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Multitone i-Message - Statement of Compliance

The Multitone i-Message system is designed as an always available, resilient, critical messaging platform. Multitone certifies that the Multitone i-Message system uses a customised, hardened Windows Server OS and is supplied with the latest operating system security patches and updates when commissioned at a customer site. Once installed into the 'End User's' environment it is the responsibility of the 'End User' to ensure that the operating system is updated as required, subject to the restrictions and conditions listed below, particularly where updates may cause an OS to reboot.

The application of Microsoft Windows updates needs to be undertaken in a controlled manner, where correct procedures are followed to ensure that minimal downtime is experienced on the system, to prevent loss of service to a critical system during an update. If required the Hospital "CAB" procedure will need to be correctly instigated, with a description of works and potential impact on services highlighted to the Trust. If Microsoft Windows updates are applied they will need to be done **manually** and **not set to automatic**. Any updates that require a system re-start will need to be attended by a Multitone Engineer to ensure that all works are undertaken in the correct manner, so there is a minimal risk to the system and its associated components.

As the Multitone i-Message system sits behind the Hospital Firewall and generally does not have direct access to the internet, the only way in which the Multitone i-Message system is impacted by the type of cyber event, such as: 'WannaCry', is if the Hospital network is already compromised. Generally, the Multitone i-Message systems sits on its own V-LAN separated from the main/core network with only specific ports used for browser sessions etc., being routed through and again this adds a level of security by limiting the amount of network traffic allowed to access the Multitone i-Message servers and equipment.

Furthermore, it is the responsibility of the 'End User' to install and maintain the appropriate Anti-Virus and/or Anti-Malware protection, which is compliant with the "End User's" policy. Most Anti-Virus software has been tested with Multitone i-Message servers and applications; these include Sophos and McAfee.

However, please inform Multitone and provide a copy of any specific product, if it is planned to install a different Anti-Virus so that it can be fully tested prior to installation to ensure there are no detrimental effects. It is also advised that if the installation of Anti-Virus requires a server re-start, it is necessary that a Multitone Engineer is present to ensure any loss of service is minimised and controlled. This would require the authorisation of the trust via normal CAB procedures in use, before any works can commence. If an update to Anti-Virus requires the servers to be re-started the above would re-apply.

If a Multitone Engineer is required on site for Trust specific security policy updates, this would be a chargeable visit and would need to be organised with Multitone to schedule a suitable date to have an Engineer in attendance.

A note on Multitone i-Message peripheral network devices

The Multitone i-Message eco-system also supports a range of peripheral devices. These are designed to sit behind the Multitone i-Message system and therefore in the customer's network. Whilst these devices are network enabled, with the exception of the System Control Units (SCU) they are not windows devices and use a hardened and embedded OS and only communicate to the Multitone i-Message system at the application level via a proprietary protocol. They cannot be utilised as a gateway or point of entry back to the Multitone i-Message system. The SCU's can support anti-virus and windows updates though care should be taken when performing updates to the Windows OS.

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