

# bss

## Increasing Citizen Confidence that their information is secure

bss is the friendly voice behind many UK government and commercial telephone help and support lines including healthcare, the 2011 Census, HM Revenue and Customs and the BBC. They provide a reliable and secure service for both their clients and the people who call for support and advice. The former includes the UK government and commercial organisations.

### WHAT BSS NEEDED

Many clients who want to work with bss understandably want formal assurance that their information will be safe. bss had many practices and procedures to protect data, but wanted to achieve formal ISO/IEC 27001 certification. Doing this would improve their image as a trustworthy partner and create confidence showing clients and the people using their services that keeping data secure was a priority..

*"The candid advice has enabled bss to deal with issues at an early stage and has ensured that projects have been delivered on time and to budget with security managed in a cost effective manner."*

**Dani Muir**, Sales and Marketing Director, BSS

### THE CHALLENGE

bss potentially works with every citizen in England, Wales and Northern Ireland. It has to safeguard all their information, be it tax return queries or their healthcare information. ISO/IEC 27001 is comprehensive in its coverage of information security issues and contains many control requirements, some extremely complex. Compliance is a far from trivial task, even for the most security conscious organisations. Full certification is even more daunting.

### CASE STUDY

#### COMMERCIAL

*"The open and honest relationship has enabled both CGI and bss to work as a single team to a single goal, providing demonstrable trust for citizens."*

**Peter Calderbank**,  
Chief Executive, bss

## OUR ANSWER

Working with bss, we looked at the technical, physical, personnel and procedural issues from an information security perspective. After detailed discussions with bss about their business model and possible problem areas, we began to analyse the security risk to bss by assessing the many different threats and vulnerabilities. The next step was to design a security solution and help with its implementation. Once that was done, we tied it neatly together with business continuity management and auditing.

Throughout, we supported bss in their relationship with both the prime contractor and the UK government department responsible for each citizen's personal information. Enabling a completely open and honest approach across all stakeholders, we helped bss resolve issues promptly and effectively with business partners and citizens. There was also the matter of certification. We helped bss through the preparation for audit, the audit itself, and the ongoing continual improvement programme so crucial to long term success.

## A SUCCESS STORY

In June 2010 the bss UK telephone support service became certified to the ISO/IEC 27001 International Information Security Management standard. bss received 'go-live' on time with no outstanding security issues. The situation now is that bss has security at the level of the highest standards in the world. They believe that the formal certification is a powerful demonstration of their organisation's commitment in managing information security. It is also a public statement of capability without revealing security processes or opening systems to second party audits. This gives them a head start over the competition and will help them win even more government work. After all, none of their competitors can offer clients the world's highest security standards as part of business as usual.

"The project referenced in this case study was delivered by Logica, which CGI acquired in August 2012"

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## ABOUT CGI

With over 68,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

## WHY WORK WITH US

We bring a lot of experience in setting up and managing information security for some of the largest and most complex businesses in the world. But what really makes a difference is our desire to work with you, every day; to really understand your needs and come up with great ideas to help you meet your objectives. Clients choose us for our reputation for outstanding delivery, our investment in information security expertise and the high calibre of our people.