

IT Services Jersey

Through the ISO 27001 and ISO 20000-1 Management Systems IT Services Jersey have created a culture of security which has helped them to increase customer confidence and win more tenders.

ISO 27001 – Information Security Management System

This globally recognised Standard helps businesses to protect their corporate information from unauthorised access, loss or corruption.

Implementing ISO 27001 will enable you to:

- Store information securely, preventing unauthorised access following industry best practice
- Meet legal obligations and comply with industry regulations
- Manage and minimise your exposure to risk

ISO 20000-1 – IT Service Management System

A certification in this Standard provides industry-recognised evidence of excellence in all areas of IT service provision.

Implementing ISO 20000-1 will enable you to:

- Adopt an integrated approach to IT service delivery
- Improve response times and reduce service interruptions
- Reduce process errors and strengthen incident management



IT Services Jersey are part of the C5 Alliance Group (C5). They create, implement and manage a wide-range of technologies to stimulate business productivity and profitability.

Comprising a team of over 200 experts, C5 is the largest provider of technology solutions in the Channel Islands.

How did QMS help IT Services Jersey gain certification?

Our experts took IT Services Jersey through a three-stage process.



1

Gap Analysis

QMS visited IT Services Jersey to conduct a detailed Gap Analysis of their business, comparing their existing procedures to the requirements of both the ISO 27001 and ISO 20000-1 Standards.

The QMS Consultant documented all of the existing procedures which met the requirements of these Standards and included these when producing the bespoke Management System Manuals for IT Services Jersey.

Antony Allen, Chief Operating Officer for C5 explained “QMS worked closely with us to establish the manual and associated policies required to adhere to international standards while helping us achieve our goal of superseding client expectations”.



2

Implementation

IT Services Jersey were responsible for implementing the items highlighted during the Gap Analysis, these included:

- Ensuring that Photo IDs were retained electronically or in the personnel file
- Encrypting any confidential data held on USB / removable HDDs / Laptops
- Implementing secure methods for the disposal of all types of media holding confidential information, including the shredding of hard copies
- Reviewing the existing password management system
- Introducing risk, threats and impact analysis for the Data Centre
- Providing information security awareness and training

Antony recalled “the QMS auditor was knowledgeable on his subject matters and gave thoughtful options for improvements on our current processes. These recommendations were incredibly helpful and gave us further ideas as well as improvement tasks”.



3

Certification

Performed by an accredited Auditor, a final audit was carried out to ensure that IT Services Jersey had implemented the required changes and that their systems and processes complied with both the ISO 27001 and ISO 20000-1 Standards.

Once the Auditor confirmed they were satisfied with the evidence supplied, IT Services Jersey were recommended for certification.

Antony recalled “while we were compliant with the two Standards, QMS continued to offer support, highlighting further areas for improvement during the certificate presentation.”

What happens following certification?

In accordance with the requirements of the Standards, QMS visit IT Services Jersey annually to ensure everything is in order and to verify their continued compliance.

In addition to following the ISO framework and maintaining their Management System, the Audit process is a vital part of the post-certification activities for all certified businesses.

A QMS Consultant visits IT Services Jersey once each year, checking their existing documented processes against what is recorded within the manual. This helps to ensure everything remains current and compliant with the requirements of the Standards.

QMS Consultants are focussed on improvement and will offer feedback on any observations made during the Audit. They also provide guidance on how to rectify any identified non-conformances, including how to get back to a compliant position, should a business receive a fail in the audit report.

The Audit process offers reassurance, to both the customers and stakeholders of IT Services Jersey, that they continue to meet their obligations as a certified business and adhere to the ISO 27001 and ISO 20000-1 frameworks.

“ Re-certification demonstrates that we are serious about providing the best service possible, and that we are continually looking to improve what we do. It means that our clients can be confident that everything we do for them meets the highest industry standards ”

- Phil Heath, Data Centre & Business Continuity Consultant



Benefits of certification



More contracts and tenders

Through their certification, IT Services Jersey are able to fulfil more of their customer's requirements. Antony explained "we recognised that our customers required ISO certifications as a pre-requisite in tender responses. Whilst these organisations were happy with the service we provided overall, it was important to them that we could demonstrate that we were adhering to international standards, particularly in relation to security."



Greater culture of security

IT Services Jersey have found that, especially in combination, ISO 27001 and ISO 20000-1 have really encouraged a culture of security. Antony pointed out "since the introduction of ISO 20000-1, it has helped us highlight to our employees the importance of following process and how important their roles are in the overall service we deliver". He continued "we have integrated ISO 27001 and ISO 20000 awareness training throughout our IT Services Department which has given the staff a heightened awareness of security and service delivery around the manuals and associated policies".



More adaptable to industry changes

An important part of the company ethos at IT Services Jersey is to continually improve security standards. The IT sector is one that is constantly changing. By using the tools provided by ISO 27001, IT Services Jersey are able to keep up with these changes, easily adjusting systems to follow new industry regulations and guidelines.

“ We see ISO 27001 as a pre-requisite for doing business in a technological age, particularly as an IT service and solution provider, and the ISO 20000-1 service management complements this certification perfectly. ”

- Antony Allen, Chief Operating Officer

For more information, please contact a QMS Certification Advisor by calling: