

# ACUITY

RISK MANAGEMENT

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**NHS Wales  
Informatics Service  
used STREAM to  
establish an ISMS  
and achieve  
ISO 27001  
Certification.**

**The organisation is  
now looking to expand  
its STREAM system  
across the wider  
business, and use it to  
address further Control  
Standards and risk  
types.**



## STREAM Success Story



**As part of NHS Wales' healthcare reforms an integrated informatics service was formed in April 2010, which merged the delivery of operational services with the strategic development of ICT services and information management. The new organisation is called the NHS Wales Informatics Services (NWIS). It replaces the former Health Solutions Wales.**

### The Requirement

From its Cardiff Office, the NHS Wales Informatics Service (which includes the former Health Solutions Wales) provides information technology systems and services for all National Health Service organisations throughout Wales.

In 2009, the NWIS Management Board identified the need to provide improved Information Security assurance for its customers, delivery partners and third parties.

Alignment with ISO 27001, and formal certification to the Standard, was identified as a very effective means to achieve and then communicate this assurance to key stakeholders.

The NWIS Infrastructure Services Unit is responsible for providing a variety of network and connectivity services, computing platforms, business applications, multi-media and help desk services, both for the organisation itself, and directly to NHS trusts, doctors, pharmacies and other health sector organisations across Wales.

NWIS chose to establish an ISMS framework for the organisation as a whole, but to then focus initially on developing the ISMS for the Infrastructure Services Unit. The ISU was recognised as highly critical from the information security perspective.

NWIS set itself the objective of achieving formal certification for this initial scope within a relatively short period. This, together with the recognised complexity of the business and NWIS's strategy to expand the ISMS across the organisation in future phases, led to the conclusion that identification of the right automated compliance and risk management solution for the ISMS would be an essential success factor.

From the outset, NWIS was looking for a software solution which would allow them to devolve responsibility for assessing and maintaining the numerous risks, controls and metrics out to the various NWIS business teams and their managers. It was important to devolve responsibility for information security out to the various business units, rather than deliver assurance entirely from a central security 'silo'.

NWIS's search therefore began for a **robust, scaleable and configurable, multi-user, easy to use** Risk management, Compliance and Assurance solution, aligned with the requirements of ISO 27001, but which could also be used to address BS 25999 (Business Continuity Management), ISO 9001 (Quality Management) and other Standards of strategic importance to NWIS.



## The Acuity Solution

NWIS reviewed a number of potential software solutions. The organisation selected the **STREAM Integrated Risk Manager** product from Acuity Risk Management for a number of reasons:

- NWIS wanted a tool which was fully aligned with ISO 27001, from its threat and asset based risk management approach, through to being able to generate the various deliverables required for ISO 27001 certification
- the STREAM system came pre-configured with the ISMS clauses from ISO 27001, the Appendix A control set, and a set of Performance Metrics for measuring control effectiveness, a key challenge in ISO 27001.
- The selected product must have the ability to be extend, by importing further control standards and risk types, for example to address BS 25999 for Business Continuity Management. This flexibility to extend and maintain every aspect of the configuration independently of the vendor was very important.
- NWIS were attracted by the way in which STREAM integrates compliance assessments of controls and metrics with the risks in the risk assessment, in order to indicate residual risk levels
- The solution needed to be easy to learn and use so that staff in all of the various teams could quickly start using the system directly, with the minimum of up front training.



**STREAM's Core Assurance Management Modules**

## Acuity Risk Management

*Acuity Risk Management LLP specialises in the delivery of risk management solutions and services.*

*Acuity's consultants have implemented risk management processes for hundreds of organisations in every major business sector.*

*STREAM is the result of this collective experience and the market need for 'easy to use' risk management solutions that provide valuable business information on which key decisions can be made with confidence.*

*In addition to STREAM, Acuity provides a range of independent consultancy and training services.*

*For further information on STREAM or Acuity Risk Management please contact us at [info@acuityrm.com](mailto:info@acuityrm.com) or visit our website:*

[www.acuityrm.com](http://www.acuityrm.com)

## Supporting the development of the ISMS

**STREAM** supported every phase of the NWIS ISMS implementation project. It now holds all of the ongoing assurance data, including asset registers, asset dependencies, risk, control and metrics assessments, plus all of the key end products required for ongoing management reporting and formal certification.

STREAM was rolled out to the various teams using a phased approach. Acuity delivered a series of short training workshops to brief the various teams on each stage of the ISMS development, such as asset identification, risk assessment and control/metrics assessment. NWIS used STREAM's User Management function to define a role-based access profile for each user, with permissions aligned to their business responsibilities.

STREAM allowed NWIS to prepare and present its ISMS within very tight project timescales, leading to an efficient system for maintaining and expanding the ISMS in the future.

## Technology

STREAM is a robust, scalable, high-performance MS Windows SQL Server 2005 application, implemented within your own security domain.

## Further information on Acuity and STREAM

Please contact us on +44 (0) 20 7297 2086 or visit [www.acuityrm.com](http://www.acuityrm.com)

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