Incident Action Summary Report

Atlantis Group

Camms.

Print Date: 08-Jul-2022

INCIDENT ACTIONS

BY SCHEDULE

36 OVERDUE

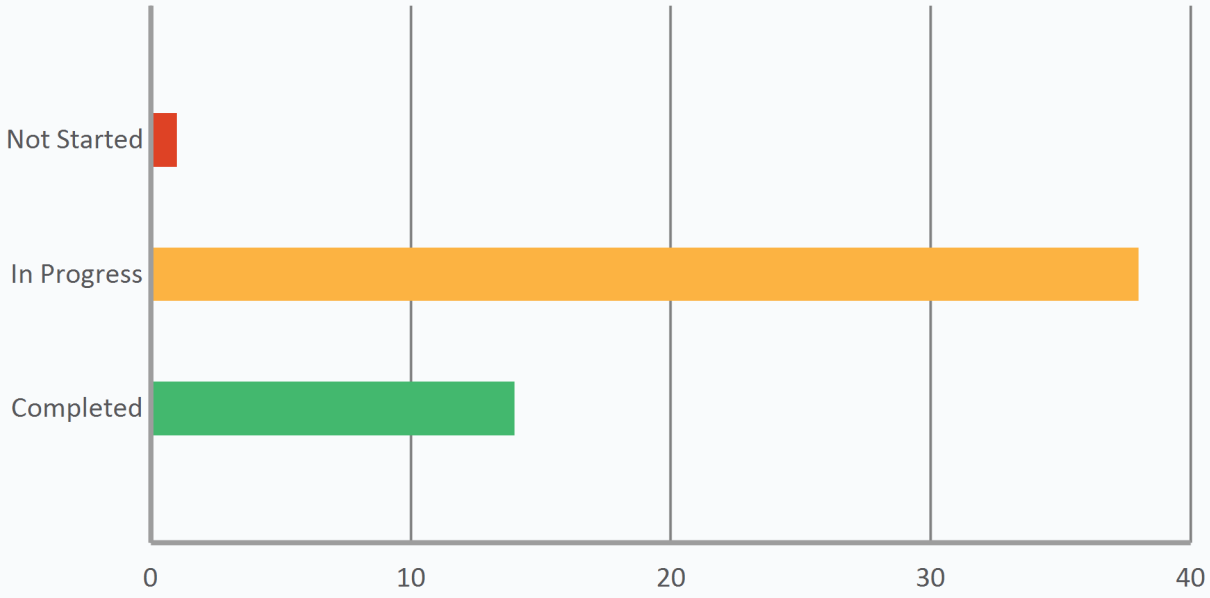
3 SCHEDULED

14 COMPLETED

INCIDENT ACTIONS

BY STATUS

0 ONGOING 1 NOT STARTED 38 IN PROGRESS 0 DEFERRED 14 COMPLETED



INCIDENT ACTION SUMMARY

OVERDUE

ISS - 1 IT System Malfunction			Potential Consequence **Very High**	Actual Consequence **N/A**	Status **Closed**
Responsible Officer: Joe Smith					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Run internal diagnostics and security checks	Andrea West	16-Jan-2020	20-Oct-2021	75%	In Progress
Comments: Process is moving along nicely and a summary of findings should be available by the scheduled end date					

IMS - 1 Swipe Card Malfunction			Potential Consequence **Very High**	Actual Consequence **N/A**	Status **Closed**
Responsible Officer: Andrea West					
Hierarchy Node: Organisation > Operations and IT > Support					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Review current Sensitive Data Policy	Andrea West	04-Apr-2019	31-May-2019	10%	In Progress

HAZ - 3 Blasting			Potential Consequence **Very High**	Actual Consequence **Major**	Status **Closed**
Responsible Officer: Riccardo Melton					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Establish warning signage	Joe Smith	08-Feb-2018	09-Jun-2018	50%	In Progress
Comments: Its anticipated to receive feedback within the next couple of days					

BI - 2 Breach of Compliance under the Financial Stability Standards	Potential Consequence **Low**	Actual Consequence **Minor**	Status **Closed**

Responsible Officer: Andrew James

Hierarchy Node: Organisation > Operations and IT

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Gaining the organisational reputation	Andrea West	10-Oct-2019	13-Feb-2022	40%	In Progress

Comments: In progress.

IMS - 3 Door to Server Room left Unlocked overnight	Potential Consequence **Very High**	Actual Consequence **Moderate**	Status **Open**

Responsible Officer: Joe Smith

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Update LockSafe Software Version	Joe Smith	17-Jul-2018	02-Aug-2018	75%	In Progress

Comments: Software request has been lodged. Expected completion prior to the 26th of September.

HAZ - 1 Caught In Or Struck Moving Machinery which has explosive chemicals	Potential Consequence **Moderate**	Actual Consequence **Moderate**	Status **Closed**

Responsible Officer: Andrea West

Hierarchy Node: Organisation > Corporate Strategy > Human Resources

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Review CCTV Footage	Andrea West	28-Feb-2019	21-Apr-2022	20%	In Progress

Comments: Management has greater confidence in the teams approach

INJ - 5 Senior tech staff stumbled in the restroom	Potential Consequence **Low**	Actual Consequence **Minor**	Status **Closed**

Responsible Officer: Tom Jones

Hierarchy Node: Organisation
Organisation > Operations and IT

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Review of hazard identification and reporting procedure	Joe Smith	02-Nov-2018	20-Nov-2018	0%	Not Started

Comments: Initial findings released to WHS committee

WB -1 Workplace Bullying			Potential Consequence **N/A**	Actual Consequence **N/A**	Status **Open**
Responsible Officer: Andrew James					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
To continue to report any untoward workplace behavior to a senior staff member should it arise again.	Andrea West	30-Nov-2018	11-Apr-2019	10%	In Progress

INS - 1 Building inspection at LLS office			Potential Consequence **High**	Actual Consequence **N/A**	Status **Open**
Responsible Officer: Andrea West					
Hierarchy Node: Organisation > Operations and IT > Innovation					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Conducting through inspection on each departments	Andrea West	17-Jan-2020	30-Jun-2021	45%	In Progress
Comments: The senior officials are in the process of conducting the inspection.					
Provide adequate controls to each departments	Andrea West	25-Mar-2021	25-Mar-2021	89%	In Progress

NM - 1 An employee trips over an extension cord that lies across the floor			Potential Consequence **Moderate**	Actual Consequence **Minor**	Status **Open**
Responsible Officer: Andrea West					
Hierarchy Node: Organisation > Corporate Strategy > Human Resources					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Organise payment of damage as per third party insurance details.	Andrea West	15-Apr-2019	24-Apr-2019	10%	In Progress
Comments: On track to be completed prior to the due date.					

NM - 3 Light cover fell and broke on impact from floor			Potential Consequence **Moderate**	Actual Consequence **Moderate**	Status **Open**
Responsible Officer: Andrew James					
Hierarchy Node: Organisation > Operations and IT > Innovation					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Implement Office Lighting Quality Check	Andrea West	26-Apr-2019	30-May-2019	10%	In Progress

HAZ - 5 Waste collection			Potential Consequence **Low**	Actual Consequence **Moderate**	Status **Closed**
Responsible Officer: Madeline Jones					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Manual handling training course	Jack Watts	19-Dec-2018	23-Jun-2019	24%	In Progress
Comments: Training's are still under process covering around 20 from 140 employees					

COM - 1 Verbal abuse allegedly directed towards child			Potential Consequence **Moderate**	Actual Consequence **N/A**	Status **Closed**
Responsible Officer: Andrew James					
Hierarchy Node: Organisation Organisation > Legal & General					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Undertake a training with the employees	Andrea West	08-Jun-2020	30-Nov-2021	60%	In Progress

COM - 2 Concerns about the roster changes recently put in place at your group home.			Potential Consequence **Moderate**	Actual Consequence **N/A**	Status **Open**
Responsible Officer: Andrew James					
Hierarchy Node: Organisation > Operations and IT					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Review staff roster policy	Andrea West	01-Jun-2020	22-Nov-2021	31%	In Progress

CMP - 1 Efficiency of Service			Potential Consequence **High**	Actual Consequence **N/A**	Status **Open**
Responsible Officer: Andrew James					
Hierarchy Node: Organisation > Operations and IT Organisation > Marketing Organisation > Corporate Strategy					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Further action plan after the compliment given	Andrea West	07-Apr-2020	23-Feb-2021	24%	In Progress
Comments: Looking forward on improving the service more.					

ISS - 1 Failure to develop key competencies and behaviors.	Potential Consequence **N/A**	Actual Consequence **N/A**	Status **Closed**

Responsible Officer: Jack Watts

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Performing training for employees	Andrea West	12-May-2020	25-Feb-2021	60%	In Progress

Comments: Planning for this training has began.

BI - 8 An advanced persistent threat gain access to an encrypted list of password.	Potential Consequence **Very High**	Actual Consequence **N/A**	Status **Closed**

Responsible Officer: Tom Jones

Hierarchy Node: Organisation > Operations and IT > Support

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Identification of the root cause of the incident	Elizabeth McMahon	06-Mar-2020	06-Mar-2021	88%	In Progress

INJ - 4 Tripping injury to member of the staff in breakroom	Potential Consequence **Very High**	Actual Consequence **Minor**	Status **Closed**

Responsible Officer: Clarke Chan

Hierarchy Node: Organisation
Organisation > Operations and IT

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Hazard warnings to be placed within the breakroom	Joe Smith	16-Jun-2020	30-Jun-2022	79%	In Progress

BI - 5 The system was access by an unauthorised third party	Potential Consequence **High**	Actual Consequence **N/A**	Status **Open**

Responsible Officer: Elizabeth McMahon

Hierarchy Node: Organisation > Operations and IT

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Outsourced functions to be in house	Andrea West	12-Jun-2020	22-Oct-2020	74%	In Progress
Maintenance plan on the system to prevent unauthorized access	Riccardo Melton	11-May-2020	03-Sep-2020	45%	In Progress

BI - 1 A networking device crashes, bringing down several services	Potential Consequence **Low**	Actual Consequence **Moderate**	Status **Open**

Responsible Officer: Clarke Chan

Hierarchy Node: Organisation
Organisation > Operations and IT > Systems
Organisation > Operations and IT

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
External Security Consultant for system audit	Andrew James	26-Nov-2020	29-Apr-2022	86%	In Progress
Comments: Looking forward on improving the service more.					
Hacked User accounts to be deactivated	Clarke Chan	17-Nov-2020	24-Jun-2022	75%	In Progress
Comments: On track to be completed prior to the due date					

FD - 1 Poor quality food received at Serendib Home	Potential Consequence **High**	Actual Consequence **Major**	Status **Open**
Responsible Officer: Clarke Chan			

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
The food received at the Serendib Home to be inspected.	Shannon Roma	08-Apr-2021	20-Nov-2021	91%	In Progress

JESA 1 Damage to property	Potential Consequence **N/A**	Actual Consequence **Major**	Status **Closed**
Responsible Officer: Clarke Chan			

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Immediate check for any other related incidents that occur	Andrea West	28-Jul-2021	10-Nov-2021	50%	In Progress
Follow all process and procedures to ensure utmost quality	Clarke Chan	11-Aug-2021	29-Oct-2021	20%	In Progress

R1 Mary James	Potential Consequence **Low**	Actual Consequence **N/A**	Status **Open**
Responsible Officer: Andrea West			

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Hazard warnings to be placed within the breakroom	Andrea West	01-Dec-2021	01-Dec-2021	20%	In Progress
All tripping hazards to be removed from breakroom	Jack Watts	01-Dec-2021	30-Apr-2022	89%	In Progress

CT1 Weekly Supply Strategy Reporting – Content Review	Potential Consequence **N/A**	Actual Consequence **N/A**	Status **Open**
Responsible Officer: David Murray			

Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Engage with the Reporting team to provide the latest Weekly Supply Report	David Murray	07-Dec-2021	03-Feb-2022	50%	In Progress
Review the Weekly Supply Report against the control objectives	Shannon Roma	30-Nov-2021	04-Jan-2022	90%	In Progress

SIE - 1 Web Server Attack - Multiple Web Attacks			Potential Consequence **Moderate**	Actual Consequence **Moderate**	Status **Open**
Responsible Officer: Joe Smith					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Review and validate if detected patterns are related to malicious activity.	Jack Watts	23-Dec-2021	16-Feb-2022	26%	In Progress
Equip database or other storage mechanism with solutions for stronger protection on any persisted attack payloads	Susan Wright	23-Dec-2021	25-Mar-2022	88%	In Progress
Identify the source of the web attack and block source IP at the firewall	Jack Watts	31-Dec-2021	28-Feb-2022	78%	In Progress

DSB - 1 The system was accessed by an unauthorised third party			Potential Consequence **Very High**	Actual Consequence **Catastrophic**	Status **Closed**
Responsible Officer: Madeline Jones					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Investigation on how the system was accessed by the third party	Jack Watts	21-Dec-2021	17-Feb-2022	60%	In Progress
Comments: Investigations are still in progress.					
Outsourced functions to be in house	Jack Watts	26-Dec-2021	10-Mar-2022	50%	In Progress

VT - 1 Birthday attacks against TLS ciphers with 64bit block size vulnerability (Sweet32)			Potential Consequence **Very High**	Actual Consequence **Moderate**	Status **Open**
Responsible Officer: Madeline Jones					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Review and Update BCP on the network infrastructure	Jack Watts	05-Oct-2021	28-Jun-2022	55%	In Progress
Comments: Review the critical network asset impacted, to confirm if available warranty and service from a trusted vendor. Further details on the network device's end of life would help assess and confirm replacement to a newer model.					

SCHEDULED

VT - 1 Birthday attacks against TLS ciphers with 64bit block size vulnerability (Sweet32)			Potential Consequence **Very High**	Actual Consequence **Moderate**	Status **Open**
Responsible Officer: Madeline Jones					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Review and update disaster recovery procedures	Elizabeth McMahon	02-Dec-2021	17-Feb-2023	20%	In Progress
Disable and stop using DES, 3DES, IDEA or RC2 ciphers	Susan Wright	11-Dec-2021	22-Dec-2022	78%	In Progress

INJ - 9 Jane Doe - vehicle collision			Potential Consequence **Insignificant**	Actual Consequence **Insignificant**	Status **Open**
Responsible Officer: Athen Clarke					
Hierarchy Node: Organisation > Operations and IT					
Action Name	Responsible Officer	Start Date	Due Date	Percent Completed	Status
Submit investigation report	Andrea West	30-May-2022	14-Mar-2023	15%	In Progress

COMPLETED

HAZ - 3 Blasting				Potential Consequence **Very High**	Actual Consequence **Major**	Status **Closed**
Responsible Officer:	Riccardo Melton					
Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Lay new tiles across foyer floor	Joe Smith	11-Jul-2018	17-Jul-2018	12-Sep-2017	100%	Completed

BI - 4 Emailing of inappropriate information to staff without sufficient security privileges				Potential Consequence **High**	Actual Consequence **N/A**	Status **Open**
Responsible Officer:	Madeline Jones					
Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Identify who gained access to the document	Andrea West	01-Aug-2019	23-Apr-2020	22-Jun-2020	100%	Completed
Comments: I have collated this list, and completed this as far as is possible within the limits of technology.						
Develop internal communication plan	Jack Watts	04-Jul-2019	12-Jul-2019	22-Jun-2020	100%	Completed
Comments: This communication plan has been completed, and is submitted for review.						
External Security Consultant for system audit	Riccardo Melton	04-Nov-2019	22-May-2020	22-Jun-2020	100%	Completed

CL - 2 Jane Doe - vehicle collision				Potential Consequence **Very High**	Actual Consequence **N/A**	Status **Closed**
Responsible Officer:	Madeline Jones					
Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Organise payment of damage as per third party insurance details.	Joe Smith	25-Jul-2018	29-Aug-2018	19-Jan-2018	100%	Completed

HAZ - 1 Caught In Or Struck Moving Machinery which has explosive chemicals	Potential Consequence **Moderate**	Actual Consequence **Moderate**	Status **Closed**

Responsible Officer: Andrea West

Hierarchy Node: Organisation > Corporate Strategy > Human Resources

Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Review alcohol and drug test	Andrea West	18-Jul-2019	26-May-2022	03-Jun-2020	100%	Completed

Comments: Awaiting on the senior board approval

NM - 2 Fallen Tree	Potential Consequence **Very High**	Actual Consequence **Major**	Status **Open**

Responsible Officer: Andrew James

Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Organise clean up of fallen tree and review of flora within the area.	Andrea West	01-Mar-2019	15-Mar-2019	18-Mar-2019	100%	Completed

HAZ - 5 Waste collection	Potential Consequence **Low**	Actual Consequence **Moderate**	Status **Closed**

Responsible Officer: Madeline Jones

Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Importance of Waste disposal awareness program	Andrea West	01-Mar-2019	29-Apr-2019	26-Apr-2019	100%	Completed

INJ - 4 Tripping injury to member of the staff in breakroom	Potential Consequence **Very High**	Actual Consequence **Minor**	Status **Closed**

Responsible Officer: Clarke Chan

Hierarchy Node: Organisation
Organisation > Operations and IT

Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
All tripping hazards to be removed from breakroom	Andrea West	05-Sep-2019	06-Sep-2019	20-Feb-2020	100%	Completed

BI - 5 The system was access by an unauthorised third party	Potential Consequence **High**	Actual Consequence **N/A**	Status **Open**

Responsible Officer: Elizabeth McMahon

Hierarchy Node: Organisation > Operations and IT

Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Hacked User accounts to be deactivated	Jack Watts	11-Jun-2020	30-Jun-2020	03-Sep-2020	100%	Completed

BI - 1 A networking device crashes, bringing down several services	Potential Consequence **Low**	Actual Consequence **Moderate**	Status **Open**

Responsible Officer: Clarke Chan

Hierarchy Node: Organisation
Organisation > Operations and IT > Systems
Organisation > Operations and IT

Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Identification of the root cause of the incident	Joe Smith	15-Nov-2021	28-Apr-2022	07-Apr-2022	100%	Completed

Comments: Management has endorsed additional mitigating actions to address the gaps identified in this review. There is an expectation that these will be addressed in the next half-year review to ensure that the risk remains below tolerance.

FD - 1 Poor quality food received at Serendib Home	Potential Consequence **High**	Actual Consequence **Major**	Status **Open**

Responsible Officer: Clarke Chan

Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Provide update for feedback provided person	Riccardo Melton	08-Jun-2021	08-Oct-2021	30-Aug-2021	100%	Completed

SIE - 1 Web Server Attack - Multiple Web Attacks	Potential Consequence **Moderate**	Actual Consequence **Moderate**	Status **Open**

Responsible Officer: Joe Smith

Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Improve data validation logic in application	Andrea West	23-Dec-2021	28-Jan-2022	09-Mar-2021	100%	Completed

Comments: Successfully completed.

DSB - 1 The system was accessed by an unauthorised third party				Potential Consequence **Very High**	Actual Consequence **Catastrophic**	Status **Closed**
Responsible Officer:	Madeline Jones					
Action Name	Responsible Officer	Start Date	Due Date	Completion Date	Percent Completed	Status
Maintanance plan on the system to prevent unauthorized access	Joe Smith	01-Jan-2022	28-Feb-2022	24-Mar-2020	100%	Completed

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