Blackmores

ISO 27001 Case Study

Causeway lead the way with ISO 27001

Who are Causeway

As one of the world's leading suppliers of software for the built environment, 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 27001 important

Causeway have long recognised the importance of Information Security and the requirement to preserve the integrity of their own data, and their own duty of care to the data they process and host for their clients and stakeholders.

More than ever, clients and potential clients are seeking independent assurance that their own data and the software products they're subscribing to use are not going to be affected by the threats associated with information security. Because ISO 27001 is the Internationally recognised Standard that provides the framework for Information Security best practice, clients are expecting their key suppliers to demonstrate that they hold UKAS accredited certification to this standard.

During 2013, Causeway took the step to formalise the information security best practice already embedded within the organisation, and seek UKAS recognised certification to ISO 27001.

Approach taken

Causeway engaged in the services of Blackmores to implement an Information Security Management System that is compliant with the requirements of ISO 27001:2005 to cover the Causeway Head Office in Bourne End and two further sites based in Leamington Spa and Farnham.

Blackmores' consultants undertook a comprehensive gap analysis to identify areas of potential non-compliance with the standard and then created a project implementation plan based on the findings.

Formation of internal IST

Following the Gap Analysis, the next step was to form an internal Information Security Team (IST) within Causeway. Formed of management and operational staff; this team of 'champions' were involved in every element of the implementation process. Most importantly, this included the risk assessment element, whereby a rounded risk appetite was provided from the IST members resulting in a meaningful and balanced assessment.

The management system documentation was formed in collaboration between Blackmores and the IST, to include the formation of an ISMS Manual, Risk Assessment, Statement of Applicability, Legal Compliance Register and the updating of requisite Policies and Procedures and Operational Controls. The resulting ISMS reflected the tailored approach taken.

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 emphasise given to participation and feedback from everyone within Causeway.

Compliance and certification

A full round of internal audits, a legal compliance assessment and a management review of the ISMS were undertaken prior to certification.

In December 2013 Causeway achieved certification to ISO 27001 following assessment by Lloyd's Register Quality Assurance (LRQA).

Hywel Evans (pictured right), Causeway's Executive Vice President for Corporate Services, commented *"Information security is vital to both Causeway and our customers, so operating an Information Security Management System to ISO 27001 provides peace of mind for all parties. It also incorporates a Business Continuity Plan to ensure we can continue to support customers in the event of an incident."*

Future Development

Causeway are continuing to work with Blackmores in order to develop their ISMS management system by working towards ISO 22301, the Standard for Business Continuity. ISO 22301 will further enhance their existing ISMS and will provide further evidence to current and future clients of their ability to remain resilient - now and in the future.

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Further information can also be found on **www.blackmoresuk.com**