



Protect • Comply • Thrive

Overview

The need

To demonstrate the highest standard of information security management and improve the organisation's regulatory compliance posture.

The solution

IT Governance's combined ISO 27001 ISMS and IG Toolkit Managed Service (DSP Toolkit).

The benefit

Maintained compliance with the information security management standard ISO 27001 and a 100% IG Toolkit compliance attainment level.

Harvey Walsh case study: ISO 27001 and IG Toolkit (DSP Toolkit) Managed Service

Harvey Walsh is a leading health informatics and patient outcomes agency, working across the NHS, Pharmaceutical and Medical Device Industries.

The agency obtains data from a wide variety of sources, including Hospital Episodes Statistics (HES) and primary care research datasets. The data is aggregated at an organisational level using analytical tools to help understand and improve patient outcomes and healthcare provision on behalf of the NHS and its supply chain.

As Harvey Walsh continues to innovate in an increasingly digital environment, it is critical to ensure that its systems, platforms and technologies are secure.

Working with the NHS gives Harvey Walsh unrivalled expertise in using the data to produce the information needed to make value-based decisions and improve patient care.

Background

Harvey Walsh needed to demonstrate the highest standards of information security management to address increasing demand from the pharmaceutical industry. It opted for ISO/IEC 27001:2013 certification to assure clients, stakeholders and regulators that it takes measures to ensure the data it receives and processes is held securely and used appropriately.

The agency had initially appointed IT Governance to assist its transition from ISO/IEC 27001:2005 to ISO/IEC 27001:2013.

Harvey Walsh also needed to comply with the Information Governance (IG) Toolkit to gain access to the NHS network via NHS Digital. The agency made the transition within four months through an integrated solution comprising IT Governance's [ISO 27001 FastTrack™](#) and [IG Toolkit FastTrack™](#) consultancy services (now [Data Security and Protection Toolkit](#)).

Requirements

After achieving ISO/IEC 27001:2013 certification, Harvey Walsh asked IT Governance for help in maintaining and improving its compliance posture.

It opted for IT Governance's combined [ISO 27001 ISMS](#) and [IG Toolkit Managed Service](#) (DSP Toolkit). This provides Harvey Walsh with the reassurance that its information security management system (ISMS) protects the agency against constantly evolving threats, helping the agency continually measure, monitor and improve its performance, and ensuring conformity to ISO 27001 and the Toolkit, all for a fixed price.

The IG Toolkit is closely aligned with ISO 27001 and it is relatively straightforward for an organisation already certified to ISO 27001 to meet its requirements.

How IT Governance supports Harvey Walsh

IT Governance's support service ensures that any changes to the ISO 27001 standard and the IG Toolkit's requirements (which NHS Digital reviews and updates annually) are reflected in Harvey Walsh's management system and that its ISMS is in line with requirements, with no need for additional resources.

Such maintenance is ideal for small organisations that lack the capacity to maintain ongoing compliance with the requirements of ISO 27001 and the IG Toolkit (now the DSP Toolkit).

Process

At the start of the project, Harvey Walsh was assigned two of IT Governance's information security consultants – Gareth Lawrence and Alice Baker.

Gareth has more than 20 years' experience in audit and assurance services for ISO 27001, the NHS IG Toolkit, information risk management and internal auditing.

Alice, as well as being an experienced information security and ISO 27001 consultant, is a process-driven ITIL® expert and ISO 20000 practitioner.

With the ISO 27001 Managed Service, Harvey Walsh receives a staff awareness training refresher session conducted by an experienced information security trainer, a review of its risk assessment process and outcomes (including assessment of its ISMS documentation and controls), an assessment of the context statement and scope of the ISMS, facilitation of its management review sessions, and feedback on the general health of the ISMS.

IT Governance also takes care of the internal audit, reviewing security incidents and risks and providing suggestions for corrective and preventative action. It assesses any changes of context and reviews all documentation to ensure everything is in line with conformity ISO 27001.

Harvey Walsh's ISO 27001 certification meant that much of the managed services work involved in maintaining IG Toolkit compliance was already covered. IT Governance considered any additional requirements when reviewing the agency's documentation and controls before submitting the updated IG Statement of Compliance (SoC) through the NHS Digital portal, providing all necessary evidence. IT Governance was able to increase Harvey Walsh's initial IG Toolkit submission from an NHS satisfactory level of 66% to a level 3, 100% attainment level.

Harvey Walsh explains why it chose IT Governance

IT Governance is a global authority on ISO 27001 and was recommended as an organisation that could provide Harvey Walsh with the necessary support to quickly gain ISO accreditation.

From the initial meeting, IT Governance's clear approach and experience was evident.



"Working with IT Governance has been a positive experience and continuing to work with IT Governance over a period of seven years, without seeking an alternative provider, can only go to demonstrate our complete satisfaction with the service we receive," says Harvey Walsh's Data and Compliance Manager, George Kyriazi. "IT Governance has become a trusted adviser on all matters concerning security, and have also recently helped us to achieve Cyber Essentials certification."



IT Governance is a leading global provider of IT governance, risk management and compliance solutions. Over the past 15 years, we have helped more than 7,000 people gain ISO 27001 qualifications, and have provided support and consultancy guidance to more than 600 organisations globally, enabling them to achieve certification to the Standard.



Just as we have helped **Harvey Walsh**, we can help you

ISO 27001 ISMS Managed Service

Eliminate the hassle of managing your ISMS with hands-on support from an ISO 27001 specialist.

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Benefit from the reliable advice and practical experience of an ISMS specialist to manage, maintain, audit and continually improve your ISMS in line with the requirements of ISO/IEC 27001:2013.

Find out more

DSP Toolkit FastTrack*

Struggling to keep up with the continually changing IG Toolkit (DSP Toolkit) requirements? Comprehensive help is at hand.

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The FastTrack™ service helps SME organisations meet the Data Security and Protection (DSP) Toolkit's requirements quickly and effectively for a fixed price. Our team of data security and protection experts will outline exactly what is required to achieve full compliance and facilitate the implementation of all the necessary remedial actions at a budget and in a timeframe convenient to you.

Find out more

Bespoke consultancy is also available for large organisations and companies. [Contact us](#) for more.

*From April 2018, the IG Toolkit transitions to the Data Security and Protection (DSP) Toolkit. Organisations can maintain compliance and uninterrupted access to NHS networks by planning now for these changes. Our expert consultants can conduct the necessary assessments, update your documentation in line with the new requirements and take care of the submissions required by NHS Digital.

CONTACT US NOW
Speak to an expert



Harvey Walsh case study - v1

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