

CASE STUDY

MySecurityManager

Advent IM has extensive experience with the UK Government and other similar organisations and have been a trusted security consultancy provider to many Government departments and bodies for more than twenty years. In recent years, due to resource and skills changes and challenges, the need for adaptable and scalable consultancy has emerged and the subject of this case study was among our clients who required a higher level of adaptable support, including the implementation of MySecurityManager, which is a solution that provides non-permanent resources, as projects have developed.



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The client understood how important managing people and business information is and was used to working with and providing information security for a very wide range of data, as business as usual. The client was working with a contractor prior to our involvement. Due to a key policy, all contractors must take a period of enforced leave and we were contacted to initially cover this interim period and support the client's information security team. We have been working with this client on various accreditation projects for over two years and appointing us to cover this gap was seen as the natural decision to extend our current partnership as they were familiar with our services and trusted us.

At the time of appointing us to cover the contractor leave, the client was in the process of interviewing candidates to recruit a full-time Information Security Manager. This process proved unsuccessful and the client was finding it very challenging to recruit a genuine expert, who had the skills, knowledge, and experience to efficiently and correctly manage security incidents. The role required the successful candidate to also be able to cover absence within the team i.e. for annual leave. Our client required an expert who could hit the ground running and fit into the team. In short, they needed a rounded, specialist advisor for information security matters, which is exactly what we can offer.

The initial handover from the contractor set out the scope of our involvement for a number of weeks, this included monitoring the mailbox for security incidents and promptly responding in a set period. Our consultants were initially there as a referral point if the client's security team required information security guidance during the leave period. At this stage, we were not required to participate in project work.

Our consultants began their cover and kept a record of their actions in advance of the contractor's return with the expectation to hand it back over. After a short number of weeks into the leave period, the decision was made not to renew the contract with the contractor following the period of leave. At this point, we were asked to remain in post for the foreseeable future. It was a comfortable and effective partnership between the client and consultants and was yielding good results.

The client understood how important managing security incidents is, and their team was committed to positively approaching information security, being open to change, and working with our consultants to work towards best practices. The client was impressed with the standard of knowledge, efficiency, and professionalism demonstrated by our consultants in the initial weeks of their cover. This was proven in their response time to incidents via the mailbox and taking a proactive approach rather than a reactive one.

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Soon after our engagement with the client began, the mailbox started to fill up with invitations for our consultants to sit in on board meetings and requests to review documents. Positive feedback began to reach the client's weekly senior leadership team meetings, praising the efficiency and engagement of our consultants. This response came not only from the information security team but other heads of departments, project managers, and project teams. Helping raise a positive profile of security in the organisation as well as solving security issues.

Our engagement with client colleagues outside the information security team was something that the client had not experienced before and so they started to feel the benefit of the Advent IM way of working. Once they realised our consultants were happy to, for instance, join a call and give guidance and reassurance, the client's information security team thrived on this support and built momentum within the departments to make decisions efficiently on their own accord.

In addition, we were also equipped to engage with client's third-party suppliers from an information security point of view. Business these days is an interconnected experience and we understand that the success of the inter-connected business information paradigm, is completely dependent on all the partners involved understanding the risks, putting in place, and being able to evidence, the appropriate and proportionate response to these risks.

In addition to our consultants' support to the client, if they were ever in a situation that required extended support or opinion, they were quickly able to utilise the additional resources we have in several experienced consultants and trainers.

Since providing our outsourced MySecurityManager service as an extension to the work and partnership already in place, we have supported changes in culture and governance. Through guiding the client, improving existing processes and procedures, and supplementing the internal knowledge already existing within the team, the client's information security team confidence is now greatly improved as well as security practices from the business side. After going into the partnership with no expectations, the client strongly relied on our consultants' guidance and advice as an information security manager which they felt they were not receiving before

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Moving forward, the client has the opportunity to build on what they have already achieved in partnership with us, with more work on improving existing policies and procedures, adapting ones that are not suitable, and continuing to approach information security with a proactive mindset. This will not only help operationally day-to-day but ensures the client continues to build a culture that enables information security compliance. The client has a great team who manage information security matters, they are dedicated and knowledgeable and our outsourced services are considered a great addition to the team.

As this is a large body, we will continue to work with the information security team and others to help the wider organisation to understand how information security fits into their day-to-day working practices and as part of business as usual.

This result and relationship is a testament to the highly flexible and collaborative approach we take with MySecurityManager to find the very best way to meet client needs when the circumstances are fluid and solutions need to be agile and responsive.



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