



ISO Standards for IT Professionals

IT Standards Document

 **imism**
from worknest



Introduction

The information technology sector is fast-growing and vital in today's modern world. Any IT organisation must ensure the efficiency of service delivery and customer satisfaction to rise above the competition in an ever-growing and advancing marketplace. Efficiency shouldn't just be for the top tier of your business; it should go from the CEO down through your organisation.

Is your business prepared for the future?

This document will highlight the ISO standards that will help your business become more efficient and, in turn, have the potential to become more profitable.

ISO/IEC 27001

Information Security Management

Organisations can rely on the ISO/IEC 27000 family when keeping information assets secure, particularly the ISO/IEC 27001. Many organisations are becoming increasingly vulnerable to security threats as the global dependence on information technology systems becomes greater than ever before.

Your organisation must apply the appropriate controls to manage the risks associated with information and data and demonstrate that you preserve those assets' confidentiality, integrity, and availability for clients and shareholders. All of this can be achieved with ISO/IEC 27001.

ISO/IEC 27001 is the ultimate benchmark for businesses to establish, implement, operate, monitor, review, maintain and continually improve an information security management system (ISMS). It is an internationally recognised standard which applies to any organisation where business and client information misuse or corruption could become a significant commercial disaster.

ISO/IEC 27001 is there to help you protect the integrity of your business and keep important and confidential information safe from potential attacks such as:

- Viral attack
- Misuse of information
- Theft of information
- Vandalism/terrorism
- Fire hazard

By helping your business treat its data seriously, ISO/IEC 27001 can help you guard against the risk of security breaches and the misuse of data. This system encourages identifying and classifying the organisation's information assets and a systematic risk assessment of threats and vulnerabilities. ISO/IEC 27001 provides a framework to assure an organisation that its information security measures are effective.

Key benefits:

- Improve and maintain a competitive edge
- Win more business deals, particularly where procurement specifications require higher IT security credentials
- Compliance with legal, statutory, regulatory, and contractual requirements
- Business continuity can be guaranteed through the management of risk, security issues and concerns

ISO/IEC 27701

Privacy Information Management

ISO/IEC 27701 is a Privacy Information Management System (PIMS) which works alongside ISO/IEC 27001. It lays out a set of operational checklists which can be applied to various regulations, including GDPR. This standard is a privacy extension to the renowned ISO/IEC 27001 Information Security Management System, forming the foundation for information security. ISO/IEC 27701 builds further on that foundation to provide a comprehensive set of controls for security and the protection of personal information. Because it is an extension, ISO/IEC 27701 must be implemented alongside an existing ISO/IEC 27001 or in conjunction with a new one.

ISO/IEC 27701 focuses on the information aspect of privacy and how businesses deal with the processing of personal information. No client/customer would be pleased if a company used their private & personal information without permission; this means limiting access to personal information and keeping it confidential. Having confidence in a business is crucial, especially in today's fickle business markets, and a company that utilises a PIMS will gain a high reputation for their information security.

All businesses will hold some PII (personally identifiable information); therefore, this standard will apply to any business regardless of its size.

Key benefits:

- Improved staff competence and processes to avoid breaches
- Builds trust in managing personal information and protects your reputation
- Increased transparency between stakeholders
- Facilitates effective business agreements
- Clarifies roles and responsibilities
- Supports compliance with privacy regulations, which include GDPR
- Supports the continual improvement process of the PIMS (privacy information management system) within the business
- Increased customer satisfaction by maintaining the integrity of customers' and other interested parties' personally identifiable information
- ISO/IEC 27701 can be implemented simultaneously with ISO/IEC 27001

ISO/IEC 20000

IT Service Management

ISO/IEC 20000 IT service management will ensure that your business stays ahead of the competition in today's online world. Using the process-based approach from ISO 9001, the Plan-Do-Check-Act (PDCA) cycle and a requirement for continual improvement, ISO/IEC 20000 benchmarks how organisations deliver managed services, measure service levels, and assess their performance.

ISO/IEC 20000 allows IT organisations (in house, outsourced or external) to ensure that their IT service management processes are aligned with the need of the business, its customers and international best practice. Having ISO/IEC 20000 certification demonstrates that an organisation has adequate controls and procedures to deliver a cost-effective, quality IT service consistently.

ISO/IEC 20000 applies to any organisation that relies on IT services and is particularly suitable for internal IT service providers and outsourced and external IT service providers

Key benefits:

- Increased customer satisfaction and effective cost control
- Win new business and increase market share
- Easily and quickly meet contractual and tender requirements
- Ensure staff are efficient and stakeholders are confident
- Continual improvement is built-in
- Reduced costs and saves time for your customers
- Compatibility: ISO/IEC 20000 is compatible with ITIL, COBIT and other IT standards
- ISO/IEC 27701 can be implemented simultaneously with ISO/IEC 27001

Why Choose Imsm?

The IMSM approach is based on a key set of principles to create balanced and sustained results for our clients:

Fixed fee: IMSM ISO implementation is priced at a fixed rate from day one. **No hidden charges, no unexpected invoices.**

Flexible implementation: Designed to fit your business requirement and schedule.

Expertise: All IMSM ISO Specialists and Consultants are successfully trained to the highest standard by an IRCA or equivalent approved training body and have earned a reputation of integrity for contributing value and best practice. IMSM guarantees that your ISO Specialist and Lead Auditor will be highly qualified and trained to assist and audit your organisation to ISO certification.

Full service: IMSM offer full implementation; we will produce the manuals and make the process as simple as possible by improving the existing systems.

Training: IMSM offers training to supplement your ISO. Training with IMSM is flexible and delivered by experienced IMSM Trainers.

