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Your ref: CAF 15-90  
Our ref: Gov/CAF 15-90

Tel 0300 456 4000

3 June 2015

## Re: Freedom of Information Request

Thank you for your email of 12 May 2015. You made the following requests for information:

1. Please detail the cost of your Egress Switch software in terms of the initial set up fee and any annual fees

Please note that the full costs contain both costs to Egress and also to the Cafcass IT managed service provider, Fujitsu; these costs are inclusive of VAT.

Initial set up costs for Egress implementation were £194,017.20. Additional one-off costs including a license to allow unlimited Cafcass users, three years support and maintenance from Egress, and implementation of Disaster Recovery backup were £120,918.00. The ongoing run charge is currently £2638.97 per month.

2. Please outline the decision making process in terms of factors considered that meant the decision to approve was taken

Cafcass has an Information Assurance Programme Board who took the decision to implement Egress Switch Secure Email as a way to securely exchange sensitive information with its partners who did not have secure email addresses.

- Cafcass needed to electronically share sensitive documents (court reports and other documents containing personal information) with its partners around the country, including solicitors, Local Authorities and service users. This information needed to be shared safely and securely. This could already be done within secure email networks. However, many partner organisations and other recipients did not have secure email addresses.

Baroness Tyler of Enfield Chair  
Anthony Douglas CBE Chief Executive





- Further to this, the Information Commissioner's Office (ICO) reminded all organisations that sensitive personal information should be encrypted when being stored and sent electronically.
- Options for secure email were investigated, and Egress Switch was chosen as a robust and widely used solution; it was the only certified product on the market which met the security requirements for Cafcass (Impact Level 3). It was also noted that it was the most user friendly option and was therefore the most practical solution as its uptake with recipients was more likely.

3. Please detail the number of unauthorised access to emails before the system was implemented

This information is not held by Cafcass; Egress Switch Secure Email was implemented in order to fulfil part of Cafcass' data protection requirements which, as noted above, the ICO reminded organisations includes encrypting information which is sent electronically.

4. Please detail the equalities impact assessment undertaken

This was not undertaken; where service users or partners are unable to use secure email, Cafcass can continue to send information by secure post.

5. Please detail any review mechanisms in place to monitor it's effectiveness and value for money

A specific benefits review has been commissioned and is due shortly. The use of Egress is under constant review as part of the overall monitoring of information transfer.

6. please detail any other software/hardware considered

CompanyCRYPT; PGP (Pretty Good Privacy).

7. Please detail why it was felt necessary given that Cafcass is part of the government secure internet.

Government Secure Internet (GSI) provides secure email only within the network or between it and other secure email networks, such as Government Connect Secure Extranet (GCSX) and the Police National Network (PNN). Where emails are sent between secure email addresses, Egress is not used.

Egress was introduced in order to ensure that emails sent to non-secure email addresses (such as Hotmail/Gmail) could be sent in a secure way.





We hope that you feel your question has been answered effectively. If you are unhappy with the decisions made in relation to your request, you may ask for an internal review to be undertaken. If you are dissatisfied with the way the internal review is handled or with the final decision made at that review about the information released, you are free to contact the Information Commissioner's office ([www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)):

**Post**

Information Commissioner's Office  
Wycliffe House, Water Lane,  
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**Fax**

01625 524 510

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[casework@ico.org.uk](mailto:casework@ico.org.uk)

Yours sincerely,

Governance Team

Cafcass

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