



IMPACT

ISO 27001 IT SECURITY ISSUE 1



Information at risk: the proven benefits of ISO certification

Where businesses work collaboratively, and are required to share sometimes sensitive information, it is essential that the process is thought through and safeguards installed. Authorised staff need to be able to access relevant information, while at the same time, the security of both the client database, and advanced technical processes, must be protected.

ISO27001 is a management system which identifies, manages and minimizes a range of threats to business information. It provides guidelines for implementing a constructive risk management process, setting up policies, and ensuring a secure infrastructure is in place.

Working on the same principle as the ISO standards, ISO27001 follows the successful Plan-Do-Check-Act model. Existing systems are incorporated. Companies which hold the ISO27001

Standard are stating that they have taken all reasonable measures to minimise risks and prevent unauthorised use of both company and customers' data.

As businesses become less paper based, and more information than ever is stored on computer systems, that information is increasingly seen as an asset of the business, and needs to be protected. It is vital to find the right balance between giving authorized staff the tools and access needed to do the job, and ensuring that unauthorized access is prevented.

Companies who contact us like the fact that we do the work in a fixed time, for a fixed fee, and keep disruption to a minimum. IMSM has applied this model to certification for over ten years.

For more information about how IMSM can help your company achieve ISO27001, please contact Andrew Bedford: Tel: 01666 826065 andrewbedford@imsm.com

EUREKA – FINDING THE RIGHT INFORMATION SECURITY SOLUTION

Poole based Eureka Direct is a business which makes sure that schools, independent health care providers, businesses, and care homes have all the first aid supplies they need, delivered on time. With a range which covers latex gloves to first aid kits, plasters, dressings, cold therapy and health and safety equipment, the company offers an extensive stock list for next day delivery in the UK, all at very competitive prices.

Eureka's Standard HSE Compliant First Aid Kits are suitable for low risk environments

and offices and feature moulded cases with hinged lids and wall fixing brackets. More specialised kits are supplied to higher risk industries, and the company can even supply "prescription only" drugs for the occupational health market. Founded in 2000, and employing some 35 people, the business deals with around 450 orders per day, through the internet, its call centre, and its sales force.

Having had experience of ISO standards in a sister company, Eureka's IT manager, Kristian Starr decided to go for ISO27001

"...having used IMSM in the past, and liked the way they worked, we are recommending them to our clients too."



(Information Security) to show customers and suppliers that their data was secure, and to have an auditable system, and full documentation.

He commented, "With markets like ours, we handle sensitive information, and wanted to show our customers that the systems were in place to ensure confiden-

tiality. We are proud to show our procedures to clients, and to be able to tick the relevant boxes when tendering for major contracts. It's made a real difference to our business. And having used IMSM in the past, and liked the way they worked, we are recommending them to our clients, too".

www.eurekadirect.co.uk

International Management Systems Marketing (IMSM) was founded in 1994 to provide businesses with the practical expertise to add value through quality systems and efficiency. From its base in the UK, IMSM Ltd has developed a strong network in Europe, USA, Canada, South Africa and Australia.

IMSM's fully trained team of auditors hold recognized IRCA (International Register of Certified Auditors) qualifications.

IMSM is itself continually assessed by EFQM (European Foundation for Quality Management) to ensure it delivers its promises, and is a leading member of ASQ (American Society for Quality).

To date, IMSM has helped more than 5,000 organizations around the world to achieve ISO certification.

IMSM'S NO-NONSENSE APPROACH

ISO standards consultancy IMSM has just helped e-mail marketing business e-Dialog achieve ISO 27001:2005.

The process, for the Lexington, Massachusetts and London-based business, was completed in less than 6 months, with e-Dialog's staff as proactive participants alongside the IMSM consultant.

Commented Ed Glancy, Director of Information Technology, "Being a pre-eminent provider of e-marketing solutions for large multi-national businesses, we need to set the standard in every aspect of our business. Implementing ISO27001:2005 complemented this strategy and delivered real benefit. The IMSM consultant came with a straightforward, practical, no nonsense approach and worked extremely well with our company, and rapidly understood our requirements."

He continued, "ISO has enabled us to bring a rigorous third-party validation process to our information security standards, and will continue to keep us focused on our procedures and drive continuous improvement. Security has always been at the very heart



(From left to right) IMSM's Dr. James Goldstein, Ph.D. presents ISO 27001 certification to e-Dialog's IT director, Ed Glancy, and CEO John Rizzi.

"Security has always been at the very heart of e-Dialog's proposition..."

of e-Dialog's proposition and our clients now have demonstrable proof that a robust security management system is in place."

IMSM's Business Manager, James Goldstein added, "e-Dialog has demonstrated to their clients that their vital data assets are as safe in their environment as they are in their own companies. Their systems have passed a rigorous external audit, and their management team has demonstrated accountability by accepting responsibility for regular reviews of risk assessment and remediation plans."

visit www.e-dialog.com

FOCUSSED ON SECURITY



With clients including the NHS, major charities and Primary Care Trusts, and partnerships with HP, Microsoft, Sage, Fujitsu Siemens, Sony, Citrix, and Cisco, ACS-Apt Computer Systems needs to show that all data handled on behalf of clients is secure. So naturally the company had a lot of processes in place, but that wasn't enough for this highly focussed IT consulting, technology services and support company: they decided to go for the ISO27001 standard.

Having had positive experiences of other ISO standards, ACS-Apt knew that the process involved external auditing of their systems and processes, developing full documentation and procedures for continuous improvement. "Some managers were concerned it was going to obstruct our work-flow, but in fact, we didn't really know it was happening" said Kailesh Devlukia, Operations Manager. "The assessor was excellent and the whole process went really well".

Established in 1989, ACS-Apt design, install, maintain and support

the technology infrastructure for clients in the public sector, as well as online Travel booking, Architects, Building Contractors, Restaurants and Food suppliers.

"Whilst internalising our ISO procedures, we realised that we already had a lot of documentation and processes in place. However, before ISO we were unable to make information available to everyone in the company; since ISO, we have a quality MIS in place that is fully accessible by staff and clients.

Mr Devlukia continued "Information is now shared which helps us to maintain our service and efficiency levels to our clients. If an account manager or technical consultant is away, someone else can take over without the customer losing confidence or having to go over previous history or issues".

ACS now has the right credentials to chase large tenders and contracts, all these certifications should make a real difference to our business.

www.acs-apt.com

CHKS ACHIEVES ISO 27001:2005 COMPLIANCE



"IMSM were a great assistance to us, helping undertake a risk assessment, designing the system and writing the manuals."

Phil James, European Development Director of CHKS writes: "CHKS Ltd specialises in benchmarking services for the NHS and Independent healthcare sectors, and has a reputation for providing and maintaining high quality services to its customers within a tightly controlled information security assurance programme.

We wished to have an external validation of our processes and felt that ISO 27001 gave the most appropriate demonstration of this against international best practice.

We have found that the ISO standard has been a good framework for our Information Security Procedures, many of which

were already in place and did not need changing. The entire process was challenging but ultimately rewarding and did not impact too heavily on the day to day workings of the organisation. IMSM were a great assistance to us, helping undertake a risk assessment, designing the system and writing the manuals. Our involvement was in supplying information about our procedures and checking and approving the work.

We are proud to be able to demonstrate our compliance with ISO 27001:2005 as information security is an extremely important aspect of our work."

www.chks.co.uk

UK Office: The Gig House, Oxford Street, Malmesbury, Wiltshire, SN16 9AX

Telephone: +44 (0)1666 826065

Fax: +44 (0)1666 826050

Email: info@imsm.com

Web: www.imsm.com www.27001iso.com

Designed and produced by Waddell Digital Ltd www.waddelldigital.co.uk

Your Local Business Manager:

i m
s m

International
Management Systems
Marketing