

# Medical Device/Equipment ALERT

Ref. MDEA(NI)2007/091

Issued: 26<sup>th</sup> October 2007

For:

IMMEDIATE ACTION	
<b>ACTION</b>	✓
UPDATE	
INFORMATION	



**HEALTH ESTATES**

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	Section
<b>Medical Device/Equipment:</b> Telecommunication Equipment.	▶ ①
<b>Problem:</b> Unauthorised fraudulent access can be gained to telecommunication equipment which does not have adequate security controls in place.	▶ ②
<b>Action by:</b> Telecommunications and ICT managers / system administrators.	▶ ③
<b>Action:</b> System administrators should ensure that factory set administration account passwords be changed before any new systems are brought into service, and that staff comply with the organisations security policy.	▶ ④
<b>Distributed by NIAIC to:</b> Chief Executive of each HSS Board Chief Executive of each HSS Trust Chief Executive of each Agency NIAIC Liaison Officers	▶ ⑤
<b>Contacts</b> Details of NIAIC contacts for technical aspects.	▶ ⑥
<b>Feedback Requirements to NIAIC</b> None required.	▶ ⑦

This Alert is on our web site: <http://www.dhsspsni.gov.uk/niaic>

## 1. DEVICE/EQUIPMENT:

Telecommunication equipment.

## 2. PROBLEM:

A problem has been identified where an unknown party gained access to a Trust telephone system, took control and made unauthorised use of the system. It is believed they gained initial access through administrator accounts on the voice mail system which had remained with an original factory set default account and password. The level of outside control was not fully determined, but it is understood that the person(s) who gained access had considerable detailed telecom knowledge. In the reported incident no long term damage was observed, but it is feasible that authorised access could have been denied, leading to temporary loss of service and a risk to patient safety.

## 3. ACTION BY:

Telecommunications and ICT managers / system administrators.

## 4. ACTION:

System administrators should ensure that all factory set account passwords should be changed before any new systems are brought into service, and that staff comply with the organisations security policy.

## 5. ONWARD DISTRIBUTION TO:

Please bring this notice to the attention of all who need to know or be aware of it. This will include distribution to:

- Estates Managers
- Telecommunications Managers
- ICT Managers

## 6. CONTACTS:

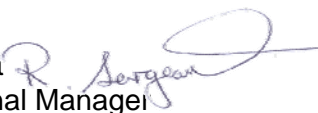
Enquires to NIAIC should quote reference number MDEA(NI)2007/91 and be addressed to:

Northern Ireland Adverse Incident Centre (NIAIC)  
Health Estates  
Estate Policy Directorate  
Stoney Road  
Dundonald, Belfast, BT16 1US

Tel: 028 9052 3868  
Fax: 028 9052 3900  
Email: [NIAIC@dhsspsni.gov.uk](mailto:NIAIC@dhsspsni.gov.uk)

## 7. FEEDBACK:

None required.

Robert Sergeant   
NIAIC Operational Manager

### HOW TO REPORT ADVERSE INCIDENTS

Adverse Incidents relating to medical devices, non-medical equipment, plant and buildings should be reported to NIAIC as soon as possible. Advice on how to report is given in MDEA(NI)2006/01. If you are in doubt about how to report incidents, please speak to your liaison officer or contact NIAIC using the telephone number provided. Adverse Incident reporting forms and an on-line reporting facility are available on the NIAIC website at [www.dhsspsni.gov.uk/niaic](http://www.dhsspsni.gov.uk/niaic)

*Heath Estates is an Executive Agency of the Department of Health, Social Services and Public Safety*