

APPENDIX 9

Recommendations from PriceWaterhouseCoopers regarding website security.

Letter dated 18 January 2000

“[...]

There should be a rigorous process for ensuring that, among other things [...]

- (d) The Web site is suitably resilient, ie, it can withstand a large surge in inquiries without failure. You may have seen that, after much promotional publicity, the e.Toys Web site crashed just before Christmas, severely damaging its reputation.

As you know, there have been high-profile cases, with even government sites being hacked and the displayed data changed. Apart from reputational damage, the consequence of such a change to the match list could be to prevent a valid claimant from realising that they could claim. This emphasises the importance of good Web site security.”

Letter dated 8 March

“ [...]

Web site security

- 22 There have been a number of high profile denial of service type attacks on Web sites. In February 2000, the following Web sites were affected: Yahoo, Amazon.com, CNN.com - source Alta Vista (Reuters document). These attacks restricted the operation of the sites and, in some cases, caused the web sites to shut down until the problems were resolved. The risk and potential impact of this sort of attack should be considered.
- 23 The Restore UK site will be high profile and there is significant risk that it could become a target for a hacker wishing to change the information displayed. The reputation damage caused by malicious alteration to names or for example using the site to promote neo-Nazi messages would be severe. Reports of these types of attacks are not rare, as for example the recent case of Aastrom Biosciences & Geron Corporation. In that case a false report of a planned merger between the companies was inserted on Aastrom site, disrupting share prices and causing severe embarrassment.
- 24 It is not possible to guarantee immunity for either type of attack but adoption of best practice will reduce the risk. We can arrange for security review or "penetration testing" for your website, if required.

[...]”