Management of Information Systems

Certification of Secure Systems and Processes

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TÜV NORD
Certification

Protecting valuable information

Information is an asset whose loss, unauthorised publication or manipulation – be it by error, force majeure or wilful action – may have major legal and financial consequences and can damage an organisation's image. For this reason, the responsible handling of such information is more important than ever – confidentiality, availability and integrity are the central concerns. To counteract any risks it is advisable to introduce and establish a comprehensive Information Security Management System (ISMS).

Information Security Management System

The requirements regarding the setting up, operation and continual improvement of a documented ISMS are defined in the internationally recognised standard ISO 27001. With an ISO-27001 certificate issued by TÜV NORD CERT, an organisation can demonstrate the effectiveness of an information management system objectively and with credibility. Within the framework of an integrated management system, TÜV NORD CERT also offers certification to ISO 27001 in conjunction with certification to ISO 9001, ISO 20000-1 and ISO 22301.

The standard ISO 27001 adopts both a technical and an organisational approach. Alongside the PDCA cycle of the plan-do-check-act, technical themes such as physical and personal security, security incidents, access protection, emergency procedures and risk management are also relevant. Unlike the standard ISO 9001, the annex to standard ISO 27001 gives precise requirements which must be fulfilled to the letter. This standard therefore involves a holistic approach and provides users with greater benefit.

Benefits of certification to ISO 27001

Certification is appropriate and useful for all organisations and companies from every sector.

Certification offers a wide variety of benefits on several levels:
- weak points in the handling of information are exposed by the external review
- security awareness is conveyed to employees and management personnel
- the availability of IT systems and processes is scrutinized
- risks are minimised through the high security level and compliance with laws
- certification of the ISMS by a recognised body creates confidence in the certified organisation itself and among customers, partners and investors
- the ISMS is continually improved

Certification to ISO 27001 – also on the basis of BSI baseline protection

The TÜV NORD GROUP certifies an ISMS according to ISO 27001 in accordance with international accreditation, or it conducts audits according to ISO 27001 on the basis of the IT baseline protection regulations of the BSI (German Federal Office for Information Security). Our experts are recognised for both procedures and of course they are also approved as ISO-9001 auditors. Within the framework of the audit, data and information security are checked. Among other things the following matters are scrutinized: is it ensured that only authorised persons have access to information? Are there conditions in place which will enable information to be processed accurately, completely and correctly? Can authorised users access information and systems if these are needed? Is the authenticity of information identifiable throughout its whole life cycle?

We would like to give you some details

You can receive expert support for your information management activities from us, whilst at the same time it is also possible to integrate these into existing management systems.

We offer you the following services as part of the certification process:
- gap analysis
- scoping workshop to establish the scope of application
- pre-audit as a preliminary assessment of the certifiability of your system
- certification, also as integrated certification with ISO 20000-1, ISO 22301 or ISO 9001

ISO 27001

Everything under control:

security of business information at all times

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ISO/IEC 27001

The standard for reliability and efficiency in IT service management

Efficient and available IT service management processes in the service of international and external customers play a major role in supporting business sequences in companies and organisations: they facilitate better control and monitoring, enhance efficiency and provide opportunities for continual improvement.

As an integrative component of many working processes, information technology influences the economic efficiency of companies to a major degree – a decisive reason why above all internal IT departments and external IT service providers actively engage with ISO 20000-1.

Scoring with high-efficiency IT services

Smooth-running IT service management is one of the main criteria for efficiency and competitiveness. It makes a vital contribution to the ability to access new customer groups and markets, and so it is all the more important to have IT services constantly available. It is essential to provide a high degree of reliability, functionality and security and to demonstrate this in terms of an impartial, external assessment.

Benefits of certification to ISO 20000-1

Certification by TÜV NORD CERT supports the systematisation of IT service processes and enhances sensitivity to efficient service management. Potential deficiencies can then also be more easily identified and eliminated. The standard ISO 20000-1 offers instructions for standardising IT services, and this can result in considerable improvements in quality and costs. The standard follows the principles of quality management and of process optimisation, standardisation and alignment of the processes according to ITIL.

Verification of the standardised, ITIL-oriented procedure increases the trust of internal and external customers. The IT Infrastructure Library (ITIL) is a collection of best practices and describes the processes needed to operate an IT infrastructure, the structural organisation and the essential tools. The ITIL is geared to the added value which is available to customers based on IT operations. The result is that the improvement in processes ensures reliability and cost efficiency in the rendering of IT services.

This also brings many other benefits:
- more effective and efficient organisation of IT processes
- verification of the efficient rendering of customer-specific IT services (service level agreements)
- continual improvement of IT services using tried-and-tested processes and methods

- prevention of errors and downtime
- improvement of the deployment of resources and increased productivity of the core business
- increased customer satisfaction
- enhanced transparency within the organisation

Additional certification to ISO 27001 is an ideal supplement to service management.

We would like to give you some details

You can receive expert support for your information management activities from us, whilst at the same time it is also possible to integrate these into existing management systems. Just contact us and we will answer your specific questions. Call our toll-free service hotline to speak to us directly: **0800 245-7457**

ISO 20000-1

A demonstration of quality:
outstanding and efficient IT Service Management

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ISO/IEC 20000-1

Reliable business continuity even with serious operational disruption

Unforeseeable events can seriously disrupt the business processes of an organisation. This is true not only for the locations of one's own organisation, but also for all the suppliers and service providers who are critical for the organisation's work. Globalisation and internationalisation with outsourcing, out-tasking and the involvement of numerous partners around the globe lead to more complex situations and hence to more rigorous requirements for risk management.

The main causes of the increasing susceptibility of modern business processes to disruptions include the following:
- natural disasters and force majeure such as flooding, storms or earthquakes
- power failures and fires which disrupt infrastructure
- social turmoil such as unrest and political upheavals, local and global health factors such as epidemics or pandemics
- losses of personnel or materials due to attacks or accidents
- criminal activities, human error or wilful action

Forearmed for special cases
The supreme goal of Business Continuity Management (BCM) is the certain continuation of business activities even if unforeseeable and adverse events occur. A further intention is to avert high financial and intangible losses or even bankruptcy.

A BCM is indispensable in order to minimise such corporate damage and to take effective precautions in case of major disruption. It develops risk-oriented scenarios and, after a break in operations due to disruption, it regulates
- the resumption of regular operation in the shortest possible time
- restoration of business operations in the medium term

TÜV NORD CERT conducts an audit to check the current situation and determines potential improvements and nonconformities. If the requirements of the standard have been met, the certificate can be issued. Organisations thus receive an independent and qualified statement from impartial experts on the sound nature of their contingency plans and the processes for restoring business operations.

Benefits of certification to ISO 22301
Certification provides advantages and benefits not only to the organisation itself, but also to its customers and business partners:
- confirmation of the ability to provide business continuity even under adverse conditions
- support for your positioning as a reliable supplier and for transparency towards customers with rigorous security requirements
- stimulus from external experts for your continual improvement process
- reduction of liability risks and building of trust among your partners
- enhanced security awareness within the organisation

We would like to give you some details
You can receive expert support for your information management activities from us, whilst at the same time it is also possible to integrate these into existing management systems. Just contact us and we will answer your specific questions and will also be happy to draw up an individual offer for your requirements. Call our toll-free service hotline to speak to us directly: **0800 245-7457**

ISO 22301
Foreseeing the unforeseeable:
continuity of business operations in emergencies and crises

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ISO 22301

Information Security Management System (ISMS) – ISO 27001

We also support you in the certification preparatory phase
In the gap analysis, the auditor gains an on-site overview of what has already been implemented and what is still lacking. This is done regardless of the time of the certification and can be ordered at any time. A brief report will document the status of the organisation with respect to the implementation of the requirements of ISO 27001.

The scope of the ISMS is determined in the scoping workshop. Since the scope is geared to the value creation processes and information routes and not necessarily to organisational units, this procedure is in practice often better undertaken with the help of our experienced experts. The scoping workshop generally lasts one day.

The pre-audit is the dress rehearsal for the first certification. Depending on the size of the organisation, an audit lasting one or more days is conducted with random samples of the organisational units and relevant themes. In the run-up to the first certification it helps the employees to become familiar with the audit. Nonconformities and potential improvements are identified and can be eliminated or worked on without influencing the results of the final audit report.

The graphic on the reverse of the present brochure shows the certification phases for all the standards. The gap analysis, scoping workshop and pre-audit serve to provide support in the preparatory phase.

Simply contact us and we will answer any questions you may still have, we will also be happy to send you a specific offer. Call our toll-free service hotline to speak to us directly: **0800 245-7457**

Certifications by TÜV NORD CERT

Best possible performance

Together with its accompanying information technology, information management is truly a central component of all business processes and therefore entails rigorous requirements regarding the quality of IT processes, the fulfilment of service level agreements and the continuity of business sequences and processes. Data must be safeguarded to a particularly high degree and infrastructure, processes and software may not contain any security gaps. Against this background, TÜV NORD CERT offers assessment and certification of information management, IT service management and risk management of organisations in accordance with ISO 27001, ISO 20000-1 and ISO 22301.

TÜV NORD CERT is accredited by the German accreditation authority Deutsche Akkreditierungsstelle (DAkkS) for the international standards ISO 27001 and ISO 22301. Our certification to ISO 20000-1 is approved by APMG International, the owner and accreditor of this standard. Training courses and other services are also offered within the TÜV NORD GROUP. All standards follow the PDCA cycle of ISO 9001 and consequently offer far-reaching mutual compatibility.

Combined certification offers companies a holistic approach to the alignment and control of their organisation.

- ISO 27001: **Securing, protecting and maintaining valuable information**
- ISO 20000-1: **Best practice in IT service management for reliability and cost-efficiency**
- ISO 22301: **Unfailing business continuity even with serious operational disruption**
- ISO 9001: **Quality and customer orientation as the basis of every organisation**

Know-how, independence and impartiality for your success
TÜV NORD CERT is an internationally recognised and reliable partner for inspection and certification services. Our experts and auditors have extensive knowledge, undergo constant further training and are permanently employed by TÜV NORD CERT. This guarantees independence and neutrality, and also means we can offer continuity in supporting our clients. The benefit for you is clear: our auditors accompany and support the development of your organisation and provide you with objective feedback.

ISO 9001

Setting the scene – documented
quality capability and customer focus

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GmbH
ISO 9001

The route to the certificate

Offer drawn up by TÜV NORD CERT	
Scoping workshop/review of the scope (optional)	
Pre-audit/preliminary assessment (optional)	
Auditor qualification in open seminar	

CERTIFICATION PHASE

Placement of certification order with TÜV NORD CERT	Stage 1 Audit: Establishment of certifiability, audit planning	Stage 2 Audit: Certification Audit	Release of the certification process by the certification body	Issuance of the certificate, valid for 3 years, annual surveillance audits	Recertification audit after 3 years

The right partner for your information management

TÜV NORD CERT and the TÜV NORD GROUP are impartial experts for all aspects of information management, providing ongoing, solution-based support as you meet your operational challenges. With our national and international locations we offer a worldwide network of experts and auditors based on German qualification criteria. Our holistic service approach ranges from training, scoping workshops and pre-assessments through to the final certificate.

We are looking forward to hearing from you

If you have any questions on the matters dealt with in this brochure or require advice on certification, please contact our Information Management Expert Group at the following address.

http://www.tuv-nord.com/en/certification/information-technology-446.htm

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