

ISO Implementation for IT Services Business

Background

A small company providing IT services to dozens of clients primarily in the Financial Sector was aiming to become compliant with ISO 27001 (a globally-recognised system of information security standards and procedures).

The desire to become ISO 27001 was driven by potential clients who consider the standard to be a pre-requisite of an established IT service provider.

Services performed

- Gap analysis and risk assessment of existing operations;
- Review, amend or prepare key documents & policies and evidence of compliance;
- Audit compliance to gain ISO 27001 certification.

Observations and Approach

The company was motivated to advance business by gaining certification and compliance with ISO 27001. Remora initially assisted with a detailed project scope, as part of the gap analysis and risk assessment.

Remora executed the project in two stages: analysis of the current ISO 27001 compliance and implementing the necessary steps to become compliant. Further steps were taken to amend key documentation, policies and procedures to be in line with ISO 27001 standards.

1. ISO 27001 gap analysis and risk assessment
 - Analyse and present the full breakdown of current levels of security and existing gaps with ISO 27001

- Provide executive overview of the current cyber security governance standing and draft managerial actions required based off observations.
2. ISO 27001 Implementation project
 - Design policies, procedures, practices to become ISO 27001 compliant;
 - Implement the compliance procedures and collect evidence;
 - Run a mock audit to check compliance.

Deliverables and Conclusions

The Company was able to rethink their cyber security approach in preparation for an external auditor to examine their ISMS (Information Security Management System) documents.

As a result of the project the company successfully secured the ISO 27001 certification which enabled them to generate more business through winning tenders and contracts.

Our work ultimately led to:

- Identification of the primary objectives and governance system to deliver business strategy in IT and IT security moving forward.
- The risk-based governance framework established.
- ISO 27001 successfully achieved and contracts with new clients granted.

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