Strategic security guidelines

Drawn up by Kela's Management Team
on 30 August 2021

Kela|Fpa

By systematically developing safety and security, we ensure the successful implementation of Kela's strategy

Security refers to the protection of Kela's staff and customers, ensuring continuity of operations and the safeguarding of information, premises and property.

- By means of strategic guidelines, we work systematically on building Kela's security culture.
- By means of strategic guidelines, we develop our digital and physical security as an integrated part of the whole.
- Multisectoral risk management is the foundation of Kela's security work and the central tool for our security management.

The strategic security guidelines are Kela's equivalent to a 'security policy'.

The operational security environment is constantly changing

OPERATIONAL ENVIRONMENT

KELA

Climate change and health security

Global is already local

International power shifts: government interests

The state of public finance

Ageing population

Social inequality and polarisation

Opportunities and threats of digitalisation

Changes in the communication environment

The new normal way of working

Inequality and insecurity go hand in hand

Secure online services via all service channels

Varying digital skills and media literacy of citizens

Growing importance of data protection
Increased responsibilities for data processors

The timeliness, equivalence and binding force of legislation do not correspond to today's needs

Hybrid operations
Harassment of authorities also by individuals

Ethical standards of AI and supportive intelligence

Wide use of applications that simplify daily life

Cybercrime
Fraud

Changes in working life, multi-locality, knowledge requirements

Kela|Fpa

Guidelines:

IMPROVING CUSTOMER EXPERIENCE

Kela|Fpa

Guidelines:

1. We guarantee our customers safe and secure services through all our service channels.

2. We assist our customers and partners to use our online services safely and securely.

3. Safety and security considerations are a key part when planning – internally and with external partners – our services so that they are easily discoverable and accessible.

Practical actions:

- We will develop our operational security in a customer oriented way and look at security from the point of view of different customer segments.

- We will compile the learnings of the Covid pandemic regarding safety and security, and we will update our instructions and operational policies concerning health security.

- We will organise joint events relating to safety and security together with our partners.

Culture: *'We create safety and security in cooperation with Kela's staff, partners and customers.'*

EMBRACING TRUST AND COOPERATION

Kela|Fpa

Guidelines:

4. Kela provides an overall working environment that is safe and secure.

5. Citizens and decision makers can trust that we will carry out our duties related to national preparedness and security of supply.

6. We are committed to following the common safety and security principles laid down for government agencies.

7. The development of internal and external safety and security communications is part of building an effective security culture.

Practical actions:

- The expectations of Kela's staff and partners will be taken into consideration when developing safety and security.

- We will maintain and enhance the security skills of Kela's staff through communication and by providing continuous competence development.

- We will look at and consider matters related to preparedness and national security of supply as a separate whole. Training for emergency planning and preparedness will continue on a regular basis.

- We will provide internal strategy guidelines to support Kela's staff in situations of targeted harassment.

Culture: *'By providing well-functioning and secure services we ensure social stability.'*

USE OF DATA AND FLOW OF INFORMATION

Kela|Fpa

Guidelines:

8. Our customers and staff can trust that their data is properly protected.

9. We and our partners only process and exchange data using secure information systems.

Practical actions:

- We will develop our data classification system continuously.

  - We will develop secure data processing as a part of the requirements under the legislation on the release of information handled by Kela.

- The policy guidelines on data security and protection will be drawn up considering Kela as a whole and not only from the point of view of certain services provided.

- We will utilise international standards to support development work.

- We will participate actively in digital security networks together with other government institutions.

  - We will collaborate to increase knowledge of legislation and its interpretation.

Culture: *'Digital security constitutes a central part of every Kela staff member's competence and everyday tasks.'*

The strategic security guidelines steer Kela's safety and security development

- We will, in accordance with the strategic security guidelines, draw up an action plan . In this plan we will:

  - Describe Kela's internal safety and security networks.

  - Provide a description of and a plan for Kela's external networks.

  - Delegate the responsibilities and define the roles.

  - Create a measurement and monitoring model.

Kela|Fpa