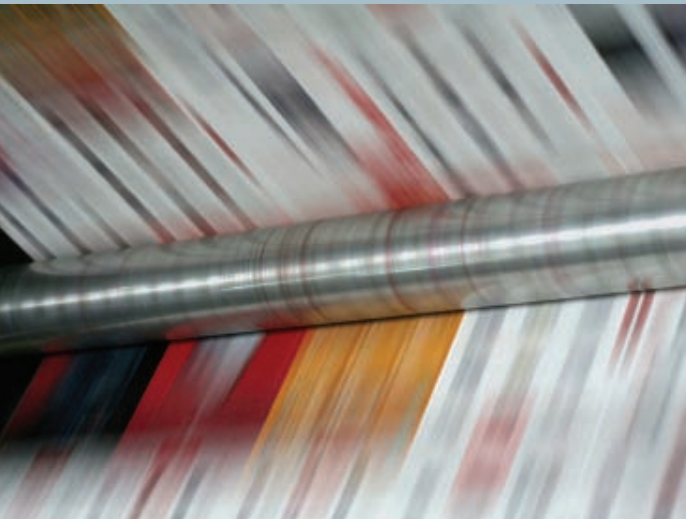


# Case Study



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."

## Communication for the open minded

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