



Threat and Risk Assessment Summary

Big White Wall

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Introduction

The Ontario Telemedicine Network ("OTN") provides medical services to Ontarians by connecting health care practitioners and specialists with patients throughout the province by leveraging technological solutions that facilitate access to care. OTN is a not-for-profit organization with a mandate to support innovative methods of delivering health care to patients across the province. In accordance with this mandate, OTN, through other partnerships, has supported the delivery of solutions such as video-based "eVisits" and remote patient monitoring.

This document provides a summary of the key findings from the Threat and Risk Assessment ("TRA") that was commissioned by OTN for Big White Wall – an online mental health and well-being service.

Background

OTN has partnered with Big White Wall ("BWW"), a UK-based organization which is providing a solution to give individuals suffering from mild to moderate mental health problems an anonymous outlet and access to resources to connect with individuals suffering from similar problems or clinicians for support.

The solution has been operational in the United Kingdom since 2007 and OTN began an initial targeted pilot in Ontario in 2017 with approximately 1,200 participants involved. During this pilot period, OTN provisioned users with email addresses to register patients and provided an e-mail forwarding service which was linked to the patients' personal e-mail address. Using this method, BWW did not have access to patients' personal e-mail address.



An expanded pilot of BWW launched in Ontario in Spring 2018. For the new pilot, users are able to register directly using their own email address. OTN and BWW have entered into an agreement to have personal identifiers hosted in a Microsoft Azure SQL database, in Canada. The remainder of the infrastructure and hosting remains in the United Kingdom.

Threat and Risk Assessment

OTN understands that BWW, like other Telemedicine services, must operate in an environment that protects the security and privacy of individuals using the system. As part of its ongoing risk management practices, OTN has asked Valencia IIP Advisors Ltd. (“Valencia”) to conduct a TRA on BWW’s services. The scope of the TRA also included risks associated with OTN’s use of the BWW infrastructure and systems.

TRA Methodology

The TRA was based on the Communications Security Establishment Canada (CSEC) and the RCMP’s Harmonized Threat and Risk Assessment (HTRA) methodology, which provides a consistent means of calculating risks based on objective valuations of threats, assets, and vulnerabilities. The HTRA methodology was created by the Government of Canada and is widely used in the health care sector.

Key Findings and Risk Treatment Status

A total, of 6 Risk Scenarios were identified with 3 rated as “Medium” and 3 rated as “Low”. The assessment indicated that BWW was exposed to an overall risk level of “Medium” and provided a set of recommendations with the aim of reducing the residual risk level to “Low”. OTN and BWW have taken the required steps to achieve the desired target risk of “Low”/“Very Low”.

The following table provides a high-level summary of the identified risks, their ratings (original and current) along with the risk treatment status.

Risk Scenario:	Original Risk Rating:	Current Risk Rating:	Risk Treatment Status:
Risk of undetected security incidents.	MEDIUM	LOW	COMPLETED (MITIGATED)



Risk of compromise of BWW user account.	LOW	VERY LOW	COMPLETED (MITIGATED)
Risk of application compromise via admin credentials.	MEDIUM	LOW	COMPLETED (MITIGATED)
Risk of system compromise due to unpatched application or server components.	MEDIUM	LOW	COMPLETED (MITIGATED)
Risk of compromise due to ineffective/insufficient technical security safeguards.	LOW	LOW	COMPLETED (ACCEPTED)
Security issues managed by the hosting provider not communicated to OTN in timely manner.	LOW	LOW	COMPLETED (ACCEPTED)

Please contact OTN's Information Security Department should you have any questions: security@otn.ca