**Call with SME 4B 08/04/24**

Researcher’s voice in **bold**

0:02  
**It does your click in the boxes.**

**0:03  
We we just need to get it verbally for for our our ethics.**

0:10  
Yeah, absolutely.

0:12  
That's all good.

0:23  
And I'm selecting all of these boxes that are applicable.

0:25  
**Yeah**.

0:26  
**The top yeah.**

0:27  
**So if you can read as you're selecting, if you can just read out the the bit of text that goes with each one.**

**0:32  
I know this is a bit awkward now, but yeah, so I've read the information sheets entitled Information for Participants, Risk Assessment Tool for SMEs provided on the study and I consent.**

0:42  
I consent that I've had the opportunity to ask questions and such, understand the purpose and nature of the research study.

0:49  
I understand that I have the right to refuse to participate, refuse to answer questions, and withdraw up to the point of data analysis without any consequence.

0:59  
I understand that the answers I give will be collected by the research team and used in their study.

1:04  
And I understand that my data will be used in development of the risk assessment tool.

1:09  
It is planned to be published to publish the findings in an academic journal.

1:13  
I consent voluntarily to be a participant in this research study.

1:17  
**That's fantastic.**

1:18  
**And you can go ahead there now and press next and that'll get us started on the actual risk assessment.**

1:24  
And you want me to call this out as I'm speaking.

1:26  
**Yeah, that that'd be perfect.**

1:27  
Yeah.

1:27  
**So if you kind of read out the questions as you're doing them and then if there's anything that kind of comes into your head, anything that's a bit unclear or whatever, just, kind of, yeah, perfect, hash it out.**

1:37  
So the risk assessment tool, So am I the only employee within my business?

1:43  
I am not.

1:45  
So how many staff do we have?

1:47  
There are three staff not including myself.

1:50  
So would that be 3 or 4?

1:54  
**OK, SO3, not including yourself, I'll write down that as being something that's a bit unclear.**

2:03  
**So maybe including yourself, how many people or something to that?**

2:06  
Yeah, yeah.

2:10  
**So fill in whichever you reckon it is there.**

**2:12  
But it's good now that you've given me that feedback.**

2:14  
But three, not including myself.

2:17  
Yeah, as what sector do we operate in?

2:20  
Operate in professional services.

2:23  
That's fine.

2:25  
So who managed this cybersecurity For my business, dedicated cybersecurity outsource myself is the answer there.

2:34  
And I do not have cyber insurance.

2:38  
Customers cannot make purchases on my website.

2:43  
Is this OK, this format right now?

2:45  
And then how is the cybersecurity of my business managed?

2:54  
I suppose I manage and maintain it myself.

2:58  
Do I feel confident managing the cybersecurity?

3:00  
Yes, I do.

3:02  
I don't have a backup of my website.

3:07  
Do I have an inventory of all of my digital hardware used for business?

3:13  
I probably have it in my head somewhere.

3:15  
So I'm going to say somewhat.

3:18  
We have some documentation, but that's all fine so far.

3:22  
Do I have an inventory of all software?

3:25  
Again, somewhat I have kind of to a degree.

3:27  
**That's fine.**

3:29  
Question 14, do you use?

3:31  
Do you or members of the staff use our own personal devices for business?

3:36  
Yes, we do.

3:38  
Do you have antivirus or input management on devices?

3:42  
Yes, on some devices.

3:45  
Probably could get my staff to do a few more.

3:46  
Realistically, do I have spam and phishing filters?

3:53  
Yes.

3:54  
Manually or provided by the e-mail provider?

3:57  
Or managed by the e-mail provider?

3:59  
And question 17 Our work devices wiped off all data when they are no longer being used for business?

4:08  
No, they're not.

4:13  
How do I keep the software on my devices up to date?

4:20  
I don't what type of data.

4:24  
Well actually, sorry, let me read that question a bit slower if I have the time.

4:27  
There's a few options there.

4:31  
No, we don't.

4:34  
What type of data does our business collect?

4:43  
We do not collect data.

4:48  
And just a question on that.

4:49  
So our website that would have, let's say a sign up box or a newsletter, would that be considered personal data?

4:57  
Yeah, yeah, yeah.

4:58  
Their name and e-mail address.

5:00  
**Yeah, name and e-mail.**

5:02  
OK.

5:02  
So that's maybe the first option.

5:04  
Am I aware of my obligations under GDPR to report a breach within 7072 hours?

5:12  
Yes, I am aware.

5:13  
Where do I store data?

5:17  
So we have a CRM that's all cloud, all cloud, nothing off the cloud.

5:26  
Do we encrypt the data that we store?

5:29  
No, we do not encrypt data.

5:31  
And do I process customer payments over the phone?

5:35  
No.

5:38  
Sharing data with third parties?

5:41  
No we don't.

5:45  
And how do I handle data backups for critical data?

5:54  
Don't have a formal data process in place.

5:58  
Do you follow role based access control?

6:01  
Yes, to a degree.

6:05  
And just for reference there, we use kind of file sharing using in our G Suite environment.

6:09  
So we've access control on every document and

**so it would like certain members of staff would have full access and others wouldn't.**

6:20  
**Or do you know, do you kind of differentiate that way between staff?**

6:25  
It's more I have access to everything, access to everything else is turned off by default and then on a case by case basis, depending what the document is, I'll unlock access for a staff member.

6:36  
So it's not redesigned on role or hierarchy but more about needs rolling need, yeah, yeah.

6:45  
So who has admin privileges permissions that allow you to perform certain functions?

6:53  
Just myself in that case.

6:55  
And do we have MFA enabled for some business applications?

7:03  
We have e-mail and SMS based multi factor authentification.

7:13  
Do I or any of them employee employees share passwords with one another?

7:17  
Yes, some passwords are shared.

7:21  
Do I require staff passwords to have a minimum length?

7:24  
Yes, the software enforces this.

7:29  
Do I or my staff use password managers?

7:35  
I'm not 100% sure if everybody does or not.

7:37  
Not sure, so I'll just go with not sure the way enforced block listing passwords.

7:45  
This is where certain passwords are not allowed as they're too easy.

7:48  
The software does this by default.

7:53  
How often do I and employees engage with security cybersecurity training?

8:00  
We've never done?

8:04  
So what methods of cybersecurity training have we undertaken?

8:11  
So just maybe a box there on question 35, just to say not applicable, I'll write it in the other section.

8:17  
But just for those that said we hadn't.

question, 36, are employees required to report any suspicious activities or security instances?

8:28  
No.

8:28  
Now that I read it, I think we should be, but I'll answer as is and we're we're not at the moment, we don't have that in place 37 would you and your staff know how sorry would you and your staff know what to do if a cybersecurity incident occurs?

8:52  
I'm going to say yes.

8:54  
Actually no, I'm going to say not sure on that one because it hasn't been written down.

8:59  
Do you have a business continuity in in place document to prevent and recover potential threats such as fire, flood and cyber?

9:09  
I'm going to say no for that one and please follow the link if you are the only employee in your business.

9:16  
So I don't have to complete question 39, correct?

9:19  
Yeah, that's correct.

9:21  
OK, good stuff.

9:24  
OK, so there are the questions.

9:25  
Assembly now I'm feeding back on.

9:27  
Yeah.

9:28  
So is there should be a next button there is there, there is.

9:31  
So thank you for completing the tool.

9:33  
And this feedback is based on.

9:35  
Yeah, yeah.

9:37  
So I think that's good.

9:38  
There's no jargon used in question 40.

9:41  
Please comment on the language used, simple and straightforward.

9:46  
I think there's there's no, nothing else needed there as a tool was easy to use.

9:54  
And I'll just put in some questions just to add some supplementary questions.

9:59  
**Yeah, so that was the for question 35, was this for the.**

10:06  
Yeah, yeah.

10:12  
And for yeah.

10:12  
**The first question actually is what you said about how many staff could be a bit clearer.**

10:20  
Yeah, questions were relevant to my business.

10:23  
I'm going to just give that four out of five just because and maybe I'll say to see you first before I do, We're not really that active in processing or payments.

10:32  
Our our websites are just brochure websites.

10:34  
So I'll, I'll just put that underneath in question.

10:36  
45, Yeah, our digital presence is very minimal.

10:41  
Yeah.

10:45  
**So do you think it would have helped just to kind of, I guess that you might have been able to opt out of the kind of some of those questions possibly, if they'd kind of raised them in a certain way?**

10:55  
Yeah, I didn't mind answering them, but some of them were.

10:57  
No, I think they were all appropriate, though I don't think enough that would be necessary.

11:00  
It's just that we don't go down to the transactional level.

11:03  
So some of them just weren't too appropriate.

11:05  
**Yeah, cool.**

11:10  
OK, processes.

11:16  
It was a beneficial exercise, absolutely.

11:18  
And I probably should revise my current SOPS in light of the questions, an additional feedback.

11:29  
Maybe you could consider some more use cases and scenarios in the questions if you had time to do so.

11:38  
So there was a couple of questions around if there's a breach or do we know what to do and the questions were very good, but maybe some more sort of hypothetical scenarios could bring a bit more package onto it.

11:50  
**So like just to kind of give examples, so people who kind of know what you mean by cybersecurity incidents, something that's a little less kind of general maybe.**

11:59  
Yeah, maybe something along if a client, like if a client or a customer makes a makes a request or a claim or you know if the if they're the impetus from it.

12:11  
I think the questions are more centered on if something happens internally between me and my staff.

12:16  
But I know one of the things that would really scare me is if a client says something about AGDPR breach or you know, ask me something, I'd be, I'd be much more worried if a customer client asked.

12:31  
**So kind of what about the case where a customer raises A cybersecurity issue that they've come across, possibly through your company sort of a thing?**

12:38  
Yeah.

12:39  
Cyber issues or just general planning.

12:41  
Yeah, planning and policies because I know if it wouldn't be too applicable to me, but if I was dealing with anything, you know, customer sensitive customer data and they made that request to me, I think that will put it up maybe a bit more.

12:57  
And definitely for the businesses that are in that space, I think that would be a good question to ask.

13:04  
Yeah.

13:07  
OK.

13:07  
To submit.

13:08  
Yeah.

13:08  
That's great.

13:12  
Yeah.

13:13  
OK.

13:13  
Good stuff.

13:14  
Yeah.

13:15  
That's been really helpful.

13:17  
So, yeah, just before I forget, can you give us a postal address just to send out that voucher to you?

13:24  
Oh, you will did lovely.

13:25  
Yeah.

13:25  
Will you give it to you now?

13:26  
Yeah, Yeah.

13:27  
I'll just stop the.

13:30  
I'll stop the recording there and you can just.

13:32  
Yeah, you can type it up actually.

13:35  
That'll be.

13:35  
That's probably better.

13:37  
Yeah.

13:39  
What I'll do is I'll, I'll e-mail you back Brian, straight away with the address if that suits.

13:43  
Yeah, yeah, because this might disappear once we come off the call.

13:46  
Yeah.

13:46  
And that'd be great.

13:48  
**And so I'd like give you anything to add there, just any impressions of the study or anything kind of that you would have liked to seen in it.**

13:53  
You didn't, No, I think it's good.

13:55  
I think the the size is right.

13:59  
You didn't ask me for my location, but maybe you want to anonymize that.

14:03  
But it might be good for your own data to know what the spread looks like, just let's say rural versus city.

14:10  
You might be able to do some further analysis on, you know, the appetite or the the general uptake in the in the countryside versus the cities or in the part of the country.

14:20  
So maybe more demographic questions that are still anonymised at the beginning would suit who are the target audiences?

14:27  
Is there other SM ES like myself?

14:28  
Yeah.

14:29  
And kind of mainly kind of, I suppose almost micro SM ES as well.

**14:33  
You know, just kind of, yeah, sole traders and kind of people with less than 10 employees that's hard to think.**

14:39  
Do you know people who don't have the resources for IT really or they don't have in in house IT, you know, that sort of situation.

14:46  
I think a question if if it does suit a question around who your e-mail service provider is, would be a good show because it's either going to, from our own experience surveying companies, it's either going to be Google, Microsoft registered 365 or something else, but 90% of the people would be in the first to Google or Microsoft.

15:06  
That would be good because if you're planning any sort of recommendations and now comes, both Microsoft and Google have fantastic inbuilt ISO 27,000 and one systems and processes and and Mfas, whereas the others don't.

15:19  
And it's a nice gap analysis to say that, you know those that didn't, maybe just to see how they're answering certain questions because I feel quite confident because I know Google does most of it for me as would outlook if I had it in place.

15:31  
So maybe one of those macro questions about what tool you use for your primary communications or e-mail provider.

15:39  
**Yeah, yeah, no, that's that's a good one.**

**15:41  
I've I've heard of a, a couple of people mentioned Register 365.**

15:44  
All right.

15:44  
**So, yeah, yeah, no, that's a good tip.**

15:48  
Yeah.

15:48  
And other than that, I think it's all good.

15:50  
Yeah, Very clear.

15:51  
Easy to fill out as as we've done it in 10-15 minutes.

15:55  
So, yeah.

15:56  
All good.

15:58  
All right.

15:58  
Sure.

15:59  
**That's great.**

**15:59  
I suppose I'll let you go again at that.**

**16:01  
And don't forget to send me on that address and we'll get the voucher out to you.**

16:04  
Lovely.

16:05  
Thank you, Brian.

16:05  
And give us a shout If I can help on anything else, just let me know.

16:08  
**That's brilliant.**

**16:08  
Much appreciated.**

16:10  
Good stuff.

16:10  
Talk to you.

16:11  
OK.

16:11  
Cheers.

16:11  
Good luck.

16:12  
Bye now.