

## F&C COMBAT THE COMPLIANCE CHALLENGE

On the 11th of October 2004 ISIS Asset Management merged with F&C Group Holdings, constituting the largest transaction in the global fund management industry that year. A key challenge for the Head of IT Services, Gill Brittle, was to bring the two Information Security Management Systems (ISMS) into line and extend BS7799 certification throughout the combined company.

“We had a strong security focus at ISIS and we wanted to extend certification to demonstrate our commitment and adherence to industry best practices. Getting the certification was a way to assure our clients and partners that we followed best practice when dealing with them and also made sure that the organisation was as secure as possible.” said Gill.

Gill decided that she needed the help of an external consultancy that had the right skills and experience to help get the ISMS compliant with BS7799.

“Carrying out the work internally was going to be very difficult. My team was fully utilised dealing with the merger, as well as their usual operational roles and didn’t have the specialist knowledge needed to follow the BS7799 certification process. I had to find an organisation I could trust to help us through this difficult situation.”

“We selected SecureWorks® as their consultants quickly demonstrated that they had lots of hands-on experience with BS7799 and ISO17799 compliance in organisations like us. They also have a full understanding of information security and could offer me any follow-on services that I needed.”

The first step was to gain a full understanding of the situation and develop a plan. After an initial consultation, the key objectives outlined for the work were to:

- Determine the degree of alignment of the F&C IT department ISMS framework (including risk assessment, policies, procedures and controls) to the requirements of BS7799.
- Determine the degree of alignment of the F&C ISMS governance (including organisation roles, reporting, information security business and technical steering groups) to the requirements of BS7799.
- Document a plan of activities to drive and increase staff awareness of information security and the F&C ISMS.
- Review and recommendations for amendments to the F&C ISMS Statement of Applicability (SoA) and inclusion of additional controls.
- Document a plan of ISMS activities to be completed by F&C in preparation for the audits and for use on an ongoing basis.

Using experience from many large BS7799 and ISO17799 compliance and ISO27001 certification projects, the SecureWorks® consultants delivered the required services in four distinct phases:

- **Information gathering** – the collation of F&C and ISIS (London and Edinburgh) ISMS information and documentation for review and gap analysis. The information was required in order to develop their Statement of Applicability, policy documentation, risk management summaries and the pre-audit requirements supplied by their certification body.

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- **Documentation review** – the review of the information and production of updated documentation in line with the Code of Practice requirements.
- **Documentation** – collating all identified gap areas and producing a report of the review findings and recommendations. An action plan was also created to resolve identified gaps in the ISMS, with estimates of effort required from F&C and SecureWorks® that had to be completed before the audit visit.
- **Internal audit schedule** – the production of an internal audit schedule and carrying out of the internal audits. From the audits a continuous improvement programme was developed with sign off of improvements as remedial actions were implemented.

A team comprising SecureWorks® security experts and key members of Gill's technical team started work on the action plan straight away.

“The SecureWorks® consultants worked well with my team. This helped the project run smoothly but also meant that there was a transfer of skills that would improve my own team's understanding of the standard.”

With the audit deadlines looming, SecureWorks® prepared an audit pack consisting of documents outlining the approach taken, the audit checklist, the audit report and a detailed action plan. This approach made sure that the auditors had everything they needed and that the audit ran as smoothly as possible.

After a thorough investigation by the auditors, F&C gained BS7799 certification for both their London and Edinburgh offices.

“With the quality and experience of the SecureWorks® consultants, I was confident going into the audit that we would come out the other side with certification for both sites. We have a best practice approach to information security and this helps us to develop trust with our clients and partners as well as a real reduction in the number of security incidents.

“SecureWorks® now provides us with ongoing assistance within the controls of ISO17799, facilitating the transfer from BS7799 to ISO27001, ensuring that the current controls are effective, and that they are right for F&C. Topics such as data protection, user registration controls, contract management and incident response have all been analysed and improved.

“Finding an information security specialist like SecureWorks® who has a high level of experience and expertise has been invaluable to F&C.”

For more information on SecureWorks® and our compliance services please email [UKenquiry@secureworks.com](mailto:UKenquiry@secureworks.com) or call 0131 718 0600.

“We selected SecureWorks® as their consultants quickly demonstrated that they had lots of hands-on experience” *Gill Brittle, Head of IT Services, F&C Group Holdings*