Information Security Breach Incident (IDL file) 3rd November.

This is just intended to make the committee aware of what happened last week, which as consequently been rectified.

Description:

On the 2nd / 3rd November, an IGT received information relating to an MPRN which didn't relate to them, but to another IGT. This being an obvious security data protection breach. The defect/issue was only realised when the IGT came to process it and internal flags alerted them that the MPRN didn't belong to them. Xoserve only became aware of the issue once the IGT raised this with them. IGTs argued that this was an *'uncontrolled security incident'* and was therefore a P1 incident with < 4-hour fix window. The incident was later escalated to Clive Nicolas.

Xoserve confirmed the root cause on 9th November, 6 days after the incident occurred. **Cause:** *creation of the MPRN process (IMC) overlapping with IDL file creation process.*

Solution: *enhanced performance of IGT SMP creation process, this will ensure all processing is completed by 8pm we expect the fix to take 2 weeks to complete from testing to release. Confident that the enhancement will ensure the processing is finished by 8pm however in any rare cases that it overruns the IDL job will be placed until the MPRN creation job has compete.*

Until the fix, we will monitor the job are if necessary stop the IDL processing to avoid any further data issues.