

Lugo™

CLIENT CASE STUDY

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ABOUT

Hillhead Housing Association 2000 is a community-focused organisation situated in the Hillhead area of Kirkintilloch. The Association owns and manages 830 properties and delivers high quality maintenance and housing services to tenants, as well as a programme of community support encompassing welfare rights and tenancy sustainment.

INITIAL UNDERSTANDING AND APPROACH TO CYBER SECURITY

Before engaging with Lugo, Hillhead Housing Association had a basic understanding of the importance of cyber security. However, we lacked the appropriate technical controls and measures. This gap left could have left us vulnerable to potential cyber threats and highlighted the need for a more structured approach to cyber security.

MOTIVATION FOR SEEKING CYBER ESSENTIALS AND CYBER ESSENTIALS PLUS CERTIFICATION

Our primary motivation for seeking Cyber Essentials certification was to provide reassurance to ourselves and our stakeholders that we were taking all necessary steps to secure our data and systems. The Cyber Essentials certification serves as a benchmark for cyber security practices, and obtaining it was a way to demonstrate our commitment to protecting sensitive information. Additionally, we pursued the Cyber Essentials Plus certification to validate that the measures we had implemented were not only in place but also effective in mitigating cyber risks. This higher level of certification involved rigorous testing and provided an extra layer of confidence in our cyber security posture.



BEGINNING THE CYBER ESSENTIALS PREPARATION WITH LUGO

The process of preparing for Cyber Essentials certification with Lugo began with a thorough assessment of our existing IT infrastructure. The first actions taken included identifying all IT assets within our organisation and understanding who our users were. This foundational knowledge was crucial for developing a comprehensive strategy. Lugo's team helped us map out our IT environment, ensuring that we had a clear picture of our assets and their associated risks.

LUGO'S ASSISTANCE IN IMPLEMENTING CYBER SECURITY MEASURES

Lugo played a pivotal role in helping us understand and implement the necessary cyber security measures. Their team provided clear, non-technical explanations of what needed to be done, making it easier for us to grasp the requirements and take appropriate actions. Lugo's approach was tailored to our specific needs, ensuring that we could implement the measures effectively without feeling overwhelmed by technical jargon.



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SIGNIFICANT MILESTONES AND BREAKTHROUGHS

One of the significant milestones during our journey towards certification was the integration of cyber security into our regular conversations. With Lugo's guidance, it became a regular topic of discussion. This shift in mindset was a breakthrough for our organisation, as it ensured that cyber security remained a priority throughout the year, not just during audits.

CHALLENGES AND OBSTACLES

Interestingly, we did not encounter any significant challenges or obstacles during the certification process. This smooth experience can be attributed to Lugo's comprehensive support and proactive approach. Their team was always available to address any concerns and provide guidance, which helped us navigate the process without any hiccups.

TEAM ADAPTATION TO NEW CYBER SECURITY MEASURES

Our team adapted exceptionally well to the new cyber security measures. The awareness of cyber security within our organisation is now at an all-time high. Training videos, which are short and to the point, have been good in maintaining this high level of awareness. These videos ensure that everyone in the organisation, regardless of their technical expertise, understands the importance of cyber security and their role in protecting our data.



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PROCESS OF ACHIEVING CYBER ESSENTIALS AND PLUS CERTIFICATION

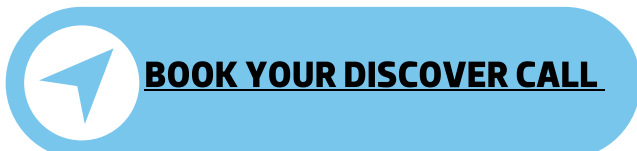
Achieving Cyber Essentials and Cyber Essentials Plus certification involved several steps, all of which were guided by Lugo. The process started with a self-assessment, where we evaluated our current cyber security practices against the Cyber Essentials criteria. Lugo then helped us address any gaps identified during the self-assessment. The final step was an assessment conducted by a third party, which validated that our cyber security measures were effective. Lugo's support throughout this process was invaluable, ensuring that we met all the requirements and achieved certification.

IMPORTANCE OF LUGO'S SUPPORT

Lugo's support was crucial in helping us achieve certification. Their expertise and guidance made a significant difference, particularly in areas where we lacked technical knowledge. Lugo's team was always available to answer questions, provide advice, and offer solutions to any issues that arose. Their hands-on approach ensured that we were well-prepared for the certification assessments.

CONFIDENCE IN CYBER SECURITY POST-CERTIFICATION

With the Cyber Essentials Plus certification, we are now confident that we are doing everything possible to manage and mitigate cyber security risks. The certification has provided us with a robust framework for protecting our data and systems, and we feel reassured that our cyber security measures are effective.



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KEY LESSONS LEARNED

One of the key lessons we learned from this experience is that cyber security is not the sole responsibility of the IT team. It is a shared responsibility that involves everyone in the organisation. By fostering a culture of cyber security awareness, we have ensured that all employees understand their role in keeping our information secure.

FUTURE PLANS FOR CYBER SECURITY

Looking ahead, we plan to continue working with Lugo to maintain and build upon our cyber security measures. This includes keeping our systems up to date, monitoring them regularly, and providing ongoing cyber security training for our users. Lugo's assistance will be instrumental in helping us stay ahead of emerging cyber threats and ensuring that our cyber security practices remain robust.

ADVICE FOR OTHER HOUSING ASSOCIATIONS

For other housing associations embarking on the journey to Cyber Essentials certification, our advice is to seek the help of experts like Lugo. With their support, gaining Cyber Essentials certification is straightforward. While obtaining Cyber Essentials Plus requires more effort, it is ultimately worth it for the added assurance and protection it provides.



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ADDITIONAL INSIGHTS

We could not have achieved these certifications without Lugo's advice and guidance throughout the process. Their expertise and support were invaluable, and we are grateful for their assistance.

DESCRIBING LUGO IN THREE PHRASES

- Very helpful
- Very approachable
- An extension of our team

This case study highlights the transformative journey of our Housing Association in enhancing cyber security with Lugo's expert support. Their guidance has not only helped us achieve certification but also fostered a culture of cyber security awareness within our organisation.

