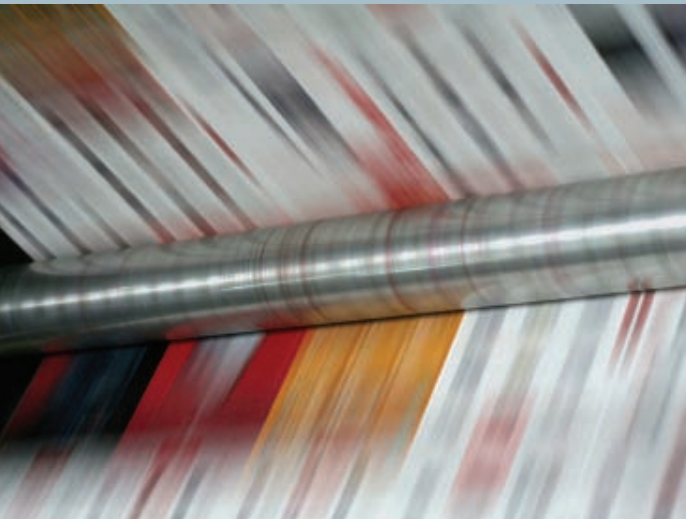


Case Study



TSO uses BS7799 (now ISO27001) certification to provide demonstrable assurance of information security best practice to customers

Privatised from HMSO in 1996, TSO (The Stationery Office) has a successful heritage in official publishing stretching back over 200 years. It works with major public and private sector clients, including all the UK's parliaments and assemblies, and is

the definitive source of official and regulatory information. TSO produces up to 15,000 titles a year in print and multiple media formats and provides a comprehensive range of services to help organisations plan, manage and disseminate their information in an increasingly digital world.

The project driver

"Because of the nature of the work that we do, and the sensitivity of some of the material that we handle, we've always had a very good security infrastructure in place" explains Jonathan Marcell, Information Security Manager at TSO. "However, many of our customers were looking for demonstrable assurance of our security procedures and that was one of the primary reasons we chose to adopt BS7799 (now ISO27001)."

"A further driver was the fact that the standard gave us a framework for

managing business continuity" adds Mike Linsdell, Head of Quality and Business Process at TSO. "It was an area where we needed improvements and we now have some very good business continuity plans in place."

Identifying a partner

"Although we've been ISO 9000-compliant for many years, we very quickly realised that we didn't have much expertise in place for BS7799 – or what was involved in implementing it across the organisation"

recalls Marcell. "That's why we decided to utilise an external consultancy to assist us in that process."

"We actually started the project using another partner but soon realised that they didn't have the skills we were looking for" recalls Marcell. "Somebody mentioned Siemens Enterprise Communications and the work they'd undertaken for BERR (formally the DTI)' and, after contacting and talking to them, we felt confident to complete the project with them."

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How Siemens helped

Following a scoping study and gap analysis, Siemens helped TSO to complete the risk assessment phase of the project. "Siemens introduced some very useful technical and logistical solutions to the risk management issues we were facing" explains Marcell.

"One decision we made early on, for example, was to use CRAMM as a risk assessment tool" says Marcell. "As well as assisting in calculating levels of risk, it also proposed contingency controls and recommendations for implementing them across our organisation."

"We also needed guidance regarding our policies" remarks Marcell. "We wanted to make sure they were not only compliant with the standard but effective and fit for purpose as well. Siemens helped us by reviewing all of our documentation and making sure it was adequate."

"The framework afforded by BS7799 was very important, too" says Linsdell. "We already had a lot of plans available but the standard allowed us to identify the gaps and to usefully update material which was a few years old."

Training and awareness was a key element of TSO's BS7799 certification programme. "Communicating the value of information security allowed us to raise its profile across the company" states Marcell. "Siemens security intranet solution has been very effective in that process and it's helped staff to be really aware of their responsibilities and the risks faced by the organisation."

About Siemens Enterprise Communications

Siemens Enterprise Communications is a joint venture between the private equity firm The Gores Group, a leading private equity firm, and Siemens AG. The joint venture incorporates Siemens Enterprise Communications GmbH & Co. KG, its worldwide affiliates and the businesses of Enterasys Networks and SER Solutions, creating a new leader in enterprise communications - strong in unified communications, contact centres and secure networks. More than 14,000 employees worldwide follow an Open Communications approach, providing enterprise communications and data networking solutions for enterprises of all sizes. This enables business processes to be more productive, faster and more secure within any network or information technology infrastructure.

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"Siemens also ran seminars for our IT staff and we've since organised regular briefings and sent out material to everybody in the company" comments Marcell. "We've also made sure information security has top-level visibility by reporting it at board level on a monthly basis" adds Linsdell.

The benefits

"Following our certification, we're now able to demonstrate to customers that we take information security very seriously" states Marcell. "Our staff are aware of its importance and, significantly, we have a robust Information Security Management System which we use to manage all aspects of security and business continuity – as well as improving the infrastructure we have in place."

"We actually went over and above the BS7799 requirements for business continuity" remarks Linsdell. "I think attending the Siemens training courses helped us realise that initiatives such as establishing a Crisis Management Team really do help to derive real business value from the core standard."

A further benefit of the BS7799 project is that the role of Information Security Manager has been formally established within TSO. "We took the decision very early on that information security was core to the company's business and that we needed a resource dedicated to it" comments Linsdell. "One of the project's key objectives was always to orchestrate a transfer of skills from Siemens to myself and that's been achieved" adds Marcell. "TSO is certainly now in a position where it is self-sufficient."

"We've been very satisfied with the professionalism and overall performance of Siemens throughout the project"

Jonathan Marcell, Information Security Manager at TSO, www.tso.co.uk

"We've been very satisfied with the professionalism and overall performance of Siemens throughout the project" concludes Marcell. "We're very happy with the way things went and I know we would have found it difficult to have completed the project on our own."

Key features

- BS7799 certification of IT infrastructure services within TSO
- CRAMM used to calculate levels of risk and recommend contingency controls
- Skills transfer from Siemens consultants has established TSO self-sufficiency
- Business continuity planning exceeded those required by standard
- Intranet solution has improved security awareness across the organisation.

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