:
  - 1: enabled
  - 2: disabled
  - 3: reset/rotation
  - 4: recovery method used

### 3. *Domain name service query logs*

Log Collection Principle(s): 4

DNS query logs must be created and forwarded, even where they are captively routed through central enterprise IT DNS services that forward comparable log data.

- a: device IP addresses (local and public, if known/applicable)
- b: VLAN tag for associated network interface (if known)
- d: query
- e: query response content including
  - 1: returned record(s) or NXDOMAIN
  - 2: authoritative nameserver
- e: query response code

### 4. *Security-related operating system event data*

Log Collection Principle(s): 6

Any additional security-related logs, as defined by [NCSC's Logging Made Easy template](#), from all end-user devices operating a Microsoft Windows operating system must be created and forwarded.

Comparable events from other operating systems (for example, Apple macOS or QubesOS) to that described by NCSC's Logging Made Easy template must also be created and forwarded.

### 5. *Security-related software event logs*

Log Collection Principle(s): 6

Security-related logs from any local endpoint protection software (for example, anti-virus) should be forwarded.

- a: detection information
  - 1: process/binaries
  - 2: detection criteria (for example, malware type)
- b: reaction information (for example, quarantine)
- c: 'last scan' information
- d: signature information

### 6. *Network information*

Log Collection Principle(s): 5

Devices must create and forward sufficient data to record the network posture around the device.

- a: IP address of DHCP server
- b: IP address leased
- c: IP address subnet leased
- d: IP address lease duration
- e: Network interface identifier
- f: DHCP response instructions, for example:
  - 1: DNS servers
  - 2: Proxy servers

## 7. VPN dial-up activity

Log Collection Principle(s): 5

Where dial-up VPN is in use, connection-related log data must be created and forwarded.

- a: success or unsuccess status
- b: VPN concentrator domain name and IP address
- c: user/certificate identifier(s) used
- d: network interface identifier

### Enhanced Maturity Tier

#### 1. Firewall log data for denied network traffic

Log Collection Principle(s): 5

All firewall DENY log data must be forwarded.

- a: client IP address
- b: network interface identifier(s)
- c: request response code
- d: request content, including:
  - 1: IP protocol (for example, ICMP)
  - 2: destination/target port
  - 3: destination/target IP address
  - 4: destination/target hostname address (if reverse lookup performed)

#### 2. Command/executable runtime information

Log Collection Principle(s): 6

Log data to reflect the launching and subsequent processing activity stemming from user, or user profile, triggered commands/executables.

- a: user identifier(s)
- b: device identifier(s)
- c: command executed
- d: executable launched

#### 3. Configuration information

Log Collection Principle(s): 6

Devices must create and forward sufficient data to record the changing state of device configurations.

- a: profile or GPO changes
- b: conflict detection

## Hosting Platforms

We have developed a series of logging requirements for hosting platforms, such as virtualised and/or containerised compute with associated supporting services such as database and queuing services at different maturity tiers in order to support defensive cyber security, such as detecting breaches.

### Baseline Maturity Tier

#### 1. User directory services

Log Collection Principle(s): 1, 2

User directory services must create and forward Authentication and Authorisation events from the directory service itself.

User directories within hosting environments can be rich and diverse, such technologies include:

- Active Directory (AD)

- Azure Active Directory
- OpenLDAP
- Amazon Web Services (Accounts and Incognito)
- Okta
- Auth0
- Github.com (acting as an identity provider)
- Google Workspace (acting as an identity provider)
- Local user stores within operating systems

These event types must be logged and forwarded:

1. Account creation
2. Account logout
3. Account reinstatement
4. Account authentication failures
5. Account authentication successes after 1 or more failures
6. Account password changes
7. Group membership addition / deletion (in particular, any group that gives admin access)
8. Group creation
9. Privilege modification for users (for example, role delegation through AWS IAM)
10. Multi-factor authentication state, such as:
  - a. Enabled
  - b. Disabled
  - c. Reset/rotation
  - d. Recovery method used

## 2. *Bastion/Jump/Action-proxy services*

Log Collection Principle(s): 1, 2, 6

Bastion/jump boxes that act as a management consolidation route and should be highly auditable therefore must create and forward security-related event data:

1. SSH keypair generation/revocation, including:
  - a. Public key
  - b. Keypair 'friendly name' / identifier
2. Account login attempts:
  - a. Public key
  - b. Username

## 3. *Domain name service query logs*

Log Collection Principle(s): 4

DNS query logs must be created and forwarded:

1. Client IP address
2. Query
3. Query response content including:
  - a. Returned record(s) or NXDOMAIN
  - b. Authoritative nameserver
4. Query response code
5. Zone and/or view identifier (if local zone response and/or multiview)

This remains true for where nodes (for example, servers) may bypass internal DNS services.

#### 4. *Web proxy access logs*

Log Collection Principle(s): 5

Where web traffic proxies exist, access logs should be created and forward and must, include the following variables:

1. Authenticated user name (if applicable)
2. Client identifiers:
  - a. IP address
  - b. Reverse lookup client name (if applicable)
3. HTTP method (for example, CONNECT GET)
4. Where available, full destination/target URL or SNI value
5. Connection return status code (for example, 200 or 403)
6. Size of response

#### 5. *Hypervisor events*

Log Collection Principle(s): 3, 6

Hypervisors manage virtualised compute resources and are entrusted to segregate the same. All instructions to hypervisors should be highly auditable.

1. Virtual machine creation (including templates)
  - a. Identifier(s)
  - b. Operating system image information
2. Virtual machine 'power' events:
  - a. Identifier(s)
  - b. 'Power' on
  - c. 'Power' off (including restart flag)
3. Virtual machine deletion
  - Identifier(s)
4. Virtual machine resource modification events:
  - a. CPU addition/removal
  - b. RAM addition/removal
  - c. Networking additional/removal
  - d. Storage mount/dismount/resize

#### 6. *Orchestrator events*

Log Collection Principle(s): 3, 6

Orchestrators such as Cloud Foundry and Kubernetes create and manage a variety of technology resources to facilitate an application environment.

1. Resource creation (including templates)
  - a. Identifier(s)
  - b. Resource type
  - c. Operating system image information (if applicable)
2. Container 'power' events
  - a. Identifier(s)
  - b. 'Power' on
  - c. 'Power' off (including restart flag)
3. Resource deletion
  - Identifier(s)

#### 4. Resource modification events:

- Identifier(s)

#### 7. *Allocation of IP address leases from DHCP services*

Log Collection Principle(s): 3, 5

DHCP services must be configured to create and forward the following:

1. Successful client DHCP requests, including:
  - a. Requesting client MAC address
  - b. DHCP scope identifier
  - c. IP address leased
  - d. IP address lease duration
2. Unsuccessful client DHCP requests, including:
  - a. Requesting client MAC address
  - b. DHCP scope identifier (if applicable for unsuccessful request)

### **Enhanced Maturity Tier**

#### 1. *Firewall log data for denied network traffic*

Log Collection Principle(s): 5

All firewall DENY log data must be forwarded.

1. Client IP address
2. Firewall/router identifier
3. Request response code
4. Request content, including:
  - a. IP protocol (for example, ICMP)
  - b. Destination/target port
  - c. Destination/target IP address
  - d. Destination/target hostname address (if reverse lookup performed)

#### 2. *Internal DNS namespace zone content*

Log Collection Principle(s): 4

Internal domain name spaces must ultimately forward, in an [RFC5936 \(DNS Zone Transfer Protocol \(AXFR\)\)](#) compatible format including all information described in the RFC.

#### 3. *DHCP scopes (and the functional segmentation of each)*

Log Collection Principle(s): 5

Machine-readable DHCP scope exports (and surrounding metadata/description of the purpose of each scope) must be created and forwarded.

#### 4. *Endpoint protection security logs*

Log Collection Principle(s): 6

Security log data (as defined by the vendor) must be created and forwarded.

#### 5. *Security-related logs for all Windows-based end-user devices*

Log Collection Principle(s): 6

Security-related logs, as defined by [NCSC's Logging Made Easy template](#), from all end-user devices operating a Microsoft Windows operating system must be created and forwarded.

#### 6. *Mobile device enrollment activity*

Log Collection Principle(s): 1, 2, 3, 6



Where a mobile device management solution is used and end-user devices register/enrol and de-register/de-enrol with it, enrollment data should be created in and forwarded.

1. Enrolment or un-enrolment event type
2. End-user device identifier(s), such as client IP address and/or MAC address and/or assigned DHCP name
3. End-user account name (if applicable)

#### 7. *VPN concentrator activity data*

Log Collection Principle(s): 3, 5

Where VPN services are in use, connection-related log data must be created and forwarded.

1. Success or unsuccess status
2. User/certificate identifier
3. Client IP address
4. Concentrator identifier

#### 8. *Pipeline events*

Log Collection Principle(s): 1, 2, 3, 6

Continuous integration and continuous deployment pipelines obey instructions to manage hosting environments and are a privileged position to oversee all tenant resources, they must be highly auditable to clarify activity and attribute the same.

1. Source identifier(s)
  - a. User(s)
  - b. Repository
2. Activity events
  - a. Resource creation
  - b. Resource destruction

### Log entry metadata

Any security log data collected must comply with these metadata standards to ensure we are able to consistently interpret log data using other systems.

#### Time/date

- a: all log events must be time stamped in the common log timestamping format as defined by [ISO8601](#) [dd/MM/yyyy:hh:mm:ss +-hhmm] where the fields are defined as follows:
  - 1: dd is the day of the month
  - 2: MMM is the month
  - 3: yyyy is the year
  - 4: :hh is the hour
  - 5: :mm is the minute
  - 6: :ss is the seconds
  - 7: +-hhmm is the time zone
- b: systems must use an automated time syncing protocol (such as NTP) with an external time source to ensure it is not subject to 'time drift' that may impact the accuracy of time stamping.

#### Formats

Only the following log file formats should be used:

- a: Apache Common Log Format
- b: NCSA (Common or Access, Combined, and Separate or 3-Log)
- c: Windows Event Log
- d: W3C Extended Log File Format

- e: W3C Extended (used by Microsoft IIS 4.0 and 5.0)
- f: SunTM ONE Web Server (iPlanet)
- g: IBM Tivoli Access Manager WebSEAL
- h: WebSphere Application Server Logs

### Security Log Collection Maturity Tiers

Ministry of Justice (MoJ) systems and services must adequately create and retain event data as part of the [DETECT](#) portion of the [Cabinet Office's Minimum Cyber Security Standard \(MCSS\)](#).

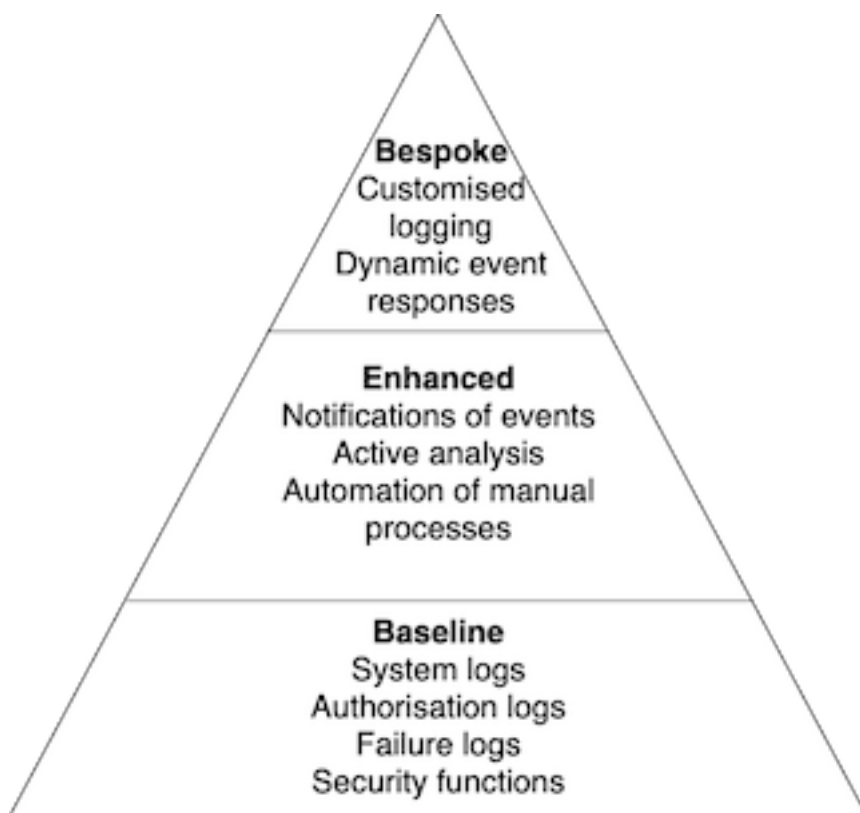
Three tiers have been developed to reflect the breadth and complexity of collecting and forwarding log data.

These three tiers represent different levels of risk profile, and concern about a system. All systems should be capable of meeting the baseline standard.

Some systems are at greater likelihood of compromise. This is due to factors such as age or public threats. Other systems would have a higher impact if compromised. This is due to the systems being sensitive or having distinctive perceived value. Such systems should be monitored to a higher standard.

The extent to which a security log collection process implements the monitoring requirement indicates the logging maturity.

Each level of monitoring - or 'tier' - has characteristics that are 'in addition' to lower level tiers. For example, a system operating at the Enhanced tier should also meet the requirements of the Baseline tier.



#### Baseline

The baseline tier is the generally minimum expected for event types. It includes data that should be generated, recorded, and forwarded for onward analysis. It applies to all of the MoJ systems. In most cases, this requirement may be met through the underlying platform(s) on which the systems are built.

This tier covers the broad spectrum of events that can reasonably be used to detect compromise. It allows the defensive cyber team to respond appropriately before significant impact.

## Enhanced

The enhanced tier, in conjunction with the baseline event types, provides earlier notification of attempted compromise. It enables gathering of more information to detect stealthier or more capable attackers.

## Bespoke

The bespoke tier concerns systems that are critical to the security, stability and statutory function of the MoJ, or that contain highly sensitive data. In this tier, systems must generate additional bespoke (customised) event types. These event types are typically agreed in context between the MoJ Cyber Security team and the associated product or service team. The objective is produce logging that reliably identifies and captures key nuance and contextual security monitoring data, based on applicable threats and risks.

Last updated: April 20th, 2020.

# Control of operational software

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## Guidance for using Open Internet Tools

**This information applies to all staff and contractors who work for the Ministry of Justice (MoJ).**

This guidance gives you:

- an [overview](#) of Open Internet Tools (OIT)
- a [quick checklist](#) to help you decide if you can use an OIT
- reasons why you [might](#), or [might not](#), want to use an OIT
- things you [must think about](#) when using an OIT, such as [data protection](#)
- information on [who to contact](#) if you would like help or advice

**Note:** To access some of the links in this guide you'll need to be connected to the MoJ Intranet

## Overview

Open Internet Tools (OITs) are applications or services from suppliers outside the MoJ. They often have the following characteristics:

- they are general purpose. This means they are not specific to the MoJ. Other organisations can use them
- they are accessed using the Internet, usually through a web browser. This means that if you have Internet access, you are able to connect to the tools
- they have a basic 'free-to-use' version. This means that you are able to use some or all the capabilities, but with some constraints. For example, an online word-processor might limit you to 5 documents in your account
- they have one or more 'paid for' versions. By paying for the tool, you unlock some or all the constraints

## Quick checklist

To help you decide if you can use an OIT to work on an MoJ task, consider the following questions:

- is the task information subject to specific rules or requirements in your part of the MoJ?
- is the task information classified as anything other than OFFICIAL or OFFICIAL-SENSITIVE?
- does the task information include any data identifiable as being about someone?
- is this the first time anyone has used the tool for MoJ business?
- does the tool need access to your account or other data you can access? For example, does it ask to use your MoJ Google or Microsoft Office account?
- does the tool install a web-browser extension?
- is the tool a plug-in for existing OITs we use, such as Slack, Confluence, or Jira?
- could there be damaging consequences if the task information you work with using the tool is:
  - lost
  - stolen
  - published in the media

- are you prevented from exporting all the data from the tool?
- are you prevented from deleting all the data from the tool when you finish working on the task?

If the answer to *any* of these questions is 'Yes', you might not be able to use the OIT.

When you have all the answers, request formal approval to use the OIT from your [Line Manager](#). Do this *before* using the OIT.

### Why OITs are an opportunity

OITs offer some significant advantages for you and the MoJ, including:

- enabling you to work the way you want to, more effectively
- usually cheaper than buying or building and supporting a dedicated tool
- no need to build or support the tool
- good use of open standards, such as file formats
- reduced need to have specific hardware or software on computers
- rapid patching to address security issues
- easy updates and deployment of new features
- a large pool of help and support
- easy access, whenever you have a network connection
- increasing availability of some or all capabilities when disconnected from the network

### Why OITs are a risk

OITs also pose some threats or risks, including:

- dependency on the tool and supplier
- security of access to the tool
- security of information stored within or processed by the tool
- potential difficulty of enhancing or customising the tool for MoJ-specific requirements

But as long you consider the threats or risks, and address them, OITs provide many benefits for you and the MoJ.

### Summary

With careful use, OITs help you to work more effectively and efficiently. Think about them as serious and preferable options for performing tasks.

### Using OITs

This guidance helps you:

- understand the conditions or constraints that apply to a tool, or a task performed using a tool
- identify and address threats or risks posed by a new tool

### Privacy and personal information

Data protection legislation makes you responsible for personal information you work with. You must keep it safe and secure. In particular, you must follow data protection obligations. These include the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Don't use OITs for storing personal data until you have addressed the need to get consent first. Check if using the OIT might need an update to existing privacy policies or notices. Don't use OITs if unlawful disclosure of the information they process might cause damage or distress.

Data protection legislation might also limit *where* you can process personal data. An OIT should have a privacy statement that describes where it stores or processes data. Be ready to contact the OIT provider for more information about this aspect of their service.

Be sure you can fulfil your data protection responsibilities when using an OIT. It might be helpful to complete a [Privacy Impact Assessment \(PIA\)](#).

Complying with personal information requirements can be complex. Don't hesitate to ask for advice:

[privacy@justice.gov.uk](mailto:privacy@justice.gov.uk)

## Classification and security

An OIT can only store or process information **classified** at OFFICIAL level.

Think about the MoJ information you work with. What would happen if you lost it, or it's stolen, or published in the media? Suppose the information was overheard in a cafe, or read from your screen on a crowded train. Could there be damaging consequences? If the answer is 'No', then it's probably OK to use OITs to store or send that information.

Think also about information moving across the Internet. The data might be safe within the MoJ and in an approved OIT. But what about the connection between the two? Sending information might involve insecure networks. Be aware of the security implications. Check that enough suitable security measures are in place to protect the information. For example, check for encryption of network connections using **SSL/TLS**. A simple way to do this is to look for the secure connection indicator in your web browser:



You have a duty of confidentiality and a responsibility to safeguard any HMG information or data that you access. This is **Principle 2** of the Government Security Classifications. The MoJ trusts you to work with OFFICIAL information. In the same way, you're trusted to make a reasoned judgement about whether it's safe to use an OIT.

Useful help for deciding what is OK is in **existing social media guidance**. While it's more about how to act online, the principles are helpful for OITs.

Remember that it is impossible to delete information after it's released in public.

For more information about MoJ IT Security, look on the MoJ Intranet [here](#).

## Storage and data retention

Laws and regulations make the MoJ and its employees responsible for managing information. Some examples include:

- the Freedom of Information Act
- the Data Protection Act and General Data Protection Regulation
- the Public Records Acts

When we receive a request for information, we need to know where we hold all the relevant information. Storing business information on appropriate MoJ systems helps us, because:

- we can provide evidence about decisions
- we understand the information held, and where to find it
- we can transfer records to The National Archives

Always store MoJ information in MoJ systems. If you use an OIT, make sure the key information is also stored in an appropriate MoJ system. Guidance on what you must keep is available [here](#). At regular and convenient intervals, transfer the information to an appropriate MoJ system. Do the same when you finish the work. Don't forget to remove any redundant information from the OIT.

Most OITs let you export your data. You can then store it on an appropriate MoJ system. Sometimes it's easier to copy and paste text into a new document. Make sure that only the correct people have access to the information. This is important after staff or organisational changes, for example.

For more guidance, read the [MoJ Information Management Policy](#). There is also help on [responding to requests for information](#).

## Service and support

OITs are often intuitive and reliable. But that doesn't mean they are always available and always work as you expect. The MoJ can't provide technical support or ensure service availability for them. Always have another way of working

if the OIT is not available for some reason or for any length of time. In other words, don't let an OIT become business critical.

Check the OIT usage agreement to find out more about the service and support available.

**Note:** The MoJ cannot provide technical support for OITs.

### Common OITs

There are already many OITs used across the MoJ. Permission to use an OIT might vary, depending on where you work in the MoJ. For example, some teams must not access or use some OITs, for security or operational reasons.

**Note:** Check with your Line Manager if you want to use an OIT for your work, *before* you use it.

### Getting help

For further help about aspects of using OITs within the MoJ, contact:

Subject	Contact
Classification and Security	<a href="#">MoJ Cyber Security team</a>
Storage and Data Retention	<a href="#">Departmental Library &amp; Records Management Services (DLRMS)</a>
Information Assurance	<a href="#">Compliance and Information Assurance Branch</a>
Personal Data	<a href="#">Disclosure Team</a>

Last updated: April 16th, 2020.

## Technical vulnerability management

### Implementing security.txt

Domains where the Ministry of Justice (MoJ) is primarily responsible for cyber security **must** redirect the /.well-known/security.txt location to the central security.txt file.

This redirection should be accessible from the public Internet whether or not the underlying applications/systems are. For example, <https://test.not-production.justice.gov.uk> may be a web-application requiring authentication, however <https://test.not-production.justice.gov.uk/.well-known/security.txt> should still be accessible without authentication.

#### security.txt

`/.well-known/security.txt` must HTTP 301 (permanent redirect) to `https://raw.githubusercontent.com/ministryofjustice/security-guidance/main/contact/vulnerability-disclosure-security.txt`.

For example, `https://www.prisonvisits.service.gov.uk/.well-known/security.txt` must HTTP 301 to `https://raw.githubusercontent.com/ministryofjustice/security-guidance/main/contact/vulnerability-disclosure-security.txt`.

#### /.well-known/

We use /.well-known/ to house security.txt as [RFC5785](#) defines it as a path prefix for "well-known locations" in selected Uniform Resource Identifier (URI) schemes.

#### Internal-facing domains

Internal-facing domains resolvable from the public Internet (for example, `intranet.justice.gov.uk` is based on `.gov.uk` with a publicly routeable IP address) should also implement security.txt as described above.

### Non-production domains

Non-production domains resolvable from the public Internet (for example, a demo deployment of a MoJ digital service or prototype) should also implement `security.txt` as described above.

## Vulnerability Disclosure Policy

The [Ministry of Justice \(MoJ\) Security Vulnerability Disclosure Policy](#) is published as part of the [MoJ Digital & Technology blog](#).

### Thanks & Acknowledgements

Where security researchers have submitted qualifying vulnerability reports and have accepted our offer to be publicly thanked and acknowledged for their efforts, they will be listed on the [dedicated thank you page](#) within the [MoJ Digital & Technology blog](#).

### Feedback

If you wish to provide feedback or suggestions on the [MoJ Security Vulnerability Disclosure Policy](#), contact our security team: [cybersecurity+vulnerabilitydisclosure@digital.justice.gov.uk](mailto:cybersecurity+vulnerabilitydisclosure@digital.justice.gov.uk).

The policy will naturally evolve over time; your input is welcome and will be valued to ensure that the policy remains clear, complete, and relevant.

h/t to <https://www.bbc.com/backstage/security-disclosure-policy/>

## Vulnerability scanning

### The base principle

All systems and applications **must** be scanned using commodity tooling for known vulnerabilities such as, but not limited to, [OWASP Top 10](#) application issues.

Any issues found must be proportionally considered for remediation prior to progression into production.

### Application vulnerabilities

Applications **must** be scanned programmatically during development and build pipelines (prior to the final release to production) for vulnerabilities.

Tools such as [OWASP ZAP](#) may be useful.

# Communications security

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## Network security management

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### Defensive domain registrations

The Ministry of Justice (MoJ) and associated organisations (Executive agencies, non-departmental public bodies and so on) maintain varying levels of 'online presence' using domain registrations. This are a fundamental part of the organisation's identity on the public internet. An example is the [justice.gov.uk](#) email domain used for contacting other government organisations, partners and members of the public.

Each MoJ organisation **must** identify a core set of internet domains it considers critical to its internet identity. Each MoJ organisation must then defensively register a small number of obvious variations (for example, [justice.gov.uk](#) may justify [justicegov.uk](#), [justice.co.uk](#) and [justice.uk](#) where already not used for legitimate purposes).

These registrations will help protect the organisation, as well as its partners and members of the public, from illegitimate parties pretending to be the organisation when they are not. Failing to register these domains can cause problems, such as phishing emails using what seem to be plausible domains.

### Limiting the permutations to register

Domain permutations for defensive registration should be limited to the organisation's core identity, as opposed to tertiary campaigns/identities, in order to keep costs and management overheads down.

Some domain registrars have methods to detect malicious registrations of overtly government-associated domains through the use of misspellings and so on. Unless there are strong justifications as to why misspellings must be covered, organisations should only defensively register `.uk` and `.co.uk` top-level domain variants and visual manipulations. For example, the removal of one dot from `justice.gov.uk` leads to `justicegov.uk` which could be a registerable domain and one that looks a lot like `justice.gov.uk` during a casual inspection.

### Mandatory features for defensively registered domains

The following features are required when registering a defensive domain:

#### Functional nameservers

The defensively registered domain must have a functional nameserver configuration.

#### Sender Policy Framework (SPF)

There must be an [SPF record](#) which uses *strict* configurations to indicate whether the domain is expected by the owner to send emails, or not.

Example 'no permitted sender' record:

```
v=spf1 -all
```

Additional [SPF implementation guidance](#) is available on GOV.UK.

#### Domain-based Message Authentication, Reporting and Conformance (DMARC)

There must be a [DMARC record](#) configured in line with [published DMARC guidance](#) on GOV.UK.

Example 'reject' policy record:

```
v=DMARC1;p=reject;rua=mailto:dmarc-rua@dmarc.service.gov.uk;
```

#### Mail Exchanger (MX)

There must be a nullified [MX record](#) in order to ensure any attempt to send emails to the defensive domain to instantly failed.

Example nullified record:

MX priority 0 with host name `.`

#### DomainKeys Identified Mail (DKIM)

There must be a nullified [DKIM record](#) in explicitly highlight that any outbound email attempts are likely invalid.

Example nullified record:

```
v=DKIM1; p=
```

#### DNS Certification Authority Authorization (CAA)

There must be a [DNS CAA](#) record(s) to indicate restrictions so that certificate authorities that certificates should not be issued for these domains.

Example nullified record:

```
issue ";"
```

Example iodef notification record:



```
iodef "mailto:certificates@digital.justice.gov.uk"
```

### **Automated renewals**

Defensively registered domains should be configured to automatically renew by default.

### **Web services/redirects**

Web services/redirects must **not** be functional or available for defensively registered domains.

The `www.` should *not* be created. The apex `@` record, if required and created, should not respond to TCP/80 (HTTP) or TCP/443 (HTTPS).

### **Mail services/redirects**

Mail services/redirects must **not** be functional or available for defensively registered domains.

### **Registering and maintaining a defensive domain**

MoJ organisations should contact [domains@digital.justice.gov.uk](mailto:domains@digital.justice.gov.uk) for assistance with defensive domain registrations and operations.

## **Internet -v- PSN**

### **The internet is 'ok'**

The Ministry of Justice (MoJ) prefers the use of public commodity networks (such as the Internet) over the use of dedicated or private network links.

### **Networks are bearers**

The MoJ consider networks, whether private or public, to be bearers for information transfer, in and of themselves they should not be considered as the mechanism to identify and confer trust or privilege.

## **IP addresses, DNS information & architecture documentation**

### **OFFICIAL-SENSITIVE? Not by default**

The Ministry of Justice (MoJ) does **not** consider its IP address, DNS or architectural information to be `SENSITIVE` (a handling caveat within the `OFFICIAL` information classification) *by default*.

In some contexts, this information may be considered sensitive (usually when combined with other information), for example, "Server X on IP address x.x.x.x has not been security patched for 5 years and there are known vulnerabilities which are unmitigated and thus could actively be exploited in this moment."

IP addresses of connecting clients (for example, the IP address of the computer of a general member of the public accessing a public MoJ digital service) *may* be Personal Data.

### **RFC1918 addresses**

[Private network IP addresses](#) cannot be directly accessed from public networks so require multiple faults or compromises to be useful as part of an exploit.

### **Information via email**

IP addresses, DNS information & architecture documentation can generally be sent via email services that enforce adequate in-transit integrity/encryption without any additional security protections such as the use of ZIP files.

## **Multiple consecutive (back-to-back) firewalls**

At `OFFICIAL` the Ministry of Justice (MoJ) does **not** require or prefer the use of two or more firewalls in a 'back-to-back' fashion unless they are reasonably required due to segregated role or trust management (for example, interconnecting two networks which are managed independently).

### Same rules, same management, different vendor

There is a myth that the use of multiple back-to-back firewalls from different vendors (with the exact same rulesets) is better for security as vulnerabilities that exist in one firewall will not exist in the other however any value of this perceived security benefit (which is likely limited in meaningful benefit anyway) is dwarfed by additional cost, complexity, and maintenance overheads.

### Two networks, two managers

When interconnecting two networks that have different purposes or trust requirements (and when they are potentially managed by different parties) back-to-back firewalls can be used to enforce segregation and ensure managed integration and change control.

## Networks are just bearers

### The base principle

IP networks **must** be considered commodity bearers for technical connectivity to facilitate the movement of data.

Network characteristics (such as hardware port, VLAN tag or IP address) should not be solely relied upon as part of authorisation to confer trust or privilege.

h/t <https://medium.com/@joelgsamuel/ip-address-access-control-lists-are-not-as-great-as-you-think-they-are-4176b7d68f20>

## Information transfer

---

### Bluetooth

#### Introduction

This guidance helps you use Bluetooth enabled devices and peripheral devices.

**Bluetooth** is a very short range WiFi technology. In everyday terms, Bluetooth devices can 'talk to each other' if they are very close, for example in the same room. This makes Bluetooth really good for wireless devices, for example a telephone headset, or a mouse or keyboard.

Bluetooth works by 'pairing' devices. This makes it quick and simple to use. The problem is that Bluetooth, and the pairing process, is not very secure. This means that attackers might get unauthenticated access to devices. As an example, an attacker 'listening' to the Bluetooth connection between a computer and a keyboard could possibly intercept passwords or other sensitive information as the details are typed on the keyboard.

This guidance tells you more about the Ministry of Justice (MoJ) view of Bluetooth, from a security perspective. It also gives you hints and tips on how to use Bluetooth more safely.

The aim is to help you maintain the Confidentiality, Integrity and Availability of MoJ data, applications and services. The results should be that:

- the information you access is not compromised
- you can connect devices using Bluetooth, safely
- you are aware of the problems around Bluetooth, and can take the necessary safety precautions

**Note:** Remember that there might be local rules that apply regarding the use of Bluetooth devices. A good example is in Prisons, where use of Bluetooth would not be available by default. Ensure that you check with local requirements.

#### Accessibility

Some types of Bluetooth devices are not allowed, by default. However, where there is a good reason for requiring a Bluetooth device, such as for Accessibility reasons, then a request for an exception to use the device will be treated sympathetically and permitted wherever possible.

Contact the Cyber Assistance Team by email: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)

## Bluetooth devices and risks

Examples of Bluetooth devices, and whether they might be used for business purposes, are as follows:

Bluetooth device	Suitable for MoJ work purposes (Y/N)
Keyboards	Y
Mouse	Y
Telephone headsets	Y
Headphones	Y
Earbuds	Y
Trackpads	N - but exception possible for Accessibility reasons
External speakers	Y - but be aware of other people or devices nearby that might be listening
Gaming joysticks and controllers	N - but exception possible for Accessibility reasons
Laptops	Y - for MoJ-issued devices
Hearing aids	Y
Watches and Fitness bands	N
Smart TVs	N - requires authorisation
Storage devices (similar to USB 'thumb' drives)	N
Internet-of-things 'Smart speakers'	N

A Bluetooth device might be at risk from any of the following:

- Eavesdropping
- Unauthorised access
- Message modification
- Denial of service
- Data exfiltration
- Insecure data transmission
- Phishing

An example of a Bluetooth problem is 'bluetooth marketing'. As you walk around with your mobile phone, it is continuously looking for Bluetooth devices and WiFi access points. It does this to help with accurate location tracking. But other devices can also see your mobile phone. These devices might report tracking information about where you were at any time. This guidance will help you understand more about the problem, and suggest things you can do to reduce the risks.

## Best practices for using Bluetooth

Before using a Bluetooth device in a work context, consider the following:

- What is the business case for using the Bluetooth device?
- What data might be or will be accessed through, or using, the Bluetooth device?
- Does the Bluetooth device have the latest patches and fixes applied - where possible?
- Was the Bluetooth device purchased from a reputable vendor?
- Does the Bluetooth device require a PIN code or similar before connecting?
- Are the Bluetooth devices 'discoverable'?
- Have you connected to any other 'public' Bluetooth devices?
- Are all the devices password protected?
- Might someone be able to see what Bluetooth devices you are using?

- Is the material you are working with OFFICIAL-SENSITIVE or higher?

The best way to ensure your Bluetooth device is as up-to-date as possible is to apply all patches and fixes for all hardware devices as soon as you can.

Bluetooth is a very cheap and simple technology. This means that it is often included in extremely cheap devices; often these use old versions of technology or are not provided with patches and fixes. The best thing is to obtain any Bluetooth devices from reputable vendors, so that it is more likely the device will be supported and maintained correctly.

Many Bluetooth devices try and make connection as easy as possible by enabling 'Direct Connection'. This often means that you only need to 'find' a Bluetooth device on your 'phone or laptop, then click once for a connection to be established. While very easy, this is not safe, because those same direct connections can also happen automatically, 'behind the scenes', without you being aware. If possible, ensure that a Bluetooth connection is allowed only when a PIN or password is supplied. This reduces the risk of 'hidden' Bluetooth connections.

Some Bluetooth devices allow you to choose whether they are 'discoverable'. For example, on Android 'phones, you can go to the Settings -> Connected devices -> Connection preferences -> Bluetooth visibility or similar. The best advice is to change the Bluetooth settings to undetectable if you can. Only make the device discoverable when you need to connect to a trusted device.

At regular intervals, check to see what Bluetooth devices are 'known' to your devices. Remove any you don't recognise.

When in public places, make sure you only connect to known devices. Always ensure you are in a secure and safe location such as home, office, or a known isolated place before switching on your Bluetooth.

If someone can see what Bluetooth devices you have, or are using, they might try and use one of their device to intercept or monitor the connection. Try to keep Bluetooth devices out of sight so that no-one knows which ones you might actually be using. Even the bright blue light Bluetooth devices illuminate when they are connected might draw unwanted attention.

Generally speaking, Bluetooth devices do not present extra problems when working with OFFICIAL material. However, the whole point of Bluetooth is to enable and simplify communications, so you need to be extra careful when using Bluetooth devices while working on OFFICIAL-SENSITIVE or higher material.

### Getting more help

Contact the Cyber Assistance Team by email: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)

## Criminal Justice Secure Mail

The Ministry of Justice (MoJ) operates the CJSM service to enable those people working in the Justice system who do not have access to a suitable email service to exchange information in a safer way.

The MoJ does **not** require the use of CJSM where other suitably secure and efficient means can be used. It is considered a safe option to enable communication but it is only an option.

### Government secure email policy

Email services that are materially aligned to the [UK government secure email policy](#) are suitable for the movement of OFFICIAL data, including where the SENSITIVE handling caveat has been applied.

## Data sovereignty

The Ministry of Justice (MoJ) Senior Security Adviser, Chief Information Security Officer (CISO), Chief Technical Officer (CTO) and Data Protection Officer (DPO) have issued this guidance for MoJ business units and third-party partners across the MoJ supported by Digital & Technology and/or within scope of the MoJ Data Protection Officer (DPO) to explain the MoJ's position on 'data sovereignty' (where the processing of data, including personal data, may take place).

## Summary

At OFFICIAL level, subject to adequate, proportionate and standard information security controls, the Department is content to process, and allow third-party partners to process, data (including personal data) outside the UK.

This statement includes the SENSITIVE (marked as OFFICIAL-SENSITIVE) handling caveat advising that additional care may be required; it is not a separate classification and any data / information is subject to the same rules as OFFICIAL.

The MoJ does not by default or routine require 'UK only hosting' or 'UK only services' for data privacy, data protection or information security reasons.

## Data sovereignty questions

- Where is the data located (i.e. servers and storage), including any off-site backup locations?

Even if located in the UK can it be viewed, modified, copied or deleted remotely from another country?

- Who is managing the service (n.b. administrators may be based anywhere in the world)?

For example, Microsoft Azure's data centre is in the UK but the system administrators can be located in Brazil, New Zealand, US and etc.

- Where are all of these entities legally instantiated and located?

For example, Amazon Web Services has UK data centres but is nevertheless is a US company with global support staff.

The 'where' data is processed is the combination of the answers to the questions above and is much more than just where the servers and hard drives are physically located (data hosting).

As part of routine due diligence, including fulfilling legal obligations under the General Data Protection Regulation (GDPR) and the Data Protection Act (2018), where data is processed in other legal jurisdictions the MoJ is to ensure that adequate safeguards, including where relevant Data Protection Impact Assessments (DPIAs), are in place to ensure data is secure and that the rights and freedoms of any Data Subjects are maintained.

## UK and the European Union

The departure of the UK from the European Union will not lead to a change in the MoJ's position.

The MoJ has no plans to inshore data (i.e. limiting and / or returning data to the UK) for privacy or security reasons, nor is the MoJ asking its partners (for example, commercial suppliers) to do so.

## Where to get help

- In the first instance, contact the MoJ Cybersecurity team - [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- The MoJ's Data Protection Officer - [privacy@justice.gov.uk](mailto:privacy@justice.gov.uk).

## Email security

### Overview

This document provides you with guidance for safe and secure use of email within the Ministry of Justice (MoJ).

In general, always use email in an [acceptable way](#).

In particular:

- Never circulate messages or material that contains obscene, profane, inflammatory, threatening, harassing (racially, sexually or otherwise), and disruptive, or otherwise offensive language.
- Don't use email or other messaging systems for trivial debates or exchanges with an individual or group of people.
- Don't use MoJ email or other messaging systems for anything other than appropriate business purposes.
- Don't make statements that defame, slander or lower the reputation of the MoJ, any person or organisation.
- Don't forward email [chain letters](#) to your contacts. Instead, report them to [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).

- Avoid excessive use of email. Be aware of unsuitable attachments, for example video clips, images, or executable files.
- Avoid sending email to large numbers of recipients. Ask yourself if it really makes sense to "Reply All"?

Be aware that the MoJ monitors the use of electronic communications and web-browsing. Your manager can request reports detailing your activity if they suspect inappropriate use of email or web-browsing facilities.

For further information, ask your manager or contact your local IT help desk.

Suppliers to the MoJ should first ask their usual MoJ points of contact.

### Email threats

Although email is a powerful business tool, it has problems. In this guidance, we describe some of the problems, and how you can avoid them.

Email threats often use familiar email addresses to disguise attacks, or to pose as valid emails. Email threats are becoming more frequent and pose one of the biggest problems for MoJ systems and services.

There are many possible threats, including:

- Viruses: These can be spread between computers in emails or their attachments. They can make PCs, software or documents unusable.
- Spam: This is unsolicited mail sent in bulk. Clicking on links in spam email may send users to phishing websites or sites hosting malware. Often email spam mimics the addresses of people you know.
- Phishing: These are emails disguised to look like a legitimate company or bank to illegitimately obtain personal information. They usually ask you to verify your personal information or account details. Often links will direct you to a fake website, made to look like the real thing.
- Social engineering: In the context of security, social engineering refers to manipulating people to do something or divulge confidential information. For example, you might get a call from someone pretending to be from a software supplier, claiming that a virus has been found on your PC; they demand personal details before they can remove the virus.
- Spoofing: A spoofed email is where the sender (in this case, a criminal) purposely alters part of the email to make it look as though it was from someone else. Commonly, the sender's name/address and the body of the message are made to look as though it was from a legitimate source. It is commonly used to trick the recipient into providing confidential information such as passwords, or to market an online service dishonestly, or to sell a bogus product. Check the real sender of any email you receive if you ever have any doubt or uncertainty. If the sending address is one you don't recognise, do not click on any link contained within the email.

The MoJ scans approximately 10 million messages a month for threats. Of these, we might expect to find 600,000 spam messages and 23,000 virus messages. Unfortunately, not every virus or spam email will be identified and blocked. The good news is that there are some simple steps you can take to reduce the threat:

- If you are not expecting the email, do not reply to it.
- If you are at all suspicious, do not divulge your details or any sensitive information.
- Avoid opening potential scam emails. This may alert the 'scammer' you have viewed their message.
- Don't open unexpected attachments or click on strange links in emails, even if the email appears to be from someone you know. Check the style and content; if it isn't consistent with previous emails, it could be a scam.
- Do not reveal personal or other sensitive information in response to automatic email requests.
- Avoid sharing your business email address on the internet. These might be collected and used by automatic 'harvesting' software programs.
- Never use your MoJ email address to register for non-work related sites.

If you think you've received a scam email, or a virus, [report it immediately](#). Do not click on any link or forward it to anyone. Only delete it from your inbox when you have been told to do so.

### Further reading from the NCSC

[Email security and anti-spoofing](#)

## Other email problems

### Auto-forward

Auto-forwarding is where you get your email system to send emails automatically to another account. This might seem very useful, especially if for some reason you can't access your normal business email account, for example while you are away on holiday.

But auto-forwarding is very risky.

You can't be certain that the forwarded emails are safe to send to the new account. For example, the new account might have weaker technical security, making it easier for a hacker to break in and read your email.

You might also be auto-forwarding emails sent to you from outside the MoJ; perhaps from another government department or commercial organisation.

When an email is sent to you, you are responsible for ensuring that everything in the email is handled correctly. This means looking after it to the standard required for that information. You mustn't send that information to another email address, where the required security standards might not be met.

Never use auto-forwarding to forward emails from your MoJ business email address to another non-MoJ email address. In particular, never forward email from your MoJ business email address to a personal email address.

There might be occasions when you have a genuine business need to auto-forward email to another email account, where the new address has the same or higher security standards. An example is forwarding from an MoJ business email address to another MoJ business email address. If you have business need for this, contact the Operational Security Team to discuss your requirements: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk).

### Chain letters

These are letters sent to several people who are asked to send copies to several others. They sometimes threaten that bad things will happen if the letter is not forwarded. Chain letters are a hoax.

Chain letters usually do not have the name and contact information of the original sender so it is impossible to check on their authenticity.

Legitimate warnings and solicitations will always have complete contact information from the person sending the message.

Newer chain letters may have a name and contact information but that person either does not exist or is not responsible for the hoax message.

Warnings without the name of the person sending the original notice, or warnings with names, addresses and phone numbers that do not actually exist, are probably hoaxes.

Don't circulate warnings yourself; real warnings about viruses and other network problems are issued for everyone by MoJ technical services.

*When in doubt, don't send it out.*

### Scams

Scams are "get rich quick" schemes. They make claims such as promising your bank account will soon be stuffed full of cash if follow the detailed instructions in the letter or email. In reality, it is an illegal plan for making money.

A typical scam includes the names and addresses of several individuals whom you may or may not know. You are instructed to send a certain amount of money to the person at the top of the list, and then remove that name and add yours to the bottom.

You are then supposed to mail copies of the letter or email to a few more individuals who will hopefully repeat the entire process. The letter promises that if they follow the same procedure, your name will gradually move to the top of the list and you'll receive money.

Other high-tech scams using IT also exist. They might be sent over the internet, or may require the copying and mailing of computer disks rather than paper. Regardless of the technology used to advance the scheme, the end result is still the same.



Scams are a bad investment. You certainly won't get rich. You will receive little or no money. The few pounds you may get will probably not be as much as you spend making and mailing copies of the letter if hard copy.

By their very nature, scams are harassing. Sending such mails using MoJ facilities is prohibited. The misuse of computer resources to harass other individuals or groups is unacceptable. Any person tempted to forward an email scam should familiarise themselves with the HR intranet pages, particularly the section regarding disciplinary action and electronic communications.

*Scams also clog up the system and reduce the efficiency of our servers.*

### *How to recognise a scam*

From the older printed letters, to the newer electronic kind, scams follow a similar pattern, with three recognisable parts:

- A hook: this to catch your interest and get you to read the rest of the letter. Hooks used to be "Make Money Fast" or "Get Rich" or similar statements related to making money for little or no work. Electronic chain letters also use the "free money" type of hooks, but have added hooks like "Danger!" and "Virus Alert" or "A Little Girl is dying". These tie into our fear for the survival of our computers or into our sympathy for some poor unfortunate person.
- A threat: when you are hooked, you read on to the threat. Most threats used to warn you about the terrible things that will happen if you do not maintain the chain. Others play on greed or sympathy to get you to pass the letter on. The threat often contains official or technical sounding language to get you to believe it is real.
- A request: some older chain letters ask you to send money to the top ten names on the letter and then pass it on. The electronic ones simply admonish you to "Distribute this letter to as many people as possible." They never mention clogging the internet or the fact that the message is a fake; they only want you to pass it on to others.

If it sounds too good to be true, then it is!

### **Bogus calls**

There are a range of scams that can target you at home or at work. Callers usually say they are from IT Support, and tell you that they have detected a virus on your machine that needs to be removed. The bogus caller will then either:

- Direct you to a website, in the hope you will download malicious software.
- Try and obtain details from you about your computer, or the MoJ network.

In all genuine situations, the MoJ service desk will provide you with an incident reference number if there is a real problem with your machine.

If you receive a call from someone claiming to be from the service desk, *always* ensure you ask them for the incident reference number. Then disconnect the call, and call service desk yourself, directly. If the original call was genuine, when you provide the incident reference number, they will be able to help you.

In general:

- Treat all unsolicited calls as suspicious.
- If possible, note the details and incoming telephone number of the caller.
- Do not go to any external site if directed from an unsolicited call.
- Never give any information about your computer to the caller.
- Check if the call is genuine with your IT Service desk. [Report the call](#) as a security incident if it is not. Use a different phone from that used to take the original call.

### **Hoaxes**

Hoax letters are designed to trick you into believing, or accepting as genuine, something false and often preposterous: the messages they contain are usually untrue.

Hoax messages try to get you to pass them on to everyone you know using several different methods of social engineering. Most of the hoax messages play on your need to help other people. Who wouldn't want to warn their friends about some terrible virus that is destroying people's systems? Or help this poor little girl who is about to die from cancer?

Chain letters and hoax messages have the same purpose but use a slightly different method of coercing you into passing them on. Chain letters, like their printed ancestors, generally offer luck or money if you send them on



(scams). They play on your fear of bad luck and the knowledge that it is easy for you to send them on. Scams play on people's greed and are illegal no matter what they say in the letter.

### *The risk and cost of hoaxes*

The cost and risk associated with hoaxes may not seem to be that high. If, however, you consider the cost of everyone within the MoJ receiving one hoax message, spending two minutes reading it and another two minutes forwarding it on or discarding it, the cost can be significant.

Handling these messages may also make our mail servers slow down to a crawl or crash.

Spammers (bulk mailers of unsolicited mail) may harvest email addresses from hoaxes and chain letters. Many of these letters contain hundreds of legitimate addresses, which is what the spammers want. There are also rumours that spammers are deliberately starting hoaxes and chain letters to gather email addresses.

### *How to recognise a hoax*

A request to "send this to everyone you know" (or some variant) should raise a red flag. The warning is probably a hoax. It's unlikely a real warning message from a credible source will tell you to send it to everyone you know.

If the warning uses technical language, most people, including technologically savvy individuals, tend to believe the warning is real.

There may be credibility by association. If the janitor at a large technological organisation sends a warning to someone outside of that organisation, people on the outside tend to believe the warning because the company should know about those things. Even though the person sending the warning may not have a clue what he is talking about, the prestige of the company backs the warning, making it appear real.

These make it very difficult to be certain a warning is a hoax. Check to see if the claims are real, and if the person sending out the warning is a real person. Ask yourself if they are someone who would know what they are talking about.

### *Type of hoaxes*

#### Scam chains

Mail messages that appear to be from a legitimate company but that are scams and cons, for example [Advance fee scams](#).

#### Giveaways

Stories about giveaways by large companies. If you only send this on, some big company will send you a lot of money, clothes, a free vacation, etc., etc. You would have to wait forever for any of these to pay off.

#### Malicious warnings (virus hoaxes)

Warnings about Trojans, viruses, and other malicious code that have no basis in fact, for example `Jdbgmgr.exe`.

Virus hoaxes have flooded the internet with thousands of viruses worldwide. Paranoia in the internet community fuels such hoaxes. An example of this is the "Good Times" virus hoax, which started in 1994 and is still circulating the internet today. Instead of spreading from one computer to another by itself, Good Times relies on people to pass it along.

#### Sympathy letters and requests to help someone

Requests for help or sympathy for someone who has had a problem or accident.

#### Urban myths

Warnings and stories about bad things happening to people and animals that never really happened.

#### Inconsequential warnings

Out of date warnings and warnings about real things that are not really much of a problem.

#### True legends

Real stories and messages that are not hoaxes but are still making the rounds of the internet.

#### Traditional chain letters

Traditional chain letters that threaten bad luck if you do not send them on or request that you send money to the top x people on the list before sending it on.

#### Threat chains

Mail that threatens to hurt you, your computer, or someone else if you do not pass on the message.

#### Scare chains

Mail messages that warn you about terrible things that happen to people (especially women).

#### Jokes

Warning messages that it's hard to imagine anyone would believe.

### Email and storing MoJ information

Data held by the MoJ should be managed in such a way that employees who require the data, for business reasons, can gain access to it. Managers should ensure that data is stored in an area that is easily accessible to those who require access. This includes MoJ information exchanged using email.

If you need further assistance or information about this process, email Operational Security:  
[OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk).

### Accessing emails or information in an absent employee's email account

Staff absences do occur and these can cause disruption to MoJ business where colleagues have no access to relevant departmental information. Unfortunately, some staff go on annual leave, secondment or maternity leave, but don't make provision for colleagues to access departmental information.

When an absence occurs, there is *no* right to be able to access another employee's account to obtain information. This is true, regardless of whether the absence is expected or unexpected, for example annual leave or illness.

Accessing another employee's account, without their permission, might contravene data protection legislation.

Data protection legislation protects personal information which relates to identifiable, living individuals held on computers. It specifies that appropriate security measures must be in place to protect against unauthorised access to, loss or destruction of personal data. If you breach this principle you could render the MoJ liable to enforcement action by the Information Commissioner.

There are limited circumstances in which it is possible to gain lawful access to another employee's email account. These include:

- A criminal investigation by a law enforcement agency.
- To enable an IT Misuse investigation to be carried out providing it is conducted using appropriate policies.
- On the death of an employee, as data protection legislation no longer applies.

### Contact details

- Contact the Cyber Assistance Team for specific advice on IT security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- [To report an incident](#).

## Email Security Guide

### Introduction

This guide sets out the requirements for implementing and maintaining email security across the Ministry of Justice (MoJ). This guidance is the first in a series of guides for implementing email security controls within the MoJ.

### Who is this for?

This guide is aimed at two audiences:

1. The in-house MoJ Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation. This includes DevOps, Software Developers,

Technical Architects and Service Owners. It also includes Incident Managers from the Event, Problem, Incident, CSI and Knowledge (EPICK) Team.

2. Any other MoJ business group, agency, contractor, IT supplier and partner who in any way designs, develops or supplies services (including processing, transmitting and storing data) for, or on behalf of the MoJ.

In this and the related guides outlined below, this audience will be referred to as "technical users".

### Related guides

Further guidance on email security at the MoJ can be found in the following guides.

- [Spam and Phishing Guide](#) - provides guidance on how you can protect against and report email security threats like phishing and spamming.
- [Secure Email Transfer Guide](#) - provides guidance on the security tools you can use to securely transfer information via email.
- [Email Authentication Guide](#) - provides guidance on the authentication mechanisms that should be used at the domain layer to maintain security.

### Roles and responsibilities

All technical users are responsible for maintaining and using the MoJ's email communications securely in line with the requirements set out in this guide.

- Where possible automate checks of the sender's authenticity by implementing the controls in the [Email Authentication Guide](#).
- Ensure all email communications are protected according to the classification of the information held within them. See the Information Classification Handling and Security Guide for further information.
- Discourage downloading of data to mobile devices by promoting the use cloud services such as Office 365.
- Ensure suspected or actual phishing emails are easily reported to the Technology Service Desk as email attachments.
- Keep your operating systems up to date to prevent susceptibility to viruses.
- Scan email attachments to detect viruses and other malware.
- Ensure email services are appropriately authenticated. Refer to the [Email Authentication Guide](#) for more information.
- Ensure secure email messaging services and, where necessary, encryption tools are used to transfer sensitive information and system secrets. Refer to the [Secure Email Transfer Guide](#) for further guidance.
- Ensure that email configuration is secure and all necessary technical controls, including those set out in the [Malware Protection Guide](#) are implemented and kept up to date.

Suppliers are permitted to use their own email services, if agreed in advance by the MoJ but, as a minimum, they must meet the security requirements in this guide and its related guides.

### Authorised access of users' accounts

By default, users must not access the email accounts of any other users unless they are authorised to do so as required by their role. Access is to be authorised on a case by case basis only, and will typically be aligned to the following circumstances:

- During a criminal investigation by a law enforcement agency.
- During an employee investigation relating to misconduct or a security incident, for example IT misuse.
- Upon the death or unexpected exit of an employee, for example for the retrieval of key information and closing down an account.

Anyone required to undertake this task should read this guide in conjunction with the [Privileged Account Management Guide](#).

### Monitoring

To be clear, the MoJ *does* monitor Email services for security purposes.

## Delegate access

Technical users must ensure end users do not have the privileges required to provide another user with delegate access to their account. There might be valid business reasons why an MoJ IT user might need to give another user access to their email account. These valid requirements include:

- Reading, sending or deleting messages on their behalf.
- Managing their calendar.

In such cases, the user must seek permission from their line manager. Where permission is granted, and to ensure secure delegation, technical users must:

- Enforce delegate access to pre-defined limited periods of time.
- Enable mailbox owners to manage and revoke access themselves.
- Prevent federated sharing, where users in one email community can share calendar or other email information with recipients in other email communities.
- Prevent auto-forwards to external email services, including personal email accounts.
- Prevent the possibility of delegating access to unauthorised users, for example to people outside the MoJ. Do this by enforcing RBAC.

For individual business accounts, the helpdesk can assist with configuring delegate access. Administrators of group inboxes can configure delegate access to those inboxes.

For further details see the [Privileged Account Management Guide](#).

## Contact details

- Contact the Cyber Assistance Team for specific advice on IT security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- [To report an incident](#).

## Email Authentication Guide

### Introduction

This guide identifies the security controls that must be implemented at the domain layer to verify sender domains and to mitigate spoofing attacks. This guide is a sub-page to the [Email Security Guide](#).

### Sender Policy Framework

Sender Policy Framework (SPF) should be implemented for your email domains. SPF enables organisations to publish a Domain Name System (DNS) record of all the domains and IP addresses which are trusted for sending and receiving email.

- SPF is verified by checking a specific TXT DNS entry in emails; emails will be flagged if they are not sent from the domains and IP addresses published in the DNS record.
- The Ministry of Justice (MoJ) enforces SPF controls to help users spot spoofed or unknown email addresses by sending them directly to the spam folder, instead of to a user's inbox.

When creating an **SPF record** in your public DNS, you must use all the IP addresses or address ranges from which you send an email. You can use both IPv4 and IPv6 addresses. An SPF record could look like the following:

1. An example of a basic SPF record to be added to an organisation's public DNS where it uses Google would look like this: `v=spf1 include:spf.google.com ~all`
2. This SPF record includes Google's IP ranges and a sending service with an IP address range: `v=spf1 include:spf.google.com ip4:80.88.21.0/20 ~all`
3. An example of a more complex record, with additional services and some dedicated IP addresses: `v=spf1 include:spf.protection.outlook.com include:mail.zendesk.com ip6:2001:db8::/32 ip4:203.0.113.6 ~all`

... where `v=spf1` is an SPF record, `include:` means email can only come from these sources, `~all` considers any other email as a soft fail, and `-all` considers any other email as a hard fail (this should be used when a domain is getting forged by spam).

To correct SPF failures you should add the sending systems you use to your SPF record, either by IP address, or by reference to another SPF record. These examples are unique so you should ensure you add the domain or IP range of your email sending service and check with your supplier on 'how to setup SPF records'.

### *Domain Keys Identified Mail*

Domain Keys Identified Mail (DKIM) should be enabled for all MoJ email domains. DKIM enables automatic filtering or rejection of emails that fail DKIM verification.

- DKIM can verify a sender domain by looking up the sender's public key published in the DNS. You can then determine if an email has been tampered with during transit (e.g. during a Man-In-The-Middle attack).
- A valid digital signature provides assurance that the hashed content has not been modified since the signature was affixed to the email message.
- The MoJ enforces DKIM controls to help users identify communication tampering attacks, by sending them directly to the spam folder, instead of to a user's Inbox.
- DKIM must be used across the MoJ, including by executive agencies and ALBs.

### *Domain-based Message Authentication, Reporting and Conformance*

Domain-based Message Authentication, Reporting and Conformance (DMARC) is an email authentication standard that must be used with SPF and DKIM to confirm sender's email addresses and flag any emails that have been spoofed or otherwise tampered with.

By using DMARC:

- MoJ emails are more likely to reach the recipients' inboxes (suppliers, partners and public users), rather than getting filtered out as spam
- you will have full visibility of all the domains and IP addresses you're using to send emails
- you will know if your mail senders are failing SPF, DKIM and DMARC authentication, and
- you will be able to detect any unauthorised use of your domain.

When developing a new service with email sending or receiving capability, you must publish a DMARC policy and aim to set it to the highest level, called 'p=reject'. This policy indicates you want mailbox providers to reject all emails that fail DMARC.

If you cannot set the DMARC policy to p=reject, you should publish a record using 'p=none' to override the default policy. This means that the mailbox provider won't take any actions with your emails that fail DMARC.

You must publish a DMARC record to the DNS for your domain to tell the email receiver how to handle emails that fail DMARC authentication and where to send DMARC reports.

DMARC Profiles	Benefits	Risks
p=none	Allows you to review incoming email to determine legitimacy while implementing DMARC for the first time.	Easier for phishers and spammers to take advantage.
P=quarantine	- Malicious email is filtered out.  - Recipients can decide what they want to do with quarantined email.	Legitimate emails may be missed if incorrectly quarantined and filtered
P=reject	- All malicious email is stopped.  - The intended recipient of malicious email will not be aware of the email, as it won't be sent to a spam or quarantine folder.	Legitimate emails may fail authentication and be rejected without the recipient being aware.

DMARC TXT records must be available for [creation](#) or iteration across the MoJ, as per the GOV.UK DMARC configuration [guide page](#).

### *Making changes to the domain name system*

Changes must be made to DNS records if you are implementing SPF, DKIM and DMARC controls. When requesting changes you must include specific information for each record. If given the option, set a short time to live (TTL) in DNS records so you can see changes quickly and fix issues.

#### **DMARC example**

Record type: TXT

Host or record name: `dmarc`

Record value: `v=DMARC1;p=none;fo=1;rua=mailto:dmarc-  
rua@dmarc.service.gov.uk,mailto:dmarc@<yourdomain.gov.uk>`

Create the email address and put your domain in place of `<yourdomain.gov.uk>`.

#### **SPF example**

Record type: TXT or CNAME (check guidance for your service on which to use)

Host or record name: `@` (if required)

Record value: `v=spf1 include:<your email server domain> ip4:<your email service IP>  
~all`

Put your email server domains and/or email sending IP ranges in place of the `< >` sections. You do not need to include both - in many cases you may only need `include:.`

#### **DKIM example**

Record type: TXT

Host or record name: `selector.domainkey`

Put your selector, or the selector provided by your service provider, in place of selector in the host or record name.

Record value: `v=DKIM1; k=rsa; p=<your DKIM key>`

Paste your DKIM key from your key generator in place of `<your DKIM key>`.

Some providers will use a CNAME record instead of a TXT record. Follow the guidance from your provider.

GSI is no longer used but the following addresses still route through to `@justice.gov.uk`. The table below shows the authorised users you can contact to request DNS changes:

Record Type	Contact
*.gsi.gov.uk, *.gsx.gov.uk, *.gse.gov.uk, *.gcsx.gov.uk, *.x.gsi.gov.uk	<a href="#">Vodafone Contact GDS</a>
*.gov.uk or any other domains	Your registrar, DNS provider or Internal System Admin
*cjsm.net	<a href="#">Egress</a>

#### *Contact details*

- Contact Cyber Assistance Team for advice on email security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk)
- For any further questions relating to security, please contact: [security@justice.gov.uk](mailto:security@justice.gov.uk)
- For DNS changes and associated advice, please contact: the Platforms and Architecture team at [domains@digital.justice.gov.uk](mailto:domains@digital.justice.gov.uk)

## Secure Email Transfer Guide

### Introduction

This guide instructs technical users of the services and encryption tools they should use to securely transfer information via email. This guide is a sub-page to the [Email Security Guide](#).

You should ensure that email communication is sufficiently secured before transferring sensitive information, such as:

- OFFICIAL-SENSITIVE classified information such as personal data.
- API and other application keys/credentials (including within containers).
- SSH Keys.
- Database and other system-to-system passwords.
- Private certificates for secure communication, transmitting and receiving of data (TLS, SSL etc.)
- Private encryption keys.
- RSA and other one-time password information.

### Transport Layer Security

Technical users should ensure that any service that is capable of sending and receiving email uses enforced TLS to encrypt messages:

- The Ministry of Justice (MoJ) should always use the latest version of TLS.
- TLS is required for sending to `gov.uk`.
- Any MoJ domains that do not support TLS must be documented in an exceptions list and an exception rule authorised by the DNS provider. Refer to the [Email Authentication Guide](#) for DNS provider contact details.
- Where mandatory TLS encryption is not suitable:
  - Use certificates from Certificate Authorities, making sure they are always valid and use strong encryption, algorithms and key lengths.
  - Use Secure Multipurpose Internet Mail Extension (S/MIME) as it signs and encrypts email data before it is transmitted.
- If you operate an internet-facing email service, you must buy and manage appropriate TLS certificates from the [Digital Marketplace](#).

The Information Classification Handling and Security Guide offers further advice on encrypting email communications. This includes protecting data at rest and data in transit.

For further guidance on TLS, please see the [Cryptography](#) guidance.

### End-to-end encryption

End-to-end email encryption ensures only the sender and receiver can read email messages. Data is encrypted on the sender's system and only the intended recipient will be able to decrypt and read it. Microsoft provides end-to-end encryption for email communications; if you are using a different service provider you may want to implement transit encryption for your users with a third party app that provides end-to-end encryption. Contact the Operational Security Team for further advice: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk).

### Secure email transfer options

Technical users must select the most suitable system for their users and configure it appropriately. This section provides the various options available.

Secure Messaging Options	Examples
Cloud Email Solutions (securing to the Government Secure Standard)	Office 365 (@justice.gov.uk) or Google Workspace (@digital.justice.gov.uk)
Supplementary Email Solutions	CJSM

### Cloud email solutions

These are cloud email solutions that are configured to the [government secure standard](#). Technical Users should ensure that such systems provide assurance of compliance to this standard and confidence for the exchange of information.

### *Google mail*

Google mail provided as part of Google Workspace uses Transport Layer Security (TLS) to automatically encrypt incoming and outgoing emails, but this only works if the email providers of both the sender and the recipient always use TLS. If required, S/MIME encryption can be enabled by contacting the Operational Security Team: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk).

### *Office 365*

By default, all emails in Office 365 are sent using Opportunistic TLS. If a TLS connection cannot be established, the message will be sent in plain text using Simple Mail Transfer Protocol (SMTP). If TLS must always be applied, contact the Operational Security Team: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk). In this configuration, certificate verification is required whenever mail is sent from a third party to the MoJ.

Outlook (the email client within Office 365) supports two other encryption options:

1. S/MIME encryption - to use S/MIME encryption, the sender and recipient must have a mail application that supports the S/MIME standard. Outlook supports the S/MIME standard.
2. Office 365 Message Encryption (Information Rights Management) - to use Office 365 Message Encryption, the sender must have Office 365 Message Encryption configured.

Microsoft currently provides additional tools to [secure information via email](#).

If either of these additional encryption methods is required, please contact the Operational Security Team: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk).

### *Criminal Justice Secure Mail*

**Criminal Justice Secure Mail (CJSM)** provides a closed email service between Criminal Justice Agencies (CJAs) and Criminal Justice Practitioners (CJPs). CJSM must not be used from public or personal computers. CJSM should only be used for legitimate business purposes relating to the Criminal Justice System.

Examples of CJAs within the GSC are:

- Police.
- Prison Service.
- Court Service.
- CPS.
- Probation Service.

Examples of agencies and CJPs outside the GSC are:

- Youth Offending Teams.
- Victim Support.
- Solicitors and Barristers.

CJSM offers two mechanisms for connection:

1. CJSM mailbox (webmail) hosts a mailbox on behalf of the user. A user accesses the mailbox via either a standard internet browser or a POP3 email client.
2. CJSM server connection (SMTP) is deployed to act as an encryption proxy for any email traffic containing a destination address ending in `cjsm.net`. All CJSM servers require a certificate issued by Egress to be installed. Session keys are established for each transaction.

✓ All MoJ users can send or receive over CJSM by adding `.CJSM.net` to the end of their MoJ email address.

✓ CJSM may only be used to share information up to and including OFFICIAL-SENSITIVE.

✓ CJSM cannot be used with multi-client mail relay services like Mailgun, Mailchimp or AWS SES.

For further guidance contact the [CJSM Helpdesk](#). Further information is available at: <https://www.cjsm.justice.gov.uk/training/index.html>.

### *External emails*

Technical users must ensure that all outgoing emails are automatically appended with a [disclaimer](#).



### *Auto-forward*

Technical users should ensure auto-forwarding is used responsibly and in line with the MoJ's Information Classification Handling and Security Guide. As part of this responsibility they must:

- Disable auto-forward to external domains. Where this is required it should be controlled by creating custom RBAC roles.
- Advise users to only forward emails from an MoJ email address to an email address that provides the same or higher security standards.
- Not provide auto-forward capability when any MoJ standard, policy or guidance states that additional controls or protection must be implemented before sending an email.

### *Contact details*

- Contact the Cyber Assistance Team for specific advice on IT security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- [To report an incident](#).

## **Spam and Phishing Guide**

### *Introduction*

This guide outlines the technical implementations you, as technical users, should make to keep Ministry of Justice (MoJ) systems secure. This guide is a sub-page to the [Email Security Guide](#).

### *Common email threats*

#### Spam and phishing

To protect against spam and phishing attacks, the MoJ will make use of government services such as the National Cyber Security Centre's [Suspicious Email Reporting Service](#) and any other services that are appropriate.

#### Spoofing attacks

Spoofing attacks may be mitigated by:

- Implementing SPF, DKIM and DMARC e.g. sender information `from`, `reply-to`, `return-path` and even `x-origin` can be spoofed (please refer to the [Email Authentication Guide](#) for further guidance).
- Using secure email gateways.
- Implementing access controls, such as [multi factor authentication \(MFA\)](#), to avoid an attacker gaining access to credentials for an email account where they could legitimately spoof the sender's email address.

### *Protecting a parked domain*

DMARC must also be implemented on non-email sending domains as they can be easily be used for email spoofing and phishing.

- Once parked domains are protected, they must be configured to automatically renew by default. If you are a domain owner you should aim to do the following to protect a parked domain:
  1. Create a SPF record with no permitted senders so that no IP is authorised to send email for your parked domain.
  2. Include a RUA address to which aggregate reports can be sent. These will provide you with visibility of potential abuse.
  3. If you have an A record on your domain, but no MX records, you should create a null MX record to immediately fail any email to that domain.
- Create a record of type MX, with a priority of 0 (highest priority).

A null DKIM record isn't required, as email will be treated the same as if it had no record at all. However, recipients may treat a null DKIM record with extra caution, as it explicitly revokes any keys that may be cached.

Some interfaces may not allow you to implement all these steps but implement as many as possible.

#### Compromised email systems

Compromised email systems are often used to deliver spam messages and conduct phishing. It is recommended that email systems are protected by [multi factor authentication](#) where possible to mitigate this risk.

Such account takeovers should be reported as an incident in compliance with the [IT Incident Management Guide](#).

#### Accidental disclosure

Not all security threats are intentional. Authorised users may accidentally send proprietary information via e-mail to unintended recipients. Where these incidents are reported incident managers should refer to the [IT Incident Management Guide](#) for further guidance.

#### Man-in-the-Middle (MITM) attacks

MITM attacks can result in unauthorised access to email whilst in transit and are often used to gain access to sensitive information.

You can mitigate MITM attacks by:

- Configuring Secure/Multipurpose Internet Mail Extensions to encrypt emails and provide unique digital certificates.
- Implementing certificate based authentication for all end user machines and devices (e.g. printers with email services enabled).
- Using TLS certificates which activate HTTPS protocol to provide a secure connection between the MoJ and third parties on webmail portals.
- Using SMTPS (encrypted by TLS) rather than unencrypted SMTP.

#### *Mail Check*

Mail Check is a NCSC cyber defence service that enables email administrators to improve and maintain the security of email domains by preventing spoofing attacks. All domains operated by, or on behalf of the MoJ, must be added to Mail Check, regardless of whether the domain is expected to send or receive emails. All future contracts and agreements with third party suppliers must make this a requirement.

Mail Check should only be used if the email domain name provided is publicly routable from the internet via Simple Mail Transfer Protocol (SMTP).

Digital and Technology users must contact the [NCSC Mail Check team](#) to have domains added to the MoJ's subscription of the Mail Check service.

#### *Email sandboxing*

Sandboxing provides an additional layer of protection in which any email that contains URLs, attachments or suspicious senders can be securely checked for malicious content before they reach the network or mail server. If the email is found to be harmful it will not be delivered. Sandboxing is beneficial as it:

- Mirrors the end user's computer and provides a secure space to interact with and analyse harmful communications.
- Allows developers and technical architects to actively minimise the impact of a threat.

For further guidance on implementing sandboxing, including which products you should use, contact the Operational Security Team: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk).

#### *URL link rewriting*

URL link rewriting is a technique used to detect malicious links in emails. Links in emails are actively scanned and rewritten to point to an Advanced Threat Protection gateway where the following checks occur:

- Check the link to see if it is blacklisted by the MoJ or has been previously malicious.
- If the link points to downloadable content, the content is scanned.

After the checks have completed, it will either allow the user to continue to the URL or block them from accessing it. Where the user has been blocked, URL rewriting should provide them with a message containing contact details to get help.

#### *Protecting against email security threats*

You can protect against email security threats by implementing the controls outlined below.

- ✓ Implement anti-malware software. Refer to the [Malware Protection Guidance](#) for more information.
- ✓ Install the minimal mail server services required and eliminate known vulnerabilities through patches, configurations and upgrades. Refer to the Vulnerability Scanning and Patch Management Guide for more information.
- ✓ Implement external email warning messages to insert text (usually in the subject line) into an email when it is identified as coming from outside of the MoJ.
- ✓ Develop email security management plans to define best practices for employees.
- ✓ Use SMTP alert policies to track malware activity and data loss incidents from anti-malware software.
- ✓ Ensure there is no unnecessary detail on the MoJ website or webmail by considering what visitors need to know with the aim of reducing the threat of spear phishing.
- ✓ Restrict auto-forwarding. Refer to the [Secure Email Transfer Guide](#) for more information.
- ✓ Restrict delegate access. Refer to the [Email Security Guide](#) for more information.

The [Email Authentication Guide](#) provides further detail on the email authentication controls mentioned in this guide.

### *Reporting spam or malicious emails*

If you think your email service provision has been susceptible to spam or a virus, report it immediately to the Technology Service Desk as an IT security incident. Please refer to the [IT Incident Management Policy](#) for further guidance.

### *Incidents*

**Note:** If you work for an agency or ALB, refer to your local incident reporting guidance.

### **Operational Security Team**

- Email: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk)
- Slack: #security

### *Contact details*

- Contact the Cyber Assistance Team for specific advice on IT security: [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- For any further questions relating to security, contact: [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk).
- [To report an incident.](#)

## **General Apps Guidance**

### **Overview**

When working from home, you still need to communicate with Ministry of Justice (MoJ) colleagues. You'll also need to work with people outside the MoJ. There are various tools you might use, besides the standard email and telephone tools. This document tells you about the tools you can, and cannot, use for business purposes. This guidance applies to all staff and contractors who work for the MoJ.

Some ALBs, Agencies, or other large groups within the MoJ might have their own, specific guidance regarding how to use certain Video and Messaging apps for different purposes.

### **Access to tools**

You can access tools that are provided through your MoJ provided devices by downloading from:

- The Software Centre application on your device (for Dom1 equipment).
- The Self Service application on your Mac (for Digital Service Desk (DSD) managed MacBook laptops).

Currently, access to the tools mentioned in this document is not available from Quantum devices.

For other MoJ provided devices, seek help from your Line Manager in the first instance.

## Corporate, work and personal accounts

- A corporate account is for making official MoJ statements and providing official views. Only a small number of authorised people can use it.
- A work account is your normal MoJ account, that you use every day for business as usual. Only you have access to your work account.
- A personal account is your own personal account on gmail, hotmail, yahoo, and so on. You should never use a personal account for business purposes.

Some of the applications listed make a distinction between general use with a work account, and use with a corporate account. Using a tool with a corporate account means you are providing views or statements on behalf of the MoJ. Never use a personal account for business purposes with any tool.

Remember that if you are authorised to use a corporate account, you are speaking and acting for the whole of the MoJ. When working with a personal account, you are speaking and acting as an MoJ employee and a civil servant.

Always follow all [MoJ policies and guidelines regarding public information, including social media \(to access this information you'll need to be connected to the MoJ Intranet\)](#). In particular, follow the [Civil Service Code of Conduct](#).

## Using video conference tools safely

The NCSC has excellent guidance on [using video conferencing services safely](#).

Key things to remember *before* a call include:

- Make sure your video conferencing account (or the device or app you are using for video conferencing) is protected with a strong password.
- Test the service before making (or joining) your first call.
- Understand what features are available, for example recording the call or sharing files or screen information.

Key things to remember for *every* call include:

- Do not make the calls public, for example always require a password to join the call.
- Know who is joining the call, in particular check that everyone is known and expected to be present, and that people who have dialled in have identified themselves clearly and sufficiently.
- Consider your surroundings, for example checking what can be seen behind you (forgetting to check information on a whiteboard or noticeboard is an easy mistake).

## MoJ Policy and guidance

### OFFICIAL and OFFICIAL-SENSITIVE Information

OFFICIAL information is the majority of information that is created or processed by the public sector. This includes routine business operations and services, some of which could have damaging consequences if lost, stolen or published in the media, but are not subject to a heightened threat profile.

OFFICIAL-SENSITIVE is not a classification. SENSITIVE is a handling caveat for a small subset of information marked OFFICIAL that requires special handling by staff. You should apply the handling caveat where you wish to control access to that information, whether in a document, email, or other form.

### Privacy and personal information (Data Protection)

Some communications tools expect to have a copy of your contacts list. The list is uploaded to the tool server in order to let the tool to function correctly. Think carefully about whether this is reasonable to do. Make sure that sharing your contacts list does not impact any one else's privacy in a negative way.

Data protection legislation makes you responsible for personal information you work with. You must keep it safe and secure. In particular, you must follow data protection obligations. These include the Data Protection Act 2018 and the General Data Protection Regulation (GDPR).

Complying with personal information requirements can be complex. Don't hesitate to ask for advice:

- Email: [privacy@justice.gov.uk](mailto:privacy@justice.gov.uk)
- Slack: #securityprivacyteam

- Intranet: <https://intranet.justice.gov.uk/guidance/knowledge-information/protecting-information/>

## Information Management

Many of the tools are only used for your day-to-day communication with colleagues. The information you work with is typically **classified** at OFFICIAL.

Think about the MoJ information you work with when using these tools. What would happen if you lost your mobile device, or it's stolen? Suppose the voice or video call was overheard in a cafe, or read from your screen on a crowded train. Could there be damaging consequences? If the answer is 'No', then it's probably OK to use the tool to communicate that information with colleagues.

You have a duty of confidentiality and a responsibility to safeguard any HMG information or data that you access. This is **Principle 2** of the Government Security Classifications. The MoJ trusts you to work with OFFICIAL information. You're trusted to make a reasoned judgement about whether it's safe to use an approved tool, or whether you should use a different MoJ-provided work tool.

Remember that it is impossible to delete information after it's released in public.

For more information about MoJ IT Security, look on the MoJ Intranet [here](#).

## Storage and data retention

Laws and regulations make the MoJ and its employees responsible for managing information. Some examples include:

- Freedom of Information Act.
- Data Protection Act and General Data Protection Regulation.
- Public Records Acts.

When we receive a request for information, we need to know where we hold all the relevant information. Storing business information on appropriate MoJ systems helps us, because:

- We can provide evidence about decisions.
- We understand the information held, and where to find it.
- We can transfer records to The National Archives.

Always store MoJ information in MoJ systems. If you use a tool for work tasks, make sure the key information is stored in an appropriate MoJ system. Guidance on what you must keep is available on the Intranet [here](#). At regular and convenient intervals, transfer the information to an appropriate MoJ system. Do the same when you finish the work. Don't forget to remove any redundant information from a tool by clearing or deleting data if it has been preserved in an MoJ system.

Many tools let you export your data. You can then store it on an appropriate MoJ system. Sometimes it's easier to copy and paste text into a new document. Make sure that only the correct people have access to the information. This is important after staff or organisational changes, for example.

For more guidance, read the [MoJ Information Management Policy](#) on the Intranet. There is also help on [responding to requests for information](#).

## Acceptable Use

You must use communications tools for business purposes in an acceptable way.

Be sensible when using communications tools for MoJ business purposes:

- Be extra careful with sensitive and personal information in tools.
- Try to avoid using the same tool for business and personal use - you can get confused who you're talking with.
- If the message you're about to send might cause problems, upset, offence, or embarrassment, it's not acceptable.
- Context is important - a message you might think is funny could be upsetting to someone else.
- If something goes wrong, report it.

The bottom line is: *"if there is doubt, there is no doubt - ask for help"!*

## Approved tools

Tool name	Tool type	Conditions/ constraints on use	Accessing /installing tool	Audience
Apple Facetime	Communication tool: Video	Avoid personal or sensitive data	Smartphone App	Internal/ External
Apple iMessage	Text messaging	Avoid personal or sensitive data	Smartphone App	Internal/ External
Google Hangouts	Communication tool: Video and/or voice	MoJ use approved	Digital Service Desk controlled Mac - Self	Internal/ External
Microsoft Teams	Communication and collaboration tool: Video and/or voice	MoJ use approved	Dom1 Software centre, Digital Service Desk controlled Mac - Self service, Web browser.	Internal/ External
Miro	Collaboration tool: Whiteboarding	Avoid personal or sensitive data	Web browser.	Internal/ External
Skype for Business	Communication tool: Video and/or voice	MoJ use approved	Dom1 Software centre, Digital Service Desk controlled Mac - Self service, Web browser.	Internal/ External
Slack	Text messaging, Voice/ Video calls, etc.	Avoid personal or sensitive data	Digital Service Desk controlled Mac - Self service, Web browser.	Internal/ External
Slido	Q&A tool during presentations	Avoid personal or sensitive data	Web browser	Internal
Twitter	Text Messaging, Video transmission	Approved for MoJ Corporate account. Using a personal account to comment on work related issues is encouraged, as long as you follow the <a href="#">Civil Service Code of Conduct</a> .	Web browser, Windows 10 App, Smartphone App	Internal/ External
WhatsApp	Text messaging, Voice/ Video calls	Avoid personal or sensitive data	Dedicated app on device, also web browser.	Internal/ External
Yammer	Text messaging	Avoid personal or sensitive data	Dedicated app on device	Internal
YouTube	Video sharing tool: Video, streaming and chat	Avoid personal or sensitive data	Web/browser based use	Internal/ External
Zoom	Communication tool: Video, voice and chat	Avoid personal or sensitive data	Web/browser based use	External meetings

## NHS Track and Trace

The official [NHS Covid-19](#) app was designed by the NHS. Both NCSC and Cabinet Office have been involved in the security of the system. The app provides contact tracing, local area alerts and venue check-in. It enables you to protect yourself and your loved ones. Installation is optional, but recommended.

After installing the app, you'll receive an alert if you have been in close contact with other people who have tested positive for coronavirus. You can then take action to avoid passing the virus on, for example by self-isolating.

From a security perspective, it is safe for you to use the app on your personal or MoJ issued devices. There are no extra risks for colleagues with security clearance, such as SC and DV.

If you wish to install the app, start at the [NHS site](#).

**Note:** The NHS app may not work on some older MoJ devices. Installation might not be possible, for example on Quantum smartphones.

You might have both a personal and an MoJ issued device. Think about which device makes most sense to use with the app. It's best to install on the device that you carry with you and use most of the time. You could install on all your devices if you prefer.

To reduce the likelihood of false alerts on the app, turn off the app's Bluetooth mode. Do this when:

- You are working in environments with protective Covid measures in-place, for example plexiglass separators.
- You need to leave your personal or work device in a locker, for example during a sports activity or to work in a secure MoJ facility.

### Other tools

Some tools, such as Facebook, Instagram and LinkedIn, are approved for specific corporate accounts to use, for corporate communications messages. General use of these tools for work purposes is not permitted.

If you wish to use a tool that is not listed above, please consult our [Guidance for using Open Internet Tools](#) and [speak to us for help](#).

### Requesting that a tool be approved for use

Refer to the [Guidance for using Open Internet Tools](#) for the process to follow when wanting to add a new tool to the list.

### Other information

#### Government policy and guidance

[GDS Social Media Playbook](#)

#### NCSC

[Video conferencing services: using them securely](#)

[Secure communications principles](#)

[Using third-party applications](#)

## System acquisition, development and maintenance

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### Security requirements of information systems

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#### Technical Security Controls Guide

##### Introduction

This guide explains the technical security controls that should be implemented on information systems developed, procured or operated by the Ministry of Justice (MoJ) or on its behalf. This guide aligns with [NIST 800-53](#) and the NCSC [Cyber Assessment Framework \(CAF\)](#). The guidance provides the MoJ with 3 phases or layers of defence. These controls must be implemented to ensure the MoJ's network infrastructure is secure.

##### Who is this guide for?

This guide has two audiences:



1. The in-house MoJ Digital and Technology staff who are responsible for implementing controls throughout technical design, development, system integration and operation. This includes DevOps, Software Developers, Technical Architects and Service Owners. It also includes Incident Managers from the Event, Problem, Incident, CSI and Knowledge (EPICK) Team.
2. Any other MoJ business group, agency, contractor, IT supplier and partner who in any way designs, develops or supplies services (including processing, transmitting and storing data) for, or on behalf of the MoJ.

### What is an MoJ 'system'?

Within this guide, a system includes:

- Hardware - laptops, desktop PCs, servers, mobile devices, network devices, and any other IT equipment.
- Software - such as operating system (OS) and applications (both web-based and locally installed).
- Services - such as remote databases or cloud-based tools like Slack.

### Related guides

[Defensive Layer 1: Creating a baseline security environment](#) Layer 1 sets out the technical controls required to build strong network foundations, including secure configuration and software development.

[Defensive Layer 2: Implementing monitoring capabilities](#) Layer 2 builds a monitoring capability for the network and extends existing security controls to mobile devices.

## Technical Security Controls Guide: Defensive Layer 1

### Defensive layer 1: Creating a baseline security environment

#### DO

The following security controls should be implemented to create a baseline security environment.

- ✓ Enforce access control through using [Multi-Factor Authentication \(MFA\)](#), security attributes and enforcing the 'need to know' principle. Dual authorisation must also be used to conduct sensitive system changes. For more information, see the [Access Control](#) guide.
- ✓ Implement host-based protection such as host firewalls and host based intrusion detection.
- ✓ Restrict the use of remote access connections, using the following controls:
  - The monitoring and control of remote access methods.
  - Ensuring all remote access methods are encrypted.
  - Enabling the capability to rapidly disconnect a user from accessing an information system, and/or revoking further remote access.
- ✓ Implement the following access control and security measures to protect Ministry of Justice (MoJ) wired and wireless networks:
  - Restrict a user's ability to change wired and wireless configurations.
  - Use strong encryption and authentication on both wired and wireless networks.
  - Carry out regular audits of routers and wireless access points looking for unauthorised units.
- ✓ Synchronise timestamps with a primary and secondary authoritative time sources.
- ✓ Classify system connections, and apply restrictions to external systems and public networks.
- ✓ Test backup solutions at least every three months, to ensure data reliability and integrity.
- ✓ Use deny-listing/allow-listing tools for current and newly developed software.
- ✓ Enforce session lock controls with pattern-hiding displays.
- ✓ Use encryption to protect information. Encryption mechanisms should include:
  - Secure key management and storage.
  - PKI certificates and hardware tokens.
- ✓ Ensure that system component inventories:



- Are updated as part of installation or removal tasks.
  - Have automated location tracking where possible.
  - Have clear and unambiguous assignment of components to systems.
  - Do not have component duplication.
- ✓ To protect the network against malicious actors and code, implement the following security controls:
- Vulnerability scanning tools.
  - Intrusion detection systems.
  - Signature and non-signature based detection of malicious code or behaviour.
  - Software patching and updates.
  - Detection of unauthorised commands.
  - Tools for real-time analysis of logs.
  - Detection of indicators of compromise.
- ✓ When connecting to external networks and systems, ensure those network and systems provide secure connection, processing, storage, service controls and physical locations.
- ✓ Make provision for exceptional (excess) capacity or bandwidth demands, above what is required for 'typical' business as usual operations, and implement monitoring and detection tools for denial of service attempts.
- ✓ Where possible, ensure a redundant secondary system or other resilience controls are in place, using alternative security mechanisms and communication protocols.

## DO NOT

The following list identifies what should not be done, and what activities should be limited, to improve baseline security controls.

- ✗ Allow systems to release information from secure environments unless all the following security controls are implemented on the destination system:
- Boundary security filters.
  - Domain authentication.
  - Logical separation of information flows.
  - Security attribute binding.
  - Detection of unsanctioned information.
  - Restriction of suspicious inbound and outbound traffic.
- ✗ Allow general users to make unauthorised configuration changes to the security settings of software, firmware or hardware. Any exceptions, such as software updates, must be risk assessed and approved by IT and the Risk Advisory Team.
- ✗ Allow users to install software. Instead, software installations should be approved first, and only users with privileged access should be permitted to conduct the installation.
- ✗ Allow split tunnelling without careful consideration of how traffic will remain protected.
- ✗ Allow inbound traffic from unauthenticated or unauthorised networks.
- ✗ Allow discovery of system components or devices on the network.
- ✗ Enable boundary protection settings that permit different security domains to connect through the same subnet.

## Defensive layer 1: Creating a baseline security software development and system configuration

### DO

The following list describes what should be in place to create secure software development and configuration environments within the MoJ.

- ✓ If you are developing or maintaining systems or applications, use a development lifecycle and associated tooling which enforces security by design. Examples include:

- Code analysis and testing.
- Mapping integrity for version control.
- Trust distribution.
- Software, firmware, and hardware integrity verification.
- ✓ Use baseline configuration templates for critical and non-critical assets. These need to include:
  - Automation support for accuracy and currency, such as hardware and software inventory tools and network management tools.
  - Retention of previous configurations.
  - Separate development and test environments.
  - Cryptography management.
  - Unauthorised change detection
- ✓ Enforce binary or machine executable code are provided under warranty or with source code, and implement time limits for process execution.
- ✓ Verify the boot process, and ensure the protection of boot hardware.
- ✓ Implement low module coupling for software engineering.
- ✓ Enforce application partitioning.
- ✓ Take a 'deny by default' approach to boundary protection for both outbound as well as inbound. Example controls include:
  - Automated enforcement of protocol formats.
  - Separate subnets for connecting to different security domains.
- ✓ Enforce protocol formats.

## DO NOT

The following list outlines the actions that should not be undertaken in relation to software development and secure configuration.

- ✗ Allow access privileges for library or production/operation environments for unauthorised users.
- ✗ Configuration changes or applications to go live without testing them in a non-live environment.
- ✗ [Use live data](#), including personal data, in system or application testing. Exceptions must be approved by the relevant SIRO and, if the live data contains personal data, the Data Protection Officer.
- ✗ Install or execute off-the-shelf software without ensuring appropriate support and security arrangements and agreements are in place.

## Technical Security Controls Guide: Defensive Layer 2

### Defensive layer 2: Implementing monitoring capabilities

## DO

The following list identifies the security controls that should be implemented to mature existing Layer 1 controls and enable active monitoring of the Ministry of Justice (MoJ) network.

- ✓ Monitor login attempts and block access after 10 unsuccessful attempts.
- ✓ Implement session timeouts and block accounts after a defined period of inactivity, for example, 5 minutes.
- ✓ Implement a mobile device management solution to enable the wiping of mobile devices where access to the device has been lost or unauthorised access identified, for example, in the event of:
  - An identified data breach.
  - An identified policy breach such as jailbreaking a device.
  - A lost device.
  - The end of an employment contract, for example, for an employee or contractor.

- ✓ Use tools such as Elastic for easy storage, search and retrieval of information from logs, such as security, system or application logs collected from end points. Where artificial intelligence tools for searching these logs are available implement their use, an example might be AWS' Macie.
- ✓ Terminate network connections associated with communication sessions. For example the de-allocation of:
  - Associated TCP/IP address pairs at the operating system level.
  - Network assignments at the application level if multiple application sessions are using a single, operating system level network connection.
- ✓ Implement maintenance tools. For example:
  - Hardware/software diagnostic test equipment.
  - Hardware/software packet sniffers.
  - Software tools to discover improper or unauthorised tool modification.
- ✓ Use monitoring systems to generate alerts and discuss options with the Operational Security Team (OST).
- ✓ Have the capability to respond to alerts generated by the monitoring system or by users and discuss options with OST.
- ✓ Control the development and use of mobile code, whether developed in-house, third party or obtained through acquisitions, by following a formalised development and onboarding process, see the [Data Security & Privacy Lifecycle](#) guide.
- ✓ Implement concurrent session control which is defined by:
  - Account type, for example privileged and non-privileged users, domains, or applications.
  - Account role, for example system admins, or critical domains or applications.
  - A combination of both the above.
- ✓ Implement spam protection tools, which have the capability to:
  - Monitor system entry and exit points such as mail servers, web servers, proxy servers, workstations and mobile devices.
  - Incorporate signature-based detection.
  - Implement filters for continuous learning.
- ✓ Use error handling techniques, such as pop-up messages, which provide information necessary for corrective actions without revealing data that can be exploited by threat actors.

## DO NOT

The following list describes what actions should **not** be undertaken when implementing Layer 2 security controls.

- ✗ Allow connections between internal and external systems without carrying out security checks.
- ✗ Allow the use of unauthorised software. Software must be approved by the MoJ. Contact the Cyber Assistance Team (CAT) for advice at [CyberConsultancy@digital.justice.gov.uk](mailto:CyberConsultancy@digital.justice.gov.uk).
- ✗ Allow general users to execute code on their mobile devices. Your devices should be able to:
  - Identify malicious code.
  - Prevent downloading and execution.
  - Prevent automatic execution.
  - Allow execution only in secured and segregated environments.
- ✗ Display internal error messages such as stack traces, database dumps, and error codes to users outside of the MoJ-defined personnel and roles.
- ✗ Allow unauthorised removal of maintenance equipment, for example, backup disks and power supplies.
- ✗ Decommission maintenance equipment without appropriate security controls, for example:
  - Verifying that there is no organisational information contained on the equipment.
  - Sanitising the equipment.

- Retaining the equipment within the facility.

## Security in development and support processes

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### Maintained by Default

We believe that technology should be Maintained by Default, particularly in relation to security.

h/t <https://www.ncsc.gov.uk/articles/secure-default>

#### Good technical maintenance is security maintenance

Technical maintainance isn't just about patching or upgrades (but they often play a large and important part of maintenance) but more of refreshing designs, methods and approaches to leverage new technologies to increase quality, speed and performance and reducing costs.

Good technical maintenance (including patching and upgrades) includes security benefits whether that is patching a known security issue through to implementating newer cryptography methods that both benefit security but also reduce computational effort or enhance user privacy.

Good technical maintenance (just like other release or change paths) should include an appropriate amount of testing (outside of production) to understand any negative consequences of changes.

#### Commodity technical maintenance

The Ministry of Justice (MoJ) expect technology systems to be maintained to ensure the commodity functional elements do not become end of life, or cease function as a result.

Examples include:

- [automated] certificate renewals
- upgrading of hashing methods to implement new standards once they become commoly accepted best practices
- upgrading from SSLv3 to TLS, and from TLS1.[0/1] to TLS1.2, ultimately into TLS1.3 (and beyond)

### Secure by Default

We believe that technology should be Secure by Default. This means embedding security from inception, so that it is intrinsic and as transparent as possible.

h/t <https://www.ncsc.gov.uk/articles/secure-default>

#### Good technical design is security design

Secure by Default takes a holistic approach to solving security problems. Security is treated as a core fundamental rather than a followup activity.

Embedding security within a design is directly comparable to good modern technical designs and fundamentally ensuring the 'thing' actually works.

#### Secure by Default

The [National Cyber Security Centre \(NCSC\)](#) describe the Secure by Default principles as:

- security should be built into products from the beginning, it can't be added in later;
- security should be added to treat the root cause of a problem, not its symptoms;
- security is never a goal in and of itself, it is a process - and it must continue throughout the lifetime of the product;
- security should never compromise usability - products need to be secure enough, then maximise usability;
- security should not require extensive configuration to work, and should just work reliably where implemented;
- security should constantly evolve to meet and defeat the latest threats - new security features should take longer to defeat than they take to build;
- security through obscurity should be avoided;

- security should not require specific technical understanding or non-obvious behaviour from the user.

### Context is important

The principles above can generally be applied in most scenarios however interpretation and applicability in context can vary - the Ministry of Justice (MoJ) Cybersecurity team are here to help and advise.

NCSC also have a set of whitepapers which help explain some approaches to building products which align with these principles (and they add to them over time):

- [Building a secure feature-rich computing platform](#), such as a smartphone.
- [Storing sensitive data on consumer platforms](#)

## Test data

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### Using Live Data for Testing purposes

#### Summary

This document describes the use of live data during testing of Ministry of Justice (MoJ) systems. In general, using live data for testing purposes is considered bad practice. By default, the MoJ does not permit testing using live data. It is highly likely that simply using live data for testing purposes would not be compliant with GDPR.

Following this guidance will help you avoid problems, but cannot guarantee that you have addressed all the concerns. You must carry out a full Data Protection Impact Assessment.

#### Who is this for?

This guide is aimed at two audiences:

1. The in-house MoJ Digital and Technology staff who are responsible for testing systems as part of technical design, development, system integration and operation.
2. Any other MoJ business group, agency, contractor, IT supplier and partner who in any way designs, develops or supplies services (including processing, transmitting and storing data) for, or on behalf of the MoJ.

#### Do you really need to use live data?

According to [Information Commissioners Office](#), you may use either live or dummy data to test your products so long as they are compliant with data protection law. However, using dummy data may be preferable as it does not carry any risk to data subjects.

If you are processing live data, you will need to complete a Data Protection Impact Assessment beforehand if there is a possibility of risk to the data subject. The ICO has helpful information about using a [Sandbox](#) to help utilise personal data safely.

Data used for testing purposes must have characteristics that are as close as possible to operational data. But that is not the same thing as needing to use live data.

Check whether you really need to use live data, by considering the following questions:

1. **Speed:** What are your time requirements for test data provisioning?
2. **Cost:** What is an acceptable cost to create, manage and archive test data?
3. **Quality:** What are the important factors to consider related to test data quality?
4. **Security:** What are the privacy implications of these two sources of test data?
5. **Simplicity:** Is it easy for testers to get the data they need for their tests?
6. **Versatility:** Can the test data be used by any testing tool or technology?

The best test data simulates live operations data.

**Note:** It is important that test data is protected to the same standard as the live data. This is to ensure that details of the system design and operation are not compromised.

To protect test data, the following principles should be followed:

- The test manager must authorise the use of test data.
- Test data should be erased from a testing environment immediately after the testing is complete or when no longer required.
- The copying and use of test data should be logged to provide an audit trail.

**Note:** In the absence of an allocated test manager for a project, refer to the system owner.

By default:

- Data used for testing must not contain any live data.
- Using live data containing personal information is prohibited.

In exceptional circumstances, the use of live system data may be permitted. Permission to use live data is by exception only. A valid business case must be approved by the MoJ CISO, system assurer and the Information Asset Owner (IAO).

The Information Asset Owner must ensure that live data will be used lawfully, fairly and in a transparent manner in the interest of the data subject.

A thorough risk assessment, and a Data Protection Impact Assessment, should be carried out to ensure where interdependent applications, systems, services, APIs, BACS, XML, or processes, may be required, these are appropriately reviewed and security controls put in place.

### **Anonymising data**

It might be acceptable to 'anonymise' the live data such that it can be used more safely for testing purposes. Consider:

- Is it possible to do this?
- What processes can you follow to generate acceptable data?
- Is randomisation sufficient?
- What about obfuscation?
- When is production-like data acceptable (or not) for testing purposes?
- How do you ensure that production-like data is sufficient for testing purposes?
- What are the expectations regarding suppliers - for code, and for services?

If you are considering the anonymisation option, pay particular attention to specific types of data that are often sensitive. Examples of data that must be anonymised include:

- personal data revealing racial or ethnic origin
- personal data revealing political opinions
- personal data revealing religious or philosophical beliefs
- personal data revealing trade union membership
- genetic data
- biometric data (where it can be used for identification purposes)
- data concerning health
- data concerning a person's sex life
- data concerning a person's sexual orientation
- data concerning criminal offences
- email addresses
- bank details
- telephone numbers
- postal or residential addresses

This list is not exhaustive.

In general, recommendations for anonymising data include:

- Replace with synthetic data.

- Suppress (remove) or obfuscate.
- A useful link for anonymising telephone numbers is [here](#).

### Data Privacy considerations

The use of live data for testing, where the data contains personal information, is almost certainly incompatible with the initial specified, explicit and legitimate purpose(s) known to data subjects. In effect, the data subject didn't know that their data would be used for test purposes.

There are sometimes valid reasons when you do need to use live data for test purposes but they are normally the exception rather than the norm and typically looked at on a case by case basis where appropriate risk management calls can be taken.

Looking at datasets being pulled out of databases are a prime example of where you may need to use live data to make sure that a software application is functioning correctly. For some things it is not always possible to use synthetic data.

Where a project is considering the use of live data for test purposes, it is essential to understand the data first, to be clear about what GDPR related factors apply.

You might need to look at fair processing notices and take these into account around the context of the tests being performed.

**Note:** It may actually be illegal to perform planned tests if fair processing notices do not allow using the data for test purposes.

Where the data involves personal information, help must be obtained from the MoJ Data Privacy team. At the very least, you must revisit or update an existing Data Protection Impact Assessment.

If there is no option apart from using live data, some of the things that should be considered will include the following:

- How will the data be extracted or obtained, and who will perform or oversee the extraction? What clearance do they have?
- What controls are in place to extract the data?
- Where is the data going to be extracted to? In other words, what media or mechanism will be used? For example, is the data extracted using electronic means such as SFTP, or is the data extracted to removable media, or does it remain 'in situ'?
- How is this data going to be protected at rest and during transit?
- What systems will the data be copied to, and in what environments?
- What systems will the data be processed by?
- How will access to this information be controlled both at rest and during transit for all systems that are involved in processing it?
- What access controls are in place end to end?
- Once testing is complete how will the data be removed/destroyed? What assurances do you have over this?

If live data is being used for test purposes within the Production environment, then backups are key and the testing to make sure that backups can be quickly restored is a must. There needs to be a good rollback plan in place. There also has to be an appetite for risk acceptance.

### Ensuring test data is GDPR compliant

If you are intending to seek a special exception for using live data, or if you have anonymised the data but still want to have a satisfactory level of Data Privacy consideration, the follow points will help. Ensure that your test model has:

- Well-defined documentation of personal data information in all test environments.
- Effective data discovery to understand and unearth sensitive data information.
- Implemented a test data management process for the entire data life cycle that includes profiling, sub setting, masking, provisioning and archiving data in test environments.
- An irreversible 'on-the-fly' data masking process for production data within a repository.
- Permission and alerts in place for data exports and access outside the region, as this is restricted.

- Controls to prevent access to personal data from unauthorised access points, devices, or locations.

### **If testing is to go ahead**

#### **Developer access**

In a normal working environment, developers working on an application, platform or service would be segregated away from access to live/production data. They would never be able to see or manipulate this data. The use of live data for test purposes would potentially negate or bypass these controls.

Also, developer roles are often specified as not requiring [SC clearance or above](#). This applies also to external (3rd party) software suppliers generating bespoke applications or services. The expectation is that the developers do not ever have access to live data.

The use of live data for testing may mean that the clearance levels for developers on a given project would need to be reviewed.

#### **Preparing for tests**

Any code or tests involving live data should ensure the following:

- Code performs input validation.
- Output is correctly encoded.
- Full authentication and authorisation is in place.
- Session management is in place to ensure that code and data is not continually available outside the testing activities.
- Strong cryptography is used to protect data 'at rest', 'in transit' and 'in use'.
- All errors and warnings generated by applications, services, or recorded in logs are monitored, captured and actioned.
- A Data Protection Impact Assessment has been performed.
- Any backup processes will correctly filter out or otherwise protect the live data within the test environment.

## **Supplier relationships**

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### **Information security in supplier relationships**

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#### **Assessing suppliers**

The Ministry of Justice (MoJ) assesses suppliers as a responsible public body managing public funds and data. These assessments range from commercial and legal for the purposes of contract through to risk assessments for the purposes of information security.

The MoJ utilises a range of [risk management](#) techniques including [information risk assessments](#).

Suppliers are expected to create, maintain and demonstrate a mature and considered approach to risk management when engaged with the MoJ.

#### **Accreditation**

The MoJ no longer accredits new systems or suppliers (as defined by CESG Information Assurance Standard 1&2).

The MoJ maintains accreditations where committed to by existing contract.

#### **Commodity digital technology**

MoJ assesses commodity digital technology supply chain such as Software-as-a-Service (SaaS) tools such as Google Workspace, Microsoft Office 365, Trello and AtlassianCloud based on the [Cloud Security Principles](#), information risk assessment techniques and shared data within HMG.



## Contractual promises

The Ministry of Justice (MoJ) embeds data governance and security-related clauses and schedules with contracts.

The MoJ is in the process of standardising and commoditising comprehensive clauses and schedules and will implement them over time.

## Security Aspects Letters

### Purpose

The Ministry of Justice (MoJ) will issue a Security Aspect Letter (SAL) where appropriate.

SALs are generally not required at OFFICIAL but MoJ may issue a SAL where it is optimal to do so or to supersede existing SALs from the previous classification scheme.

This page was last updated on 2018-12-21

### Template

Dear <NAME OR ROLE OF SECURITY DIRECTOR>,

#### Subject: Security Aspects Letter

This Security Aspects Letter ('SAL') establishes the security principles which <ORGANISATION LONG LEGAL NAME>, should be highest entity position such as the Group Plc> and/or its affiliates (together "<ORGANISATION SHORTNAME>") shall comply with in producing, handling or storing materials, information or data pertaining to the Ministry of Justice ('Authority').

This letter applies to <ORGANISATION SHORTNAME> and any relevant subcontractor within <ORGANISATION SHORTNAME>'s supply chain as required.

The following sections have been identified as the main areas where guidance is required. If there are any queries, please ask for clarification.

### Purpose

This SAL issued by the Authority intends to convey the security principles required of <ORGANISATION SHORTNAME> to appropriately and proportionately ensure adequate confidentiality, integrity and availability of Authority data.

The SAL is not a complete and exhaustive list of requirements and conveys the spirit of information security and risk management requirements.

<ORGANISATION SHORTNAME> is required to ensure a comprehensive approach to information risk management through procedural, policy, personnel, physical and technical controls while in possession of Authority information.

### Markings

This SAL has been developed under the premise that all information assets will be classified OFFICIAL under the [UK Government Security Classifications Policy \(GSCP\)](#) and that some may carry additional descriptors (for example, COMMERCIAL) to re-enforce handling requirements (such as 'need to know' principles) through the use of the SENSITIVE handling caveat.

All information must be considered OFFICIAL whether it bears a marking or not.

### Handling Instructions

It should be noted that assigning an appropriate classification to information remains the responsibility of the creator or owner of the asset. Information marked with the SENSITIVE handling caveat may state, or otherwise be accompanied by, additional handling requirements (for example to limit distribution or define additional access controls) which all recipients including the <ORGANISATION SHORTNAME> must comply with.

In general, the Authority expects <ORGANISATION SHORTNAME> to apply the need-to-know principle to information related to Authority systems, and restrict access to such material to those within <ORGANISATION

SHORTNAME> (and its supply chain) who genuinely need it to perform their duties. General system information such as system names, IP addresses, high-level designs, etc does not require special handling protections.

### **Legacy Material**

Information marked under the previous classification scheme(s) (such as UNCLASSIFIED, PROTECT, RESTRICTED or CONFIDENTIAL) should be effectively considered OFFICIAL unless otherwise stated.

Information marked under previous classification schemes should be reviewed as to whether the information within requires handling caveat markings and/or particular handling guidance before being re-marked as OFFICIAL.

### **Data Aggregation**

In aggregation, the impact of a breach of any of these Security Aspects may be higher than the individual records or documents. <ORGANISATION SHORTNAME> should ensure that aggregated or accumulated collections of information assets are protected appropriately.

### **Data Offshoring**

<ORGANISATION SHORTNAME> is permitted to Process Authority data (including Personal Data) outside of the United Kingdom subject to the maintenance of adequate information controls and governance, including (not not limited to), the continuation of the protection of rights and freedoms of Data Subjects in relation to their Personal Data, adequate contractual controls and adequate consideration under the <ORGANISATION SHORTNAME> Information Security Management System (ISMS).

<ORGANISATION SHORTNAME> must not routinely transfer or otherwise Process Authority data within an incompatible legal framework to the United Kingdom - more information on this is available on suitable request from the Authority.

*Definitions are as per the Data Protection Act (2018)*

### **Policy Compliance**

Effective and appropriately scoped policy controls must be in place to underpin effective information management.

While related information security management certifications recognised by the British Standards Institution (BSI) such as ISO27001:2013, ISO27002:2013 and [Cyber Essentials Plus](#) are preferred, they are not required subject to comparable controls, policies and practices being in place.

A robust ISMS must be in place that ensures information assets are appropriately protected.

A holistic approach to information security must include staff awareness and training through to robust technical and enforced access controls.

### **Physical Security**

Physical locations (such as offices and data-centres) must have appropriate physical security characteristics to safeguard information from informational risks.

### **Personnel Security**

All personnel with direct or indirect access to, or influence over, information assets must achieve security clearance to at least the [HMG Baseline Personnel Security Standard \(BPSS\)](#).

Some roles and sites may require additional levels of clearance. These will be advised by the Authority to <ORGANISATION SHORTNAME> on a case-by-case basis.

All required security clearances must be achieved, and warranted to the Authority, prior to commencement of work by the individual unless otherwise agreed in writing by the Authority.

Full details of Security Clearance requirements are available with the Authority Vetting policy.

### **IT Controls**

#### **Systems**

IT systems must be assessed under <ORGANISATION SHORTNAME> ISMS to ensure an appropriate level of informational risk understanding and where applicable corresponding controls or risk mitigation strategies.

IT technical controls should make all efforts to align to current recognised good practices and be periodically reviewed (no less than 12 month intervals) to understand and re-align controls where appropriate. Best practices include, but are not limited to, encryption methods, multi-factor authentication and software life cycles.

<ORGANISATION SHORTNAME> must ensure system suitability as per the output of the <ORGANISATION SHORTNAME> ISMS prior to the introduction of non-test data.

<ORGANISATION SHORTNAME> must provide information risk management information to the Authority on request so that the Authority may determine whether the assessment made and controls in place are sufficient and robust.

Any remedial activity that may be required by the Authority will be considered under contractual and commercial arrangements however <ORGANISATION SHORTNAME> must acknowledge that systems must be fundamentally fit for purpose and capable of protecting information assets in proportion to their content and value as defined by <ORGANISATION SHORTNAME> and/or the Authority.

### **Data transfer protections (data-in-transit)**

All Authority, or Authority related data (such as professional work product pertaining to or on behalf of the Authority), must be protected against negative events (such as interception, misdirection, manipulation or otherwise unintended outcome) while in transit.

The Authority considers application or transport level encryption to be sufficient at OFFICIAL subject to configuration guidance from the UK National Cyber Security Centre (NCSC) having been met.

Some examples of satisfactory approaches include, but are not limited to:

- Email systems meeting the ['Securing government email' guidance](#)
- Transport Level Encryption (TLS) version 1.2 and above aligned to NCSC recommended configuration(s)
- Internet Protocol Security (IPSec) aligned to NCSC recommendation configuration(s)
- NCSC-approved products or services for data transfer
- Authority-approved products or services for data transfer

<ORGANISATION SHORTNAME> should discuss with the Authority where deviations from NCSC recommendations may be required due to technological limitations.

### **SAL revisions**

The Authority reserves the right to issue a revised SAL at any time.

You are requested to acknowledge receipt of this letter and your acceptance of its terms as incorporated into your contract and binding within 14 days.

You are requested to confirm that the details of this SAL have been brought to the attention of the personnel directly responsible for the security of the services provided to, or in support of, the Authority, that they are fully understood, and that the security and information assurance requirements set out in the contract schedules can and will be taken to safeguard the material concerned within 28 days.

You agree to provide a SAL in similar form to all subcontractors, obtain their acknowledgement and provide a copy to the Authority within 28 days.

Yours sincerely,

**Chief Information Security Officer Ministry of Justice (UK)**

### **Declaration**

<ORGANISATION SHORTNAME> will be required to return a declaration.

*Please sign the declaration below and return this letter to the Authority, keeping a copy for your own records. Should you have any queries, please contact the Authority via your point of contact and/or the contact details located within the SAL.*

### **Supplier Declaration**

The <ORGANISATION SHORTNAME> hereby confirms that the associated with the requirements described in this Security Aspects Letter have been brought to the attention of the individuals and organisations directly responsible for the provision of the various services. Additionally, that they are fully understood, and that the required security controls can and will be taken to safeguard the material and assets concerned.

For and on behalf of <ORGANISATION SHORTNAME>

..... (name)

..... (position) [Should be at least Director level]

.....(date)

#### Distribution

Internal within Authority:

Action:

- Authority Security & Privacy

Information:

- Director of Authority Service Delivery
- Head of Service Delivery
- Authority Commercial

External:

Action:

- <ORGANISATION SHORTNAME>

## Supplier corporate IT

The Ministry of Justice (MoJ) does **not** by default prohibit the use of supplier organisation corporate IT for the processing of MoJ data on the basis that the corporate IT environment is well designed, maintained, governed and defended in line with large scale commercial threat models.

Subject to the suitability described, the MoJ does **not** require suppliers to create or maintain dedicated or segregated IT solutions for the processing of MoJ data classified at OFFICIAL.

### Technical security

Supplier corporate IT systems are expected to maintain appropriate levels of technical security defences to proportionally defend all types of data within whether the supplier's own corporate data through to MoJ data being processed.

This will range (but not be limited to) the use of modern Transport Layer Security or IPSec for in-transit encryption through to modern hashing and cryptography mechanisms for data stored at-rest, whether a data entry in a database or the entire storage drive in a laptop.

Supplier systems are expected to be proportionally resilient to malware, ensuring segregation between systems, users and data and employ adequate commodity measures (such as email attachment scanning/filtering).

### Email security

Supplier corporate email systems processing MoJ data are expected to align to the [UK government secure email policy](#) which summarily requires widely accepted best practices.

Supplier corporate email systems are *not* required to technically integrate to the Public Services Network (PSN).

### Data Governance

#### Data offshoring

Supplier's may process MoJ data (including Personal Data for which the MoJ is responsible) outside of the United Kingdom, subject to the maintenance of adequate information controls and governance.

MoJ data must not routinely be processed within an incompatible legal framework to the United Kingdom.

#### *Working abroad*

Supplier staff are **not** prohibited from working abroad while processing MoJ data on the basis that adequate information controls and governance are maintained.

When working abroad, this may include limiting access to information while the user travels or using secondary temporary accounts to avoid primary account compromise.

#### **Data backups**

Supplier corporate IT systems may backup data for extended retention times (for example, keeping archived or deleted emails for an additional few months). Backup systems may also exist in such a way that individual backup items cannot be individually deleted, and are subject to a system-wide backup rotation/retention schedule.

Subject to appropriate data governance, the MoJ acknowledges these cases.

#### **Local end-user device data**

The MoJ acknowledges that corporate users typically 'download' files (from local email client caching to file downloads via a web browser) that can remain within 'Downloads' folders until explicitly deleted by the user.

MoJ expects suppliers to consider these types of data locations in data governance regimes, however it is appreciated that data destruction may be guidance based from the supplier organisation to supplier staff.

## Supplier service delivery management

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### **Baseline for Amazon Web Services accounts**

The Ministry of Justice (MoJ) has a 'lowest common denominator' for security-related promises, capabilities and configurations of MoJ Amazon Web Services (AWS) accounts.

The baseline is not a holistic list of dos and don'ts, but a *minimum* line in the sand for what 'at least' **must** be done.

#### **The base principle**

All MoJ AWS accounts **must** utilise a series of agreed configurations to enable and support good tenancy within AWS and a suitable cyber security posture.

#### **Anti-solutionising**

This baseline discusses outcomes not *how* the baseline will be achieved/implemented.

The MoJ Cyber Security team strongly encourage the use of the highest abstraction level of services available from AWS to achieve these goals, and minimising the amount of custom code and configuration which needs to be developed (and thereafter, maintained) to satisfy each baseline.

#### **Security incidents**

The CyberSecurity team should be added as a security contact for all Information security incidents generated by AWS. The contact details for an AWS Account can be updated using the reference [here](#).

- Full Name: Operational Security Team
- Title: Mx
- Email Address: [OperationalSecurityTeam@justice.gov.uk](mailto:OperationalSecurityTeam@justice.gov.uk)

#### **Baseline GuardDuty**

Leverage AWS' commodity IDS solution to detect/protect from malicious or unauthorised behavior.

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
<a href="#">GuardDuty</a> is enabled on all accounts, in all regions, all of the time.	Alerts fire when GuardDuty is not enabled in a MoJ AWS account. Alerts fire for at least HIGH and above (or some version of) GuardDuty matches.	GuardDuty is automatically re-enabled.

### CloudTrail

Leverage AWS' native activity audit platform (with adequate non-repudiation) to capture what AWS user (IAM etc) activity and changes are made within our AWS accounts

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
<a href="#">CloudTrail</a> is enabled within all accounts, all of the time. CloudTrail logs are carbon copied to an AWS account controlled by Cyber Security.	Alerts fire when CloudTrail is not enabled in an MoJ AWS account.	CloudTrail is automatically re-enabled.

### Config

Leverage AWS' native AWS configuration activity audit platform to capture what changes are being made to AWS configurations.

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
<a href="#">Config</a> is enabled within all accounts, all of the time. Config logs are carbon copied to an AWS account controlled by CyberSecurity via CloudTrail.	Alerts fire when Config is not enabled in an MoJ AWS account.	Config is automatically re-enabled.

### Tagging

[Tag](#) all of our AWS objects, so we know they have a purpose and are intentional with defined ownership.

We have our own [infrastructure ownership/tagging standards](#).

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
All relevant AWS objects are tagged as per MoJ requirements.	Creating AWS user is notified automatically in increasing urgency when object is untagged. AWS account owner (and increasing escalation) is automatically notified when objects remained untagged.	Untagged objects are forcefully and automatically shutdown/disabled or isolated after 7 consecutive days of not being tagged.

### Regions

Do not use non-EU AWS [regions](#) for strategic compliance and performance reasons.

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
No AWS account can create resources outside of AWS EU regions.	Alerts fire when non-EU resources are created to both the infrastructure teams and resource creator.	Non-EU resources are automatically and forcefully shut down after 12 hours.

## Identity and Access Management

Enforce [Identity and Access Management](#) and Joiners, Movers and Leavers (JML) within AWS. We also need to ensure accounts that legitimately exist are well protected.

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
AWS user accounts have a defined and peer reviewed method for request/creation. Viable, authoritative and 'single source of truth' documentation exists to describe each AWS account and who should and should not have access (in terms of roles). Idle AWS user accounts are suspended. MFA is required, always, enforced by policy. Root user account usage is considered abnormal. Passphrase and/or MFA seed cycled on every AWS root account use.	AWS group account owners are alerted when new AWS accounts are created. Idle (30 or more consecutive days of non-activity) AWS user accounts issue suspension notices to AWS group account owners and target users. Where an account does not have MFA, the user and AWS group account owners are notified after 7 consecutive days. Any login or use of an AWS root account issues login alerts to the AWS group account owners.	Idle AWS user accounts are automatically suspended past threshold. Non-MFA AWS user accounts are automatically suspended past threshold. Alerts fire when an AWS root user account is used but the credentials are not updated within 7 days of utilisation.

For more information on MFA, see the [Multi-Factor Authentication guidance](#).

## Encryption

Leverage native AWS configuration options to make reasonable efforts to protect data.

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
All AWS objects supporting encryption must have it enabled.	S3 buckets without suitable SSE-* encryption enabled are alerted to resource creator and account owner.	After 7 days of non-action, alerts are sent to central hosting infrastructure teams, Head of Hosting and MoJ Cyber Security.

## 'World' Access

Ensure that public access to AWS data storage and compute is intentional, to avoid the 'leaky bucket' problem, and to aid attack surface minimisation.

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
All AWS S3 objects should be not world (public) readable unless specifically intended to do so.	S3 objects are programmatically reviewed (including 'open' ones) against the source infrastructure-as-code, if there is a mismatch the resource creator and AWS account owner notified.	After 7 days of non-action, alerts are sent to central hosting infrastructure teams, Head of Hosting and MoJ Cyber Security. After 7 days, the S3 object permissions are forcefully and automatically changed to remove 'world' access.

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
Compute (for example, EC2 or ECS) instances should not be directly accessible from public networks unless through specific intentional design and should be behind CloudFront and/or applicable load balancing (preferring AWS LB technology). It must be truly exceptional for common service ports (for example, TCP80 or TCP443) to be served directly from compute resources.	Compute instances are programmatically reviewed to ensure they are not internet-accessible unless explicitly designed and documented to be so. If there is a mismatch the resource creator and AWS account owner notified.	After 7 days of non-action, alerts are sent to central hosting infrastructure teams, Head of Hosting and MoJ Cyber Security. After 7 days, the relevant security groups are forcefully and automatically changed to remove 'world' access.

### SecurityHub

[SecurityHub](#) enabled where possible.

Over time we will be able to leverage this more, but in the immediate future this will enable us to do CIS-based scans.

What must be in place	Monitoring	Resolution/Escalation if baseline is broken/violated
SecurityHub is enabled on all accounts, in all regions, all of the time.	Alerts fire when SecurityHub is not enabled in a MoJ AWS account.	SecurityHub is automatically re-enabled.

### Implementation

Various [AWS account baseline templates](#) have been developed and published for use.

## Information security incident management

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### Management of information security incidents and improvements

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#### Lost Laptop or other IT security incident

**This guidance applies to all staff and contractors who work for the Ministry of Justice (MoJ).**

#### What to do if your device is lost, stolen, or compromised

If MoJ data or information is lost or compromised, you should always [report it as a data incident](#).

**Note:** You can help reduce problems by making sure that devices used for MoJ tasks are always shut down before leaving Government premises. Locking a laptop, or 'putting it to sleep' is not completely secure. A lost or stolen laptop can be accessed more easily if it is only locked or sleeping. A shut down makes sure that all security measures are in place, such as full disk encryption.

If you think your device is lost, stolen, 'hacked', or in some way compromised, you must:



1. Contact your Technology Service Desk. The analyst will ask the relevant questions and note responses on the ticket.

#### **Dom1/Quantum - Technology Service Desk**

- Tel: 0800 917 5148

**Note:** The previous `itservicedesk@justice.gov.uk` email address is no longer being monitored.

#### **Digital & Technology - Digital Service Desk**

- Email: [servicedesk@digital.justice.gov.uk](mailto:servicedesk@digital.justice.gov.uk)
  - Slack: #digitalservicedesk
2. Tell your line manager as soon as possible.
  3. For a lost or stolen device, contact the Police and make sure you get the incident reference number.

#### **Summary**

Find out more about how to report a security incident [here](#).

## **Compliance**

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### **Compliance with legal and contractual requirements**

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#### **Data destruction**

##### **Data Destruction**

'Data destruction' is the process of erasing or otherwise destroying data stored on virtual/electronic or physical mediums such as, but not limited to, printed copies, tapes and hard disks in order to completely render data irretrievable and inaccessible and otherwise void.

##### **The base principle**

For legislative, regulative, privacy and security purposes, it **must** be possible to decommission and delete (irreversibly 'erase' or 'destroy') data and confirm to a degree of relative confidence it has been completed.

Data should be erased from all related systems, such as disaster recovery, backup and archival, subject to reasonable data lifecycle caveats.

##### **Destruction standards**

The following standards and guidelines are the *minimum* basis for data decommissioning or destruction. Follow and apply them as appropriate. There might also be extra steps specific to a data set or system.

- National Cyber Security Centre (NCSC) guidance on end-user device reset procedures: <https://www.ncsc.gov.uk/guidance/end-user-device-guidance-factory-reset-and-reprovisioning>
- NCSC guidance on secure sanitisation of storage media: <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>
- NCSC Cloud Security Principle 2: Asset Protection and Resilience (Data Destruction): <https://www.ncsc.gov.uk/guidance/cloud-security-principle-2-asset-protection-and-resilience#sanitisation>
- Payment Card Industry Data Security Standard (PCI-DSS) (Data Destruction): <https://www.pcisecuritystandards.org>
- DIN: <http://www.din-66399.com/index.php/en/securitylevels>

Data Destruction for electronic/magnetic storage **must** include, unless otherwise superseded by NCSC, PCI-DSS or specific Ministry of Justice (MoJ) guidance:

- the revocation or otherwise destruction of decryption keys and/or mechanisms to render data inaccessible or otherwise void through the use of modern cryptography; AND/OR
- data overwriting methods consisting of at least 3 (three) complete overwrite passes of random data.

Data Destruction for printed materials **must** include, unless otherwise superseded by NCSC or specific MoJ guidance:

- paper cross-shredding methods to satisfy at least the DIN 66399 Level 4 standard with a maximum cross cut particle surface area 160 (one hundred and sixty) millimeters squared with a maximum strip width of 6 (six) millimeters

### **Data lifecycle caveats**

Automated systems involved in data management and associated lifecycles may not be capable of immediate destroying data on demand.

Examples of such systems are data backup and disaster recovery solutions that have a defined and automated data cycle and retention system.

There is generally no need to attempt to manually delete such data prior to the automated retention lapse as long as it is ensured that if the data is restored prior to data destruction it is not processed.

It is important that the final expected data where all data lifecycles will have completed to be readily identifiable with high confidence.

### **Definitions**

The current draft of the definitions that are required by the current draft short and long format data destruction clauses.

#### **Definitions to be added into definition contract schedule**

Data Destruction - Data destruction is the process of erasing or otherwise destroying data or information whether in physical form (such as printed paper) or stored on virtual/electronic or physical mediums such as, but not limited to, tapes and hard disks; the purpose is to render data completely irretrievable and inaccessible, and therefore void.

Supplier - ?

Authority - ?

Buyer - ?

Data Process/Processing - means any operation or set of operations which is performed on data or on sets of data, whether or not by automated means, such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction

### **Long format clause**

The current draft of the Ministry of Justice (MoJ) commodity long format data destruction clause.

Highlighted words indicate potential requirement for contextual change, requirement of definition and so on.

## Clause

### 1. Data Destruction

- a. The Authority requires the Supplier to ensure that Data Destruction has been adequately completed at the natural end and/or termination of contract as per Schedule XX.
- b. The Supplier shall take all reasonable commercial measures to ensure Data Destruction is an irrevocable action to prevent the reconstitution of data, in alignment with methods described in Appendix XX.
- c. The Supplier shall notify the Authority when data destruction has taken place, including the final date by which such destruction shall be complete in the case of scheduled data destruction or natural data management lifecycles such as through automated backup or disaster recovery systems.
- d. Where data cannot be immediately destroyed, access control methods must be put in place to limit the ability for Data Processing until data destruction can be completed.
- e. The Supplier shall provide evidence of data destruction on request from the Authority, including but not limited to, copies of third-party data destruction certificates, copies of internal policy and process documents in relation to data management and data destruction.
- f. The Supplier shall notify the Authority within 24 (twenty-four) hours of identification of unsuccessful or incomplete data destruction.

### Long format appendix

The current draft of the Ministry of Justice (MoJ) commodity long format data destruction appendix. The appendix is a dependency of the long format clause itself.

Highlighted words indicate potential requirement for contextual change, requirement of definition and so on.

### Appendix

The following standards and guidelines are the *minimum* basis for data decommissioning or destruction. Follow and apply them as appropriate. There might also be extra steps specific to a data set or system.

- National Cyber Security Centre (NCSC) guidance on end-user device reset procedures: <https://www.ncsc.gov.uk/guidance/end-user-device-guidance-factory-reset-and-reprovisioning>
- NCSC guidance on secure sanitisation of storage media: <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>
- NCSC Cloud Security Principle 2: Asset Protection and Resilience (Data Destruction): <https://www.ncsc.gov.uk/guidance/cloud-security-principle-2-asset-protection-and-resilience#sanitisation>
- Payment Card Industry Data Security Standard (Data Destruction): <https://www.pcisecuritystandards.org>
- DIN: <http://www.din-66399.com/index.php/en/securitylevels>

Data Destruction for electronic/magnetic storage **must** include, unless otherwise superseded by NCSC, PCI-DSS or specific Authority guidance:

- the revocation or otherwise destruction of decryption keys and/or mechanisms to render data inaccessible or otherwise void through the use of modern cryptography; AND/OR
- data overwriting methods consisting of at least 3 (three) complete overwrite passes of random data.

Data Destruction for printed materials **must** include, unless otherwise superseded by NCSC or specific Authority guidance:

- paper cross-shredding methods to satisfy at least the DIN 66399 Level 4 standard with a maximum cross cut particle surface area 160 (one hundred and sixty) millimeters squared with a maximum strip width of 6 (six) millimeters

The required outcome is to ensure that Authority data is inaccessible by any reasonable commercial and resourced means (such as commercially available data recovery services).

### Short format clause

The current draft of the Ministry of Justice (MoJ) commodity short format data destruction clause.

Highlighted words indicate potential requirement for contextual change, requirement of definition and so on.

## Clause

The Supplier shall return all Authority Data in a machine-readable non-proprietary format defined by the Authority within 30 (thirty) calendar days of the end of the contract.

The Supplier must also state, ensure and warrant the final calendar date by which any associated data management lifecycle system(s) will be complete, including the manual or automated data destruction at the end of such period. Such data management lifecycle(s) may include, but are not limited to, the Supplier's supply chain and/or Data Processors, backup system(s) and/or disaster recovery and business continuity system(s). The Authority retains all applicable rights to instruct the Supplier to destroy all Authority Data according to the terms of this [G-Cloud] contract.

The Supplier is required to ensure adequate and complete Data Destruction of Authority Data, including any relevant and associated non-proprietary Supplier Data or work product stemming from the Buyer Data that the Supplier has not been otherwise permitted to retain or use.

Data Destruction must follow applicable guidance from the UK National Cyber Security Centre (NCSC) and/or the Payment Card Industry Data Security Standard (PCI-DSS) and/or DIN 66399.

Data Destruction for electronic/magnetic storage **must** include, unless otherwise superseded by NCSC, PCI-DSS or specific Authority guidance: the revocation or otherwise destruction of decryption keys and/or mechanisms to render data inaccessible or otherwise void through the use of modern cryptography; AND/OR data overwriting methods consisting of at least 3 (three) complete overwrite passes of random data.

Data Destruction for printed materials **must** include, unless otherwise superseded by NCSC or specific Authority guidance: paper cross-shredding methods to satisfy at least the DIN 66399 Level 4 standard with a maximum cross cut particle surface area 160 (one hundred and sixty) millimeters squared with a maximum strip width of 6 (six) millimeters.

## Instruction & Confirmation Letter

The current draft of a templated Ministry of Justice (MoJ) data destruction letter, that may be issued by the MoJ to a supplier. The letter describes required actions and information, followed by a responsive declaration from the supplier.

### Letter issued by MoJ

#### Background

For legislative, regulative, privacy and security purposes, it must be possible for Suppliers to decommission and delete (irreversibly 'erase' or 'destroy') data and warrant the same. Similarly, any storage media holding such data must be securely and comprehensively erased before reuse or disposal (such as at end-of-life).

An example of a data destruction obligation is where a Supplier (acting as a 'Data Processor', as defined by Data Protection legislation) working on behalf of, or supplying services to, the Ministry of Justice (the 'Data Controller', as also defined by Data Protection legislation). The Data Processor, including any sub-processor instructed or otherwise involved in Data Processing on the Data Processor's behalf, must comply with instructions from the Data Controller regarding data irrespective of any commercial contract or promise such as a Data Subject exercising the 'right to be forgotten'.

This document provides an acceptable data destruction baseline from the Ministry of Justice, and associated declaration. When followed completely, this baseline for data destruction is considered sufficient to comply with data decommissioning and disposable tasks (and corresponding supplier assurances) for material classified as OFFICIAL under the [UK HMG Government Security Classifications Policy](#) (including sensitive personal data or sensitive commercial data within the same).

#### Data Lifecycle

The Ministry of Justice informally acknowledge that automated systems involved in data management and associated lifecycles may not be capable of immediate decommissioning data on demand. Examples of such systems are data backup and disaster recovery solutions that have a defined and automated data cycle and retention system.

The Ministry of Justice require positive confirmation of the final date by which these systems will have completed their data lifecycle tasks and data destruction will have been completed by.

Where data cannot be erased immediately, there must be methods in place to limit and constrain access to the data until the data lifecycle is complete or manual intervention can be made and subsequent data destruction assured.

The Ministry of Justice reserves all rights regarding instructions relating to data. This includes any need for immediate data destruction.

## Standards

The following standards and guidelines are the *minimum* basis for data decommissioning or destruction. Follow and apply them as appropriate. There might also be extra steps specific to a data set or system.

- National Cyber Security Centre (NCSC) guidance on end-user device reset procedures: <https://www.ncsc.gov.uk/guidance/end-user-device-guidance-factory-reset-and-reprovisioning>
- NCSC guidance on secure sanitisation of storage media: <https://www.ncsc.gov.uk/guidance/secure-sanitisation-storage-media>
- NCSC Cloud Security Principle 2: Asset Protection and Resilience (Data Destruction): <https://www.ncsc.gov.uk/guidance/cloud-security-principle-2-asset-protection-and-resilience#sanitisation>
- Payment Card Industry Data Security Standard (PCI-DSS) (Data Destruction): <https://www.pcisecuritystandards.org>
- DIN: <http://www.din-66399.com/index.php/en/securitylevels>

Data Destruction for electronic/magnetic storage **must** include, unless otherwise superseded by NCSC, PCI-DSS or specific MoJ guidance:

- the revocation or otherwise destruction of decryption keys and/or mechanisms to render data inaccessible or otherwise void through the use of modern cryptography; AND/OR
- data overwriting methods consisting of at least 3 (three) complete overwrite passes of random data.

Data Destruction for printed materials **must** include, unless otherwise superseded by NCSC or specific MoJ guidance:

- paper cross-shredding methods to satisfy at least the DIN 66399 Level 4 standard with a maximum cross cut particle surface area 160 (one hundred and sixty) millimeters squared with a maximum strip width of 6 (six) millimeters

The required outcome is to ensure that Ministry of Justice data is inaccessible by any reasonable commercial and resourced means (such as commercially available data recovery services).

## Supplier declaration

*Please sign the declaration below and return this letter to the Ministry of Justice, keeping a copy for your own records. Should you have any queries, please contact the Ministry of Justice CISO via [security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk)*

*Return electronically. Electronic signatures or otherwise positive confirmation are accepted.*

Chief Information Security Officer Ministry of Justice 102 Petty France Westminster, London SW1H 9AJ  
[security@digital.justice.gov.uk](mailto:security@digital.justice.gov.uk)

Date: \_\_\_\_\_

We hereby confirm that all Ministry of Justice data, including non-proprietary data generated through the provision of Service, has been suitably, appropriately, and irreversibly destroyed in its entirety and rendered permanently inaccessible and void.

Data backup, including disaster recovery systems, will automatically conduct appropriate data destruction as part of an automated data life cycle on or before the \_\_\_\_\_ (Strike as applicable)

Anonymised and/or non-Personal Data has been retained for statistical analytical purposes only. We warrant compliance with all applicable data protection and privacy legislation in this regard. (Strike as applicable)

Contract/project reference: \_\_\_\_\_

For and on behalf of organisation: \_\_\_\_\_

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Date: \_\_\_\_\_

## Data security and privacy

### Data Security and Privacy

We believe that our technology must keep data safe and protect user privacy.

Our digital projects contain important information. Serious data breaches might result if we fail to:

- protect information
- handle it correctly at all times
- dispose of it safely when it is no longer required

Breaches might cause:

- harm to individuals
- financial loss to the Ministry of Justice (MoJ)
- a loss of confidence in us as an organisation

For personal data, the EU General Data Protection Regulation (GDPR) and UK Data Protection Act (2018) apply. These make the consequences of data breaches very clear.

To follow the data regulation/legislation, we **must** ensure that:

- we protect data to the best of our organisation's capabilities
- we collect data only for described, lawful purposes
- we use data only for the described, lawful purposes

### Why are security and privacy important?

Breaches can have an adverse effect the relationship between citizen and government.

Not only do we have a duty to protect citizens data, but the penalties for violations are also severe. Under the GDPR, serious infringements can result in fines of up to €20M.

We must apply appropriate security and privacy protection to all the information we hold and process, at all times.

We should treat all data as sensitive unless proven otherwise.

All our work must follow this ethos.

### When this applies

This principle applies to **all** MoJ technology projects and business activities.

While GDPR applies only to personal information, all MoJ projects and tasks must have excellent data security and privacy characteristics. If they handle personal data, they must do so correctly. Projects must follow MoJ guidelines unless exceptional and approved circumstances apply.

You can design your product to handle personal information correctly. There are a small number of extra steps you will have to take. Remember that personal data includes anything which might identify an individual. Even online identifiers, such as cookies, are personal data.

The [Information Commissioner's Office \(ICO\)](#) - the UK's independent regulatory office for data protection - has published [guidance on how to determine what is personal data](#).

A Data Protection Impact Assessment (DPIA, formerly commonly known as a Privacy Impact Assessment or PIA) is required for all projects. There are some [exceptions described by the ICO](#).

## Data Security & Privacy Lifecycle Expectations

Below are a series of data security and privacy expectations of Ministry of Justice (MoJ) projects at various stages in their lifecycle.

These measures can help simplify and ease the burden of embedding data security and privacy at the heart of projects.

### Pre-Discovery and Discovery

Assess the data security and privacy implications of the project requirements thoroughly. Do this as part of the broader work addressing the project's strategic imperatives.

In particular:

- From the start of the project, and throughout its duration, think about how data security and privacy might affect the functionality and delivery of the project.
- Consult with technical architects to help inform and enhance the ways of delivering the work, whilst continuing to ensure compliance.
- Discuss any problems or ramifications that arise with legal or business experts. Identify areas where the required data security and privacy compliance might cause issues for functionality.

### Alpha

During this stage of the project lifecycle, internal and external (Cabinet Office / Government Digital Service) teams will perform service assessments. These will specifically check for aspects of GDPR/DPA18 compliance.

In particular:

- >That the majority of compliance considerations have been addressed at this stage.
- That the development team can say how their work ensures compliance.
- That the technical architecture choices can be tested against data security and privacy requirements. As an example, blockchain technologies might not be acceptable as they can prevent automated removal of information when it is no longer required.

### Beta (Private and Public)

These are assessments performed as the service transitions from Private to Public availability. The assessments are again performed by internal and GDS teams. Use live systems for the assessments.

In particular:

- All manually actionable data security and privacy requirements must be met.
- Manual testing is expected.
- Automatic deletion is not required yet, because the service is unlikely to have enough data at this stage. However, plans and mechanisms for automatic deletion should be in place.
- Data should be backed up exactly as expected for a live service.

### Live

These are the final (Live) service assessments. They are again performed by internal and GDS teams.

In particular:

- Data sharing aspects might not yet be fully defined. Other consuming or supplying systems might not have established dependencies on the information shared.
- Some aspects of reporting might still need manual action. The newness of the system makes business MI requirements a work-in-progress.

### Post-Live (Ongoing)

These are the tasks that enable the final aspects of security and privacy for your project.

In particular:

- The final automated tasks are ready. The project cannot close until these are done.

- Data security and privacy compliance checks move to an ongoing status. Reporting takes place as required to internal stakeholders or the ICO.
- Schedule and run regular data mapping exercises. These ensure full and current understanding of data flows to and from any organisations or systems that depend on the information.

## Data Security & Privacy Triage Standards

Below are a series of common area guides from Ministry of Justice (MoJ) Digital & Technology Triage Standards.

### Purposeful Capture of Data

Only collect or store data if it is relevant, and needed for a specific purpose or task.

Ensure that:

- Everyone on the team understands why specific data is collected and stored. They should be able to justify this, backed with legal reasoning, as required.
- Each product has a clear privacy notice, describing how any personal data is handled. The notice contains a clear description of what we will do with their information, why, and how. Write it in terminology the general public can understand.
- Using an individual's information is only for the specific purposes or processes for which it was captured. There should be no superfluous information stored.
- The privacy notice describes any use of information for management or reporting purposes. Anonymise any personal information used for these purposes. In other words, before use, remove any fields or data that could identify the individual.
- You justify any special categories of needed information. The [Information Commissioner's Office \(ICO\)](#) - the UK's independent regulatory office for data protection - has outlined [a list of special categories](#).

### Amending/Deleting Data

EU GDPR & the UK Data Protection Act (2018) requires that individuals agree to the handling and processing of their personal information. Many systems will need processes, to change, prevent, or stop handling personal information. The process might be have to be manual. Quite apart from GDPR/DPA18, these capabilities are generally useful for all MoJ systems.

Ensure that:

- The system has a defined retention schedule. These are normally drawn up between the SRO and the legal team. They detail how long we can keep information in the system before we must delete it.
- The system can delete records automatically at the end of the retention period. It should also be possible to remove records manually if required.
- Decisions or processes made using an individual's information can be stopped upon request.
- Ensure that information can be amended or re-examined manually, if necessary.
- If deletion is not possible, the system must be able to strip all identifying information from the records. This should make it impossible to identify an individual. Anonymising data should make it fall outside of the GDPR remit. The privacy notice should also mention this.

### Security / Architecture Considerations

Much of the MoJ estate architecture is ready for GDPR/DPA18, or transformation is already in progress. Current projects must also incorporate data security and privacy mechanisms for GDPR/DPA18 compliance. Guidance from technical architects is essential to help projects. Ensure that:

- You know where data for the system is stored. Ask which countries and jurisdictions hold the data. Check that the storage complies with GDPR/DPA18 requirements.
- The procedures to follow in response to a data breach are clear. Developed them with the help of the live service and cyber security teams.
- There is 100% confidence that data is backed up and protected against loss or other threat scenarios. Test and challenge this confidence frequently. Always test within the timescales defined in the retention schedule.
- The IA register lists the system. For potentially sensitive or risky data sets, check that the risk register also lists the system.



## Sharing Information

Many systems depend on data from more than one source. For example, data might come from cross-estate and cross-government levels. This makes accountability for the data vital: who owns it, and who is responsible for it.

Acceptable information sharing involves two distinct perspectives:

1. Sharing with other systems. There must be public transparency and understanding about using the information. Similarly for any dependencies on the information. To provide this detail, create data maps with the help of the system technical architects. Make sure that the maps include correct links between the data controller who originated the information and any other processors of the data.
2. Sharing with other organisations. There must always be an auditable record of the agreement between the organisations. This could be part of a contract, a data sharing agreement, or other general memorandum of understanding. Review the record at regular intervals so that it still meets the user or business needs, and continues to be relevant.

## Subject Access Requests

At any time, a person about whom we hold personal data can request a copy of all the information we hold about them. This is not a new requirement, and was part of original data protection legislation.

However, the £10 fee charged before is now waived. This makes it likely that there will be more Subject Access Requests in the future. Design your product to make it as simple as possible to perform Subject Access Requests quickly and easily. Authorised individuals from across all data storage locations should be able to respond.

## Law Enforcement Directive (L.E.D.)

Some systems hold information about criminals or criminal offences. This is sensitive data. An additional regulation applies to them: the Law Enforcement Directive.

Affected systems must record whenever an individual record is viewed or amended. Keep this log for audit purposes.

## Project Lifecycle Data Security and Privacy Expectations

When developing a system, there are some measures you can take that will simplify and ensure timely GDPR compliance.

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Assess the data security and privacy implications of the project requirements thoroughly. Do this as part of the broader work addressing the project's strategic imperatives.

In particular:

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## Information security reviews

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### Standards Assurance Tables

The Ministry of Justice (MoJ) Cyber Security team have developed a 'Standards Assurance Table' (SAT) in the form of a Google Sheet template.

The SAT measures technology systems (and surrounding information governance) against the [UK Cabinet Office Minimum Cyber Security Standard \(MCSS\)](#) and [UK National Cyber Security Centre \(NCSC\) Cloud Security Principles \(CSPs\)](#).

For transparency and open-working purposes, a [redacted copy of the Standards Assurance Table](#) has been published. Please note, this is not the functional template used within the MoJ.

### SAT Template

The SAT itself is written to be self-explanatory to a cyber security professional who is already aware of the MCSS/ CSP and has a familiarity with information risk management concepts.

- Black labelled sheets describe the SAT and how it should be used
- Blue labelled sheets are the ones to complete
- Yellow labelled sheets are automatically calculated, providing reports based on the blue labelled sheet data
- Green labelled sheets offer help/guidance on SAT components

## Key SAT concepts

The SATs have measures including "Objectives", "Evidence", "Confidence", an overall "Delta" (which is the most pertinent SAT output) and "Further Evidence Required", with supporting commentary.

The primary SAT purpose is to help assess a system against the MCSS/CSP. It is used to determine confidence whether or not the evidence demonstrates the system is compliant (or not).

Evidence is analysed to determine confidence that the evidence demonstrates the system meets (or does not meet) the standards. It also indicates the 'gap' (delta) between the system's posture according to said evidence and the standards.

## Objectives

The MCSS/CSPs have been distilled into 39 objectives. The Assessor (normally a cyber security professional) completes the SAT by evaluating the target system against the objectives.

The [categories used within the MCSS](#) are discussed separately.

Objectives are templated. This means they can be added to but existing objectives must not be deleted or edit in-place.

## Evidence

To avoid assessments that are ultimately anecdotal, the assessor will only rely upon written evidence.

Evidence can come in the form of transcribed conversations, diagrams, documentation or other auditable information about a system.

Evidence might not be directly related to the system itself but form a part, for example, where there is a wider document that is not system orientated but which describes who is relevant role holders currently are.

Evidence is described as being 'Held', 'Partial', 'Not Held' or 'N/A' (where the Objective is not applicable to the system being assessed).

## Confidence

The assessor reviews the evidence and uses their professional opinion to indicate a Confidence Score.

The Confidence Score uses a scale from 0 (no confidence at all) to 14 (high level of confidence), or 'N/A' (where the Objective is not applicable to the system being assessed).

## Delta

The Delta Rating is the resulting 'distance' between the assessed system posture against an Objective and the confidence of the same.

Mathematically, the final Delta Rating is N/A (where the Objective is not applicable to the system being assessed) or 0 to 14 (inc).

A wide delta (higher numerical value) indicates that the Objective is not met. A narrow delta (lower numerical value) indicates that the Objective is closer to being met.

The Delta Rating is automatically calculated as '14 minus Confidence Score'.

## Further Evidence Required

The assessor indicates what further evidence *types* in their view are required based on the evidence they have thus far.

The [Further Evidence Required \(Help\) sheet](#) has a calculator which the assessor will use.

The data point is currently a unique number to assist with future automated analysis. The format and range of values for the data point is currently under active review and so subject to change without notice.

## Understanding the Objectives, gathering evidence for the assessor

Teams/individuals responsible for the design, creation, implementation, support and maintenance of systems should have viable written evidence (regardless of format) that should be made available to various teams on request, for example, security or to internal audit.

Using the [categories used within the MCSS](#) as a basis, some indicative questions and documentation expectations are discussed below.

## IDENTIFY

### *Possible documentation*

- Team organisation charts
- Data Privacy Impact Assessments (DPIAs)
- Information risk management documentation (for example, RMADS)
- Information flow diagrams

### *Thought questions*

- Who is responsible and/or accountable for the the system whether from an operational or budgetary perspective?
- Who is responsible and/or accountable for the information held inside the system?
- What security-focused work has been conducted recently (within the last year) on any suppliers and supplier systems to ensure they are safe for use/integration?
- Where is the system technically hosted?
- In what services or geographical locations does the system *store* data?
- In what services, geographical, or legal locations does the system *process* data?
- What are the consequences if the system is unavailable to users or data has been lost/corrupted?
- How do the consequences of unavailability change over time? (For example, after one hour, one day, one week, one month... permanent.)
- What changes - if anything - regarding business continuity / disaster recovery processes or plans if the system is unavailable or data has been lost/corrupted?

## PROTECT

### *Possible documentation*

- Data Privacy Impact Assessments (DPIAs)
- Information risk management documentation (for example, RMADS)
- Information flow diagrams
- Technical/system architecture documentation
- Penetration test / IT Health Check reports and remedial documentation
- Risk registers

### *Thought questions*

- How does the system ensure only authorised people can use the system?
- How are system users managed for joiners, movers and leavers?
- How is the system's underlying software kept up to date for security software patching?
- How does the system protect itself appropriately and proportionately from attackers?
- What assurance is there that the system can protect itself from attackers over time, so it is secure now but also will remain secure in the future?
- How often has technical security testing been conducted? Where within the system?
- How does the system stay up to date using modern encryption to keep data safe?
- Does the system use multi-factor authentication (MFA, also known as 2FA)?
- For people who have access to the system, do they have all the right clearances in place? How is this assured?

## DETECT

### *Possible documentation*

- Information risk management documentation (for example, RMADS)
- Technical/system architecture documentation
- Penetration test / IT Health Check reports and remedial documentation
- Risk registers

*Thought questions*

- How does the system, and accompanying operational support teams, know/detect when the system is under attack?
- How is access to the system (both authorised and unauthorised) logged so retrospective investigations can take place to determine 'who did what when'?
- How is the required level of detail in logs determined? How long are log files retained?

**RESPOND***Possible documentation*

- Information risk management documentation (for example, RMADS)
- Technical/system architecture documentation
- Operational/support documentation

*Thought questions*

- What plans, processes or procedures are in place to respond to a detected cyber attack?
- How are these plans kept up to date and relevant?
- Does everyone who needs to know about these plans know about them?
- Has the plan been tested in the last 12 months?
- How are stakeholder communications handled during a security incident?
- How are external communications handled during a security incident for external parties, such as supervisory bodies, the NCSC or Cabinet Office?

**RECOVER***Possible documentation*

- Operational/support documentation
- Retrospective session notes

*Thought questions*

- What happens for business continuity / disaster recovery if the system is unavailable or data has been lost/corrupted?
- Have these measures been tested in the last 12 months?