**Call with SME 6B 24/04/2024**  
Researcher’s voice in **bold**

0:02  
**As you're checking the boxes there for me,**

OK, so I've read the information sheet entitled Information for Participants, Risk Assessment Tool for SMEs provided in this research study.

0:14  
I've had the opportunity to ask questions and as such understand the purpose and nature of the research study.

0:20  
I understand that I have the right to refuse to participate, refuse to answer any question, and withdraw up to the point of data analysis without any consequence.

0:29  
I understand that the answers I gave will be collected by the research team and used in their study.

0:34  
I understand that my data will be used in the development of the risk assessment tool.

0:39  
It is planned to publish the findings in an academic journal.

0:43  
I've ticked all of those and I consent voluntarily to be a participant.

0:48  
I've ticked yes.

0:50  
**That's great.**

0:52  
**So as you're going forward now to do the risk assessment tool, I'll ask you just to kind of read the questions out loud and anything that's kind of coming up in your head as you do it.**

**1:03  
And just I suppose it's a think out loud exercise so that we can kind of figure out what's confusing or whatever about the thing.**

1:09  
Oh, very good.

1:10  
So I click next.

1:12  
**Yeah, great.**

1:14  
Are you a sole trader?

1:15  
Yes, I am.

1:19  
Please follow this link if you're the only employee.

1:23  
So do I take that and then follow the link?

1:26  
**Yeah.**

1:33  
OK, What sector does my business operate in?

1:39  
I will Culture, arts and recreation, construction, craft and design.

1:51  
OK.

1:55  
So I I train individuals and they can come from any sector.

2:08  
So do I, do I click other on that or so, but but what's there?

2:14  
**There's an option there for education and training and training?**

2:17  
Yeah.

2:17  
Yeah.

2:18  
So if I click that one, Yeah, I think so.

2:21  
OK.

2:21  
How confident do you feel about the cyber security of your business?

2:34  
I'm going to.

2:38  
OK, I'll put two I'm responsible.

2:44  
Do you have cyber insurance?

2:47  
I am not sure.

2:52  
Yeah, I'm not sure.

2:54  
Can customers make purchases on your website?

2:57  
No.

3:00  
OK, Who has the ongoing business website?

3:14  
I have this responsibility, but I reach out to a third party for help when it's needed.

3:21  
Do I feel confident?

3:23  
Nope.

3:24  
Do I have an inventory of all my digital hardware used for your business?

3:30  
Do you want me to read the full thing?

3:34  
**Yeah, you can.**

3:35  
**I mean, skim down through them and I suppose you'll probably zone in on the one that's more kind of relevant for you, And that'll be enough.**

3:42  
OK.

3:45  
Documented list of all computers, mobile phones?

3:52  
I’ll go somewhat.

3:56  
Do you have an inventory of all the software?

4:01  
Nope.

4:03  
Do you use your own personal device?

4:08  
Yes.

4:11  
You've full access to business files when using your personal device?

4:17  
No.

4:19  
Do you have antivirus under endpoint management on your devices?

4:37  
OK, this one I suppose I should put, not sure because there is antivirus on the computer and when I checked in the bank last week because I don't do online banking on my phone, the phone the the bank actually said the phone has comes with antivirus stuff built into it.

5:05  
OK, so I suppose I can say yes to that one.

5:15  
Or does that mean is it additional antivirus?

5:20  
**Well, I suppose it's kind of, yeah, I suppose it might be a not sure sort of thing there because you would be exactly sure what the bank meant by that when they said it.**

5:30  
OK, do I have spam and or fitting filters enabled?

5:36  
Yes.

5:36  
I do.

5:38  
Our work.

5:38  
Devices wiped of all data when they are no longer being used for the business?

5:45  
Yes.

5:48  
Is the data backed up before being wiped?

5:51  
Yes.

5:54  
How do you keep the software on your devices to date?

6:08  
What type of data does your business collect?

6:12  
Personal data?

6:23  
Intellectual property data that says business sensitive data such as product design, documents, recipes, etcetera.

6:37  
I would be an associate trainer for other organizations and I would use those data.

6:43  
So would I when I click intellectual property data or other, I suppose.

6:51  
**Well, no intellectual property would fit there, I think so that that'd be kind of their training materials and stuff they've developed as well**.

6:57  
Yeah.

6:58  
**Yeah, that'd be it**.

6:59  
Yeah.

6:59  
Yeah.

7:01  
So I am aware that I have to report a personal data breach.

7:06  
Where do you store the data you collect on?

7:14  
On paper?

7:30  
On a USB and backup an e-mail?

7:33  
Do you encrypt the data?

7:35  
No.

7:38  
Do you process customer payments over the phone?

7:41  
No, not yet.

7:44  
Do you share customer data with any third parties, either either delivery drivers not directly hired by you or outsourced IT personnel?

8:02  
No, I'm just going through in my head, I don't think I have anything that I share with third parties.

8:16  
Oh, I might.

8:19  
I'll take that as yes, because sometimes I have people assisting me on training courses and I'd share it with them.

8:26  
**Yeah**.

8:27  
How do you handle data backups?

8:29  
I perform manual, Actually, no, I don't have a form of data backup process in place.

8:38  
How often do you complete a critical ad hoc and let me take some notes for myself If that's OK?

**Do do indeed**

8:53  
Yeah.

9:01  
Raids and antivirus, Yes.

9:35  
Is your data backup tested?

10:12  
I don't use a password manager.

10:15  
Do you enforce block listing passwords?

10:28  
That's actually.

10:29  
I suppose I don't enforce this because there's only me, but I would never use things like date of birth or anything like that.

10:36  
So yeah, yeah, I suppose it would be.

10:40  
Yes, I intentionally enforce this, but that sounds funny because there's only me.

10:45  
**I know what you mean.**

**10:45  
Yeah, it's kind of you're holding yourself to account.**

10:53  
But then I don't have it documented, and I'm thinking there are a few where the passwords would be the same.

11:00  
So I better say no to that one.

11:03  
Yeah.

11:12  
Oh, how often do you engage with cyber security training?

11:17  
Would you know what to do if a cyber incident occurs?

11:25  
No, not sure.

11:29  
I'd phone the guy who looks after the website in my e-mail so I'll stick in.

11:35  
Not sure.

11:37  
Do you have a business continuity in plan in place?

11:42  
Thank you for completing the risk assessment.

11:57  
Two.

11:57  
Please raise each of the following statements.

11:59  
The language used throughout was understandable.

12:05  
Yeah, once I talked it out loud.

12:12  
I like the fact that there was clarifications for some of the stuff.

12:27  
**So where there was kind of some difficult terminology that there was a bit of an explanation with it.**

12:35  
Yes, tool was easy to use, absolutely questions were relevant to my business.

12:55  
Yes, please comment on the relevance and if I say yes, they got me thinking about documenting and yes, it was a very beneficial exercise.

13:39  
Please comment on the beneficial, the benefits of this exercise.

14:32  
I've answered question 41.

14:34  
Should I call out the answers to you from the feedback there?

14:39  
Is it?

14:40  
Yeah.

14:41  
**No, that's OK We'll have those.**

14:43  
Yeah.

14:44  
OK.

15:40  
OK.

15:41  
So I've said that it's been an excellent exercise highlighting areas that I need to update and work on from a cybersecurity perspective.

15:48  
And I'm interested in further training in this area.

15:51  
And we'll speak with my local enterprise office.

15:59  
Well, I just need to put that in because you might know what the Leo is.

16:04  
**Oh yeah, we're we're dealing with them alright.**

16:07  
Oh are you OK, so I can I can leave it in as Leo to ask if they will secure.

16:11  
Same for SMEs locally.

16:14  
And then in commenting on the benefits I put it prompted me to add to take action.

16:27  
Sounds better.

16:28  
Take action to add in formal strategies around cybersecurity, to take training to check systems and place up days and dates and formalise others and add in noons.

16:48  
OK, I think you'd be happy enough with that to, like, press submit.

16:52  
**Yeah, that would be great.**

16:53  
Yeah.

17:02  
Bingo.

17:03  
Brilliant.

17:03  
**That's that's a massive help now.**

17:06  
**So just before I forget if you have a postal address we can send out fifty or one for all voucher for participating now I am, I don't I'm losing Yep.**

17:24  
**So yeah the line the line seems a little bad**

it could be this end.

17:29  
Our Internet isn't hectic at all.

17:40  
Hopefully those hopefully those answers.

17:43  
I I'm not sure what you said, but I'm hoping those answers are helpful and valid and I really like the tool.

17:50  
It's really simple and straightforward.

17:52  
And is there a plan to back up is somewhere along the line is the idea that you, the suggestion is that there will be formal cybersecurity training for SMEs.

18:05  
Is that what you're working with the Leo one or yeah.

18:08  
**So like we have a couple of different ideas about it.**

**18:11  
But this risk assessment tool, we're hopefully going to present it on a website.**

**18:17  
And when you submit your answers that it would immediately give you kind of recommendations of what are the most important things you should try and tackle kind of so tailor to your business, so you know to be kind of specific action you could take.**

**18:32  
And then with that website then as well we'd like to have and kind of an e-learning portal.**

**18:38  
So that would just kind of I suppose hit very specific topics like backup.**

**18:42  
Now we talked about backup and the risk assessment tool.**

18:45  
**So kind of manageable bite sized things that people in kind of small or micro businesses that don't really have an IT department, just stuff that they can use and even if they kind of you know raises awareness or it might give you the language.**

**18:58  
So that OK, if you thought maybe I can set up my own simple backup or else maybe that's something I'd like to outsource, at least you'd have the language then to talk to an IT person you know about getting a backup system that's suitable for your business.**

**19:12  
So yeah, we're trying to basically work with the Leos and maybe Enterprise Ireland, hopefully get it rolled out through them, which would be perfect, you know, because they have their trading online vouchers and stuff like that.**

**19:23  
So if we could slot in with their their offerings, that'd be perfect for us.**

**19:27  
But that's all kind of work in progress.**

19:31  
Excellent.

19:32  
Fantastic.

19:33  
That's brilliant.

19:34  
Thank you.

19:34  
Because it's got me.

19:36  
I know when Hazel asked me the questions first I thought, yeah, I must do that.

19:39  
And then I wrote a list and didn't do anything with it.

19:42  
Yeah, that's got me thinking again and by the whole thing.

19:47  
So very, very useful.

19:49  
**And yeah, so like we'll be trying to trial the website down the line.**

**19:53  
So if you're interested, we can come back to you again at that point and there'll be more information are you do you know as well at that point?**

20:00  
Brilliant.

20:00  
That's great.

20:01  
Absolutely.

20:01  
That would be great.