Transforming Children's Hospital Foundation into a Cyber Strong Non-Profit Organisation

Children's Hospital Foundation

Children's Hospital Foundation (CHF) was unsure where their cyber security posture stood. They utilised both internal and outsourced IT support but were unclear on their cyber security position, and wanted to ensure that CHF had a strong digital defence. They found a reliable partner in ONGC, who showed them how to turn things around. This led to improved cyber protection overall, supported by a forward-looking partnership.

The Objective: From Zero to Hero in Cyber Security and Compliance

When CHF partnered with ONGC, their main objective was clear: establish a strong cyber security improvement strategy to increase defences, and reach the required level of compliance with imminent amendments to the Critical Infrastructure Act 2018 (SOCI Act) and the Privacy Act 1988. CHF understood that aligning to the Australian Cyber Security Centre's Essential Eight framework was the right place to start.

The Solution: An Expertly-Crafted Cyber Security Strategy

ONGC approached the project with a clear and structured methodology. Every step was well planned and executed, beginning with a thorough initial audit of CHF's environment. This was crucial because it gave a detailed understanding of the existing systems and highlighted any gaps in CHF's cyber security coverage.

The Road to Enhanced Security

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To build momentum and demonstrate value early on, ONGC focused on quick wins within the first 90 days.

These improvements showcased the potential of the long-term strategy, which proved vital to align with the CHF board's requirements.

2
ONGC then developed a comprehensive 12-month improvement plan.

This roadmap was aligned with the Essential Eight, and aimed at achieving Maturity Level 2. It provided a clear path forward, detailing the steps to boosting cyber security over the year.

CHF was impressed with the results of the initial engagement that focused on cyber security improvements. The initial 12-month period demonstrated significant risk reduction that allowed the organisation to operate smoothly with greater peace of mind.

Following the success of the initial Cyber Security strategy and roadmap implementation, CHF decided to expand the partnership with ONGC, now leveraging ONGC's Reach Secure package. It includes both the existing Managed Cyber Security services and also Managed IT services, which was migrated from another provider. This is a more holistic and proactive partnership that ensures risk mitigation, operational optimisation, and efficiency.

Key Success Factors that Worked for CHF

Several factors were instrumental in the success of ONGC's solution for CHF, including the comprehensive audit, the quick wins, the tailored roadmap, board involvement, and ongoing support.

Comprehensive Audit

The initial assessment provided a clear understanding of CHF's existing systems and identified critical gaps that needed to be addressed. It set the foundation for all subsequent actions.

Quick Wins

Achieving early successes within the first 90 days helped build trust and demonstrated the value of the long-term strategy. These quick wins were essential in gaining the confidence of CHF's stakeholders and maintaining momentum.

Tailored Roadmap

The 12-month improvement plan was customised to meet CHF's specific needs and aligned with industry best practices. This personalised approach ensured that the strategy was relevant and effective.

Board Involvement

ONGC provided regular updates and reports to the CHF board, plus direct interactions and consultations with them. The well-informed board responded positively and continued to invest in the project.

Combined Managed IT & Cyber Security

Reach Secure's integration of managed IT services with advanced cyber security measures empowered ONGC as a single provider with a comprehensive understanding of CHF's entire IT infrastructure. It also ensures efficient communication and faster response times.

"The approach we've taken here with ONGC has been great. It's a formal approach, so it stacks up to the board's desire around having an appropriate framework.

Finding a fit-for-purpose solution is necessary. Not all NFPs are going to be of the right size and scale to adopt ISO. For instance, they may not have the internal resources. So, it's about finding that right balance of internal capability and a service provider that can deliver something that's fit-for-purpose for that business as they are."

Simon Smith
Chief Operating Officer at CHF

The Positive Impact of CHF's Cyber Security Transformation

The collaboration between CHF and ONGC resulted in these key benefits:

Stronger Security: ONGC's custom solution greatly improved CHF's cyber security.

Reduced Risks: Better risk management for the board and stakeholders.

Compliance: Monthly compliance reports presented to the CHF board and team.

Board Support: Regular updates kept the board engaged and supportive.

Responsive Team: CHF gets assistance beyond expectations, because ONGC is always available and willing to answer questions even when not part of the original scope.

Better Decisions: Data & dashboards helped CHF identify and fix issues.

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"From my perspective, the team has consistently gone above and beyond. Whenever I have had a security-related query, they have been prompt and capable in their responses, even assisting with insurance questions and other matters beyond the scope of our agreement. The team's readiness to address any security concerns has been invaluable, and their willingness to assist is greatly appreciated."

Alistair Burton
Senior IT Projects &
Systems Manager, CHF

CHF Plans for Future & Ongoing Improvement

Building on their success, CHF looks forward to maintaining their cyber security efforts and compliance requirement. ONGC will continue to assist to regularly update and refine the cyber security strategy, addressing emerging threats and vulnerabilities as they arise.

Another crucial step ahead is CHF's cyber security training and awareness programs. By equipping all staff with the knowledge and skills to handle potential threats, CHF aims to foster a culture of cyber security awareness throughout the organisation.

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