

# IMPACT



## ISO27001 IT SECURITY ISSUE 2

### Information at risk: the proven benefits of ISO certification

This edition of IMPACT contains some interesting comments from our clients about their experience with ISO 27001 and the assistance they received from IMSM. Naturally different sized organisations place different emphasis on the benefits; Fujitsu needed to become compliant with best practice and meet the specific information security requirements of JSOX (the version of the US Sarbanes Oxley regulations adopted by Japan). Utilize were looking for a business differentiator to help them win more business against competitors. In the case of Latitude 50 they were already under pressure from their customer base to demonstrate a high level of security and have found both ISO 9001 and ISO 27001 to be effective and beneficial management systems in their own right (saving costs and helping product delivery) as well as putting them in the "big league".

**FUJITSU** Europe Limited is one of the largest providers of document image scanners for professional desktops, workgroup and high volume production environments, including meeting the requirements of the "paperless office".

"ISO 27001 approval confirms that you are taking information security seriously and helps in doing business with other countries anywhere in the world."

Also in their product portfolio are highly reliable hard disk drives including SCSI, FCAL, SAS, Mobile ATA and SATA

interfaces, as well as some of the highest capacity 2.5" external and compact HDDs in the industry. These products match the market trend for high volume compact storage with environmentally friendly low power consumption. Other products include biometric authentication sensors, KVM

switches, CAT-5 extenders and dot matrix printers.

Established in the United Kingdom in 1981, Fujitsu Europe Limited is a wholly owned subsidiary of the global electronics giant Fujitsu Limited and has its head office in the UK as well as subsidiary offices in Germany, Italy and Spain, they are responsible for £0.5Bn out of Fujitsu's total annual revenues in excess of £20Bn.

The decision to bring their ISMS (Information Security Management System) into line with ISO 27001 standard was driven by a need to meet best international practice and comply with the information security requirements of JSOX – the Japanese version of the American Sarbanes Oxley law.

ISO 27001 contains all the security in JSOX and can be "mapped" to this and many other standards.

IMSM was appointed to assist with the installation, with an independent final audit and registration.



Not surprisingly, a lot of the system was already in place and IMSM and Fujitsu staff documented existing procedures, added some procedures and brought the whole system into ISO 27001 compliance.

This process took a total of 8 months and I.T. Director Nick Taube commented; "We are used to projects of this type, and this one caused far less disruption to the working of the company and its departments than I expected,

without proving to be an undue extra burden." In this regard he was complimentary about the assistance from Stuart Taylor, IMSM's Assessor and confirmed that "ISO 27001 approval confirms that you are taking information security seriously and helps in doing business with other countries anywhere in the world."

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Final proof of the diligence of IMSM's Assessor and the Fujitsu team came when they passed the pre-audit and final audit with no non-conformances and very few (and already identified) issues. The Auditor commented that they are "the first people he has ever audited without a single non-conformity!"

[www.fujitsu.co.uk](http://www.fujitsu.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 recognised 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 organisations around the world to achieve ISO certification.

**Utilize plc** are specialists in providing managed IT support, telecoms and printer services and claim to be one of the fastest growing ICT support companies in the country. Utilize provide their services for small, medium-sized businesses and corporates throughout the United Kingdom. Services include complete support packages for businesses with no support or complementing existing IT departments staff from PC support, Remote support, Server management, Firewall management, Printer management, Application support, Telecoms support and Total managed support services. Utilize also provide full IT Consultancy services to implement IT Solutions including Server upgrades procurement, Virtual Private Networks (VPN's), Voice over IP (VoIP) solutions, Remote working solutions, Hardware upgrades, Mobile data solutions and Line of business applications.

As you would expect, working in I.T. support, Utilize plc operate at a very high level of information security and have always made this a priority. Warren Davies M.D. said: "I always thought ISO 27001 was just for banks and big companies. However it is beneficial to any company to get staff aware of their part in security and make them really vigilant and the ISO is very good at doing that."

I.T. Director Steve Cox added; "The ISO is a real differentiating factor, particularly when potential clients are trying to decide between 3 closely matched suppliers. Companies in our type of business have access to our clients systems and potentially to a lot of their data and they need to know we are operating in a secure way. With ISO 27001 we have a powerful security management system which has passed independent audit with QAS who have checked out our security and found us compliant with best practice."

Utilize are already enjoying an uplift in business as a result of having ISO 27001 as "clients are asking more questions about their own security and in one case a client contracted to replace a legacy system in order to achieve the required level of security."



(From left to right) Andrew Bedford, Product Development Manager for IMSM congratulates Steve Cox I.T. Director of Utilize plc and Warren Davies M.D. on achieving ISO 27001 compliance.

[www.utilize.co.uk](http://www.utilize.co.uk)

**Latitude 50** is an I.T. company offering two complementary services: Design of executive information and e-commerce systems. Web hosting of internet, intranet and e-mail services. You can ask Latitude 50 to design your system and they will (if required) then host it for you on a public or private network. Customers include Reed International, BAE Systems, IKEA, 3i and many other local and national businesses and public sector organisations.

"The ISO is a real differentiating factor, particularly when potential clients are trying to decide between 3 closely matched suppliers"

Echoing other contributors to this edition of Impact, Bryn Hackland M.D. says the ISO's are clear differentiators when potential clients are considering which supplier to choose. ISO's demonstrate the ability to deliver on their promises.

The ISO procedures have also helped Latitude 50 to identify areas for increased security which was important in fulfilling a new contract to provide and host the system for a homeless persons organisation (now integrated into the drugs agency and the police). All information is subject to the Data Protection Act and the ISO ensures that the right procedures are in place and working.

A new training contract with BAE involves a high level of security due to the need for strict enforcement of limited

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access. Again the ISO 27001 system provided the reassurance (BAE actually asked to see the manuals and were satisfied with the procedures).

As they have demonstrated their ability to deliver complex projects with a high level of reliability and security, Latitude 50 are expanding and have formed a group with local businesses to offer turnkey solutions on large projects. Bryn is also the Chair of West Cornwall Business Network and Vice Chair of Economy and Enterprise for West Cornwall.

Bryn says one of the most important benefits of ISO is "CREDIBILITY for a small business (without it, it is so difficult to compete with the 'big boys')". "At least 2 big contracts won by Latitude 50 this year were strongly influenced by having the ISO".



Bryn Hackland M.D.

Regarding his experience with IMSM he commented; "it was a fixed price so no surprises, it wasn't too onerous to install the system. The IMSM Assessor had a lot of knowledge and a really good system for installing ISO 27001. The question and answer method was a very easy process and in fact far easier than I had anticipated".

"Keeping the system running is straightforward" with procedures to check each month – a total of about 2 days per month of his time is required to maintain both systems and the systems ensure work gets done in a reliable and orderly manner. Bryn says many small businesses "fly by the seat of their pants" which makes delivering results on time to customers difficult particularly as a business grows.

Two additional specific benefits of ISO 27001 have been that downtime is controlled as weekly checking of the logs and corrective action means the system doesn't go down. (Continuous service is very important to Bryn's customers). In addition the logs demonstrated a need to upgrade the back up power supply which was a quick and easy job (the problem was traced to the batteries degrading). As a result, even though they recorded "70 spikes" over the previous weekend which normally would have required him to come in 3 times, he did not need to come in at all. In addition to all its other benefits the ISO has given Bryn his weekends back.

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