Board meeting

11 December 2024

**Cyber Security and Business Continuity Update**

Purpose of paper

For information and assurance

Board action required

The Board is asked to take note of the actions completed to date.

Brief summary

NICE is using an increasing and evolving range of technologies, with services and data accessed and stored both internally and via the cloud. Much of our business is online, enabling us to provide our core business offerings. Such a portfolio of systems and services are subject to various security threats from the external IT landscape, in addition to the emerging threat of AI being utilised as an attack tool. The cyber security of NICE’s devices, applications and systems is of high importance when considering factors such as disruption, finance and reputation related to a successful attack or breach.

To combat and mitigate against emerging threats, NICE is committed to a blend of implementing new tools to deal with the ever evolving cyber threat landscape along with a continuous improvement programme of improved compliance measured against established frameworks, certifications and industry best practice.

Through alignment against the Cyber Assessment Framework (CAF), as part of the 5-year CAF alignment transformation of the yearly NHS England Data Security and Protection Toolkit (DSPT) certification, adopting and taking part in the NHS Joint Cyber Unit’s best practice guidance and initiatives, and industry standards such as Cyber Essentials, NICE continually strengthens its security posture, business continuity and disaster recovery capabilities.

The purpose of this paper is to inform and provide an update, as part of NICE’s ongoing cyber strategy, of assurance to the NICE Board of NICE’s commitment in delivering robust information security measures to protect information and data processed and stored from misuse and cyber threats. These measures, informed by NICE’s cyber strategy, also have the aim of safeguarding privacy through increasingly secure and modern information governance and data sharing arrangements. This paper also provides an update on NICE’s IT Business Continuity activities and continual assessment and refinement of the Business Continuity Plan (BCP).

Board sponsor

Raghunath Vydyanath, Chief Information Officer