

## ISO 22301 Case Study

### Causeway leads the way with ISO 22301



#### Who are Causeway?

As one of the world's leading suppliers of software for the built environment, Causeway Technologies Limited (Causeway) solutions play a key role through the Design, Build, Operate and Maintain phases of the built environment.

Their software is at the heart of activities as diverse as the design and construction of major building and infrastructure projects, driving efficiencies in supply chain management, supporting day-to-day facilities & estates management and tracking and managing service & maintenance resources.

In parallel, they utilise their own expertise to fully embrace the functionality and interoperability of new technologies, such as Building Information Modelling (BIM), to deliver the next generation of technology solutions.

#### Why is 22301 important?

As a provider of hosted systems, software and support, Causeway recognised early on that providing a resilient service benefits not only their own company, but also improves resilience for their clients, who often rely on the services provided by Causeway.

It is understood that when a disaster strikes a business, its key employees or suppliers it is important for a business to get back up and running as soon as possible after the event in order to minimise disruption, and to continue to be able to support its clients.

Causeway recognised the three elements that it need to consider in its business continuity strategy;

Resilience - achieved through critical business functions and supporting infrastructure being designed in such a way that they are materially unaffected by relevant disruptions (i.e. through the use of redundancy and spare capacity);

Recovery - arrangements made to recover or restore critical and less critical business functions that fail for some reason (through the development of response plans);

Contingency - establishing generalised capability and readiness to cope effectively with whatever major incidents and disasters occur.

Having already implemented ISO 27001:2013, and having experienced the benefits of a certified management system, Causeway made the decision to expand the scope of their existing certification to also encompass the requirements of ISO 22301 for Business Continuity.

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## Establishing the Business Continuity Management System

Following the Gap Analysis, the next step was to utilise the existing internal Information Security Team (IST) within Causeway, and conduct a thorough Business Impact Analysis (BIA) of the business.

The outputs of the BIA were then risk assessed to identify where response plans needed to be developed to ensure swift and efficient recovery, or where additional resilience and controls were needed to minimise disruptions should an event be realised.

The management system documentation was updated in collaboration between Blackmores and the IST, to include the formation of an Integrated Management System (IMS) incorporating all the policy, response plans, procedures and records required by both ISO 22301 and the existing Standard ISO 27001.

In order to drive continual improvement a number of objectives were formed by the IST to align with both the strategic business objectives and the risk assessment findings.

A comprehensive communication and awareness training programme was rolled out to staff with emphasis given to participation and feedback from everyone within Causeway.

## Testing and Exercising

The response plans are subject to a formal schedule of testing and/or exercising to ensure that they remain effective in achieving the Recovery Point and Recovery Time Objectives (RPO's, RTO's), and to verify awareness and Causeways' practical ability to achieve a timely resumption and recovery of service in the event of an incident.

## Compliance and Certification

A full round of internal audits and a management review of the IMS were undertaken prior to certification.

In December 2015 Causeway achieved certification to ISO 22301 following assessment by Lloyd's Register Quality Assurance (LRQA).

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