



ISO 27001 Information Security Management & ISO 20000 IT Service Management

CASE STUDY LIVERPOOL DIRECT

Summary

Needs

- To meet regulatory & contractual requirements
- To independently demonstrate to customers that Liverpool Direct meets best practice
- To innovate, lead and deliver service excellence

Benefits

- Improved customer satisfaction
- Better quality of service
- Risk reduction
- Ability to identify any service gaps, allowing opportunities for improvement
- Opportunity to secure new business

Background

Established in 2001, as a joint venture partnership, Liverpool Direct Limited (LDL) is the largest public and private partnership of its kind in the UK. BT owns 80.1% of the company and Liverpool City Council owns 19.9%.

As well as processing all revenue and council tax collections and benefit payments for Liverpool City Council, the company operates a contact centre, which provides 24/7 access to information about the city for residents, businesses and tourists. HR, payroll and other public access facilities complete the portfolio of services LDL provides for Liverpool City Council.



LDL has a proven track record of working successfully in partnership with organisations in all sectors. LDL recruits, retains and develops the very best people to work tirelessly for its customers. LDL's strategy is 'excellent people supported by an excellent ICT platform'.

Customer Needs

Dave Crone, Information Security Officer for LDL acknowledges that there has been growing public concern recently about the protection of confidential information following a number of high profile incidents including the loss of 25 million child benefit records by HMRC. "We found clients were asking us for reassurance that we were doing everything we could to protect data. They were also asking whether we had any formal management system in place to show compliance with ISO 27001 in particular."

ISO 27001 proves that LDL is doing everything possible to protect the information it holds for public bodies. In addition it offers peace of mind to half a million residents served by Liverpool City Council, and to other high profile clients including Stockport schools, BT local government services and the new arena and convention centre in Liverpool.

Having seen the benefits of certification to ISO 27001, both in terms of internal efficiency and external perception, LDL decided to obtain further certification with BSI and embarked upon the international standard for IT service management, ISO 20000. LDL achieved certification in just seven months, a feat attributed to the commitment of the staff involved.

Implementation of ISO 20000 has helped LDL fulfil its key service management ICT objectives; to align the ICT services provided

with the current and future needs of the business and its customers, to improve the quality of the ICT services delivered and to reduce the long term cost of service provision. ICT Director Alan Swain says "Our strategy is to grow our business and transform our services at the same time. We have used industry best practices such as ISO 9001, 14001, 20000, 27001 as the most robust way of improving our processes and performance and making them stick."

Benefits

LDL decided to apply for ISO 27001 certification not only to offer that extra level of confidence to clients, but because the certification gives them an edge over other service companies.

Before achieving the high profile standard, LDL had to satisfy two independent audits and managed to complete the process in just three and a half months. "The fact that we were already complying with the demands of ISO 27001 meant that we were able to complete everything much quicker than most companies," continues Dave.

Richard Lloyd, Service Integrity & Design Manager at Liverpool Direct, observes that "Unless people, processes and technology are considered and implemented appropriately within a steering framework, such as ISO 20000, the objectives of service management will not be realised."

LDL began by forming a vision of what they needed to achieve and turned this overall objective, into specific drivers and tangible benefits. They assessed their initial compliance to ISO 20000 by performing a gap analysis and once they had obtained approval of the overall business case, they implemented the required process improvements to address the gaps.

Richard explains that, "Having gone through the ISO 20000 certification process, LDL has realised that attaining this standard has meant having to provide evidence for the effective delivery of managed services in order to meet business and customer requirements. We believe we have improved our quality of service, won more new business, are better able to understand the certainty of each outcome and we've been able to reduce risk."

BSI's Role

LDL's decision to apply to BSI for certification was so that the organisation would be able to provide an extra level of confidence to their clients. The company will also be subject to regular checks by BSI auditors to ensure it continues to maintain and improve standards.

Richard concludes that, "LDL is very proud of its achievement in gaining both ISO 27001 and ISO 20000 certification and is grateful to BSI for the excellent support provided throughout the whole process."

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