



Specialist services and solutions for IT governance,
risk management, compliance and information security.

Case Study



Information Security Assurance

To bring its online interactive communication software, SeeMyData, to market, Quince Associates Limited ('Quince') found it imperative to eliminate as much risk as possible to prevent unauthorised access to their systems. IT Governance were able to meet strict security requirements and provide Quince with ISO27001 support and ongoing security assistance.

BACKGROUND

Quince Associates had made a bid for a contract to provide services on behalf of London Borough of Tower Hamlets (LBTH).

The proposal was accepted with the condition that Quince will have an information security management system in compliance with the ISO27001 standard.

REQUIREMENTS

'We had several security tests by external organisations to check the security of the web hosting arrangements that we had in place. However, we wished to extend the policies we had in place to ensure that we met the needs of ISO27001 across the entire company to ensure that personal or sensitive data would not leak through means other than website attack. The process of working towards ISO27001-compliance has helped focus our thoughts on the way we work as an organisation to ensure that all aspects of work are completed in a secure manner,' said Matt Terroni, Managing Director.

PROCESS

Quince had already approached a consultancy firm to implement the required information security management system (ISMS).

After several attempts in the first three weeks Quince found itself getting nowhere with the implementation due to lack of commitment from the consultants.

Matt started looking around at other companies and found IT Governance through a web search promoting the use of their ISO27001 toolkit. Looking over the website he recognised the names of Alan Calder and Steve Watkins as experts in the field of ISO27001.

With three weeks remaining to submit the first set of documents required for the implementation of the ISMS for the contract, Quince approached IT Governance for assistance.

The consultancy team took this as a challenge and provided Quince with a proposal in 24 hours and the agreed documents within a week.

The documents included the Statement of Applicability and Risk Treatment Plan amongst others.

IT Governance invested a lot of time producing a Security Plan and relating documentation as a requirement of the client.

OUTCOME

The speed and efficiency of IT Governance's consultants enabled Quince to ensure that an ISMS would be in place as required by the bid agreement.

'We were extremely satisfied with the work IT Governance put into this and it has resulted in an additional ongoing support contract,' commented Terroni.

'IT Governance have been an excellent company to work with. I have been so impressed with the level of support and the expertise that IT Governance provide and will continue to provide us.'

About the Quince Associates Ltd

Quince Associates Ltd delivers benefits to social housing organisations and their various stakeholder groups through the use of the internet and associated technologies. This organisation has a web-based system called SeeMyData that provides tenants with easy but secure access to the data held by their housing organisation. Data includes rent statements, repair history and transfer information.

SeeMyData enables residents to communicate with their housing organisation through various means; for instance, by being able to report repairs. SeeMyData also holds personal and sensitive information (names, addresses, details on race, religion, disabilities etc) relating to over one million residents within the UK. To protect these residents, it was therefore imperative that as much risk as possible was eliminated to prevent any unauthorised access to the system.



™ About IT Governance

IT Governance has substantial real-world experience in designing and implementing IT GRC-related management systems. Founded in 2002, we are a professional services company with a wealth of consultancy skills that originally focused on information security/cybersecurity standards, notably ISO27001. We have an impressive track record of more than 100 consultancy clients successfully certificated to ISO27001 alone.

We have since developed our offerings into various other management disciplines and now provide a comprehensive single source of information, advice, books, tools, consultancy and training for IT governance, risk management, compliance and IT security.

Flexible service package

The IT Governance professional services provide you with the chosen level of support you require. This is true whether you seek a certification to international standards, based on the findings of the initial scoping phase and compliance with the agreed resource and project plan, or whether your aim is to follow best practice and 'compliance'. We recognise that no two situations are identical. Therefore, we tailor our services and solutions to meet your needs.

Risk management

Risk assessment is the core competence of modern business. In line with the Sarbanes-Oxley Act, Basel II and III, ISO31000, ISO27001, and OCTAVE requirements, we help you to formalise and structure your approach to strategic and operational risk, fully-incorporating cybersecurity into the picture. Our unique approach takes into account the complex competitive, regulatory and environmental factors that affect achievement of strategic goals. Our services can include the development of a corporate risk log, and risk assessment through to the production of formal risk treatment plans and review processes.

Ongoing support

IT Governance believes that serving you well means helping you to develop the skills and knowledge necessary to run your own management systems and compliance programmes.

Our clear focus is therefore on developing your skills and confidence. Through our empowering value-for-money approach, you can encourage and enable your people to take ownership of the resulting arrangements and improve performance across the organisation.

Single source

You and your lead IT Governance consultant will have access to the comprehensive and integrated resources, available from IT Governance, to ensure a successful project. These include:

- Risk management expertise
- Technical information security expertise
- Trainers (practitioners) and training courses (see the training pages on our website)
- Books and tools available through our on-line shop
- Recruitment support for IT governance related posts

Phone: +44 (0) 845 070 1750

E-mail: servicecentre@itgovernance.co.uk

Web: www.itgovernance.co.uk

