



## How a leading developer of ICT services addressed new legislative requirements while assuring the integrity of customer information

### Customer needs

- To ensure and maintain the integrity and availability of organisational and customer information
- To ensure compliance with all regulatory and contractual requirements
- To improve existing processes and demonstrate best practice to customers

### Customer benefits

- Better placed to respond to and win tenders for new business
- Reduced business risk as a result of comprehensive and reliable information security controls
- Improved staff awareness of the importance of information security

“Certification to ISO 27001 helps our organisation meet contractual requirements as well as demonstrating a commitment to preserving the confidentiality, integrity, and availability of our clients’ information assets.”

**Graham Hunter**  
Quality Manager

## Customer background

The SciSys Group is a leading developer of ICT services, eBusiness and advanced technology solutions which operates across a broad spectrum of market sectors, including space, utilities, defence, government, communication, business services, media and broadcast and transport. SciSys' clients are predominantly blue chip and public sector organisations. Customers include the Environment Agency, MOD, Arqiva, Astrium, the European Space Agency, the BBC, Deutsche Welle, the Coal Authority and the RNLI. The Group has offices in Chippenham, Bristol and Reading in the UK and in Bochum, Darmstadt and Oberpfaffenhofen in Germany.

## Why certification

Due to the nature of its business and customer base SciSys decided to implement ISO 27001 to comply with the Security Policy Framework imposed by the Cabinet Office on its departments and agencies. Some of these departments and agencies are SciSys customers.

The Security Policy Framework sets out universal mandatory standards and represents a new and innovative approach to protective security and risk management in government. Under this framework compliance arrangements and assurance mechanisms are based around three elements: self-assessment, central reporting and internal audit.

The implementation of a management system standard such as ISO 27001 was an ideal way to not only demonstrate credibility and trust to key stakeholders but to prove that SciSys was operating to best practice and meeting legislative requirements. Certification however is not a new concept

to SciSys as the company also holds registration to ISO 9001 (quality management) with TickIT and ISO 14001 (environmental management).

## Implementation

"The management system we now have in place provides a systematic and measurable approach to determine and address risks to our information assets," says Graham Hunter, Quality Manager at SciSys. "As well as providing reassurance to customers and stakeholders alike, we wanted to foster a culture of security awareness and self-improvement within our organisation."

"The biggest challenge we faced on our certification journey was to create a system that was user-friendly for our staff as well as providing us with a robust framework to manage risk and reduce cost," notes Hunter. "We achieved employee buy-in by using our internal SciSys Wiki which is already in use for our quality and environmental management systems. The SciSys Wiki provides easy internal linking to all documentation, including linking to our existing procedures such as auditing and management review and providing us with an integrated management system."

We decided to communicate our new information security management system to staff by producing a short amusing video of 'how not to do it' starring all of our company directors. We also gave a short presentation which addressed lessons learned from the video, identified staff responsibilities and showed people where to find guidance on our information security policy and procedure. The rationale for following this approach was to make our information security management system practical and not something staff could

easily forget. It was important not to seek certification for its own sake, but to embed a new culture and understanding about the serious risks we face as a business and the need to mitigate them."

SciSys also found the optional pre-assessment audit offered by BSI to be very useful as it helped identify any likely areas of non-conformance. It was an excellent opportunity to get the organisation acquainted with the thinking process of third party auditors.

## Benefits of working with BSI

"BSI is our certification body of choice, having worked with us on both ISO 9001 and ISO 14001 certification," says Hunter. "We have a very good working relationship with the organisation which we wished to continue and develop further."

Managing and maintaining the security of information is becoming an increasingly complex task," Hunter continues. "Our business has to contend with ever-increasing advancements in technology and increasing threats to information stored, processed or transmitted by this technology. SciSys has a dedicated support and maintenance division experienced in delivering successful application support, maintenance and enhancement services and staff are trained to at least foundation level in ITIL V3 Service Management best practice. In terms of future development, certification to ISO 20000 Information Technology Service Management is seen as a natural progression for us and is becoming a mandatory requirement for service providers."

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