



# ISO27001 – Management Service

## What is it?

The **norm.** ISO27001 Management service helps take the legwork out of the maintenance of your certification.

It may be dull but keeping the management systems processes ticking along is required to maintain your certification. Staying on top of these things also reduces the amount of work required later to prepare for an audit or resolve non-conformances.

You will be required to use the ISMS.online platform to consume this service in its entirety.

The purpose of the management service is simple:

- \* To provide a bespoke management service, taking on as much or as little of your ISMS as required.
- \* To generate evidence of good practice ahead of your ISO27001 external audits.
- \* To ensure your ISMS is as effective as possible, continually improving the security practices of your business.

\*Reassuringly dull cyber security

## Why now?

As data breaches become increasingly common, even amongst the world's largest companies, maintaining the security and privacy of customer data is a growing area of concern for businesses and the IT organisations that support them. In the context of IT security, compliance means ensuring that your organisation meets the standards for data privacy and cyber security that apply to your specific industry.

In response to this growing concern and risk, the implementation of the ISO27001 standard has become more common, or in some cases even mandated by customers and investors. Unfortunately maintaining compliance with the ISO27001 standard and generally getting the most value out of it comes with a significant amount of effort. To help alleviate this **norm.** has developed the ISO27001 ongoing management service.

A significant amount of effort and cost is involved in certifying an organization to the ISO27001 standard. Once at that point, quite often that good work is undone and eroded over time as the ISMS becomes neglected, as higher immediate business priorities take precedence. **norm.**'s ongoing ISO27001 management service ensures that the investment in achieving the certification is not wasted.

## What's included?

- \* A choice of Service Modules that cater for the management of aspects of your ISMS, which include:
  - o Risk management
  - o Internal Auditing
  - o Management reviews
  - o Other support resolving non-conformances, monitoring objectives etc.
- \* Advice and support with any decisions related to the ISMS and changes to the scope as your organization grows, or the ISO27001 standard changes.
- \* Help transitioning to the ISMS.online environment if required.
- \* Access to a named and fully qualified ISO27001 consultant who will manage the selected service modules and the respective components of your ISMS on your behalf.



## Want more detail?

For the full Service Description of our ISO27001 Management Service [<<ClickHere>>](#).  
To register your interest and get one of the team to call you [<<ClickHere>>](#)  
or just give us a call on **+44 (0)20 385 55242**.

## In a nutshell...

Demonstrating your commitment to meeting regulatory and best practice standards is a direct reflection on the integrity and sustainability of your business. However, maintaining compliance with the ISO27001 standard comes with a significant amount of effort. To alleviate this problem **norm.** has developed the ISO27001 management service; a choice of Service Modules that your organisation can select to either fully manage your ISMS or compliment your existing team through independent audit, guidance, and oversight.

### What are the business benefits?

Having **norm.** maintain your ISMS has many benefits, including;

- \* Reduced effort and time required from your organisation to maintain accreditation.
- \* Access to specialists at **norm.** providing compliance and general security advice where required.
- \* Reduced likelihood of non-conformances which may require significant effort following an external audit.
- \* An external look at your business operations and risk, from a specialist security provider.
- \* Assurance that your certification will be maintained, and your organization can continue to demonstrate its commitment to information security to its external stakeholders and customers.

### How does it work?

When you have decided upon the service modules that you need and once your order is received, a member of our Customer Experience team will take ownership of your order and contact you to introduce themselves as your project lead. They will arrange a Welcome call with you to guide you through the process and introduce you to your named **norm.** ISO27001 consultant who will be assigned to assist you.

Your organisation is required to use **norm.**'s recommended online ISMS management platform, to provide our Information Security consultants with easy access to your environment and be able to efficiently collaborate with you and your team to ensure the process has the minimum impact on your day-to-day business activities.

If you do not wish to transition to the ISMS.online platform, **norm.** is willing to discuss alternative service options. Regardless of the platform used, support with your internal audit program will always be available to you.

## FAQs...

### What is ISO27001?

ISO27001 is the international standard focused on information security. Which means it aims to preserve the confidentiality, integrity and availability of information in all of its forms. This is achieved by the implementation of an information security management system, underpinned by risk management processes and supported by 93 security controls. These security controls are split into 4 themes: Organisational, People, Technological and Physical. The intended outcome of all of this is a holistic and self-improving system which is tailored to your organisational needs.

### Do I need to use the ISMS.online platform?

If you wish to utilize the service in its entirety, then you will need to transition to **norm.**'s preferred online ISMS management platform, ISMS.online. This ensures that all documentation and records are available to **norm.** staff as needed to carry out their work. **Norm.** offers preferential rates to any customer who wishes to subscribe to the isms.online platform.

If you do not wish to transition to the ISMS.online platform then you can still consume aspects of the service, for example support with your internal audit program will always be available. The availability of the other aspects of this service will be determined on a case-by-case basis following a discussion with the **norm.** team.

### Will I need to attend the external audit meetings?

As your organisation will retain responsibility for the operation of your ISMS, you will still be required to attend any external certification audit. However, **norm.** staff can be available during this process to assist, especially within areas that they are helping to operate. Having an experienced **norm.** consultant on hand greatly assists both the auditor and the customer organisation to ensure that the audit progresses efficiently and effectively.

### Will this affect other services from Norm?

The ISO27001 management service will not affect or replace any existing services or controls that the organisation may have implemented. Where there are inadequate security controls **norm.**'s **smartbloc.**<sup>TM</sup> solution can support the ISMS by helping to address some of the required security controls mandated by the standard and provide an easy mechanism to demonstrate that the implemented controls are functioning as intended and are effective. A reference to which **smartbloc.**<sup>TM</sup> service modules directly support an effective ISMS can be found in the Appendix.

**norm.**

## Appendix – Relationship between other norm. services and ISO27001 controls

Service	Service module	ISO27001 Controls
smartbloc.™	Cyber Safety and Awareness Training	A6.3 Information security awareness, education and Training
	Threat Detection and Response (Endpoint)	A8.7 Protection against malware
	Threat Detection and Response	A5.24 – A5.28 Incident Management A5.29 Information security during disruption A6.8 Information Security event reporting A8.15 – A8.16 Logging and Monitoring
	Vulnerability Management and Patch Management	A8.8 Management of Technical Vulnerabilities
	Penetration Testing	A8.8 Management of Technical Vulnerabilities A5.35 Independent review of information security
	smartbloc. [LIVE]	Clause 9.1 Performance Evaluation
Data Protection as a service (DPaaS)	Essentials, Essentials PLUS and Premium	A5.34 Privacy and Protection of Personally Identifiable Information