

Stiki ehf.



www.stiki.is

- **New projects and contracts awarded to Stiki since registration**
- **Improved efficiency and effectiveness of operations**
- **22% increase in turnover**
- **162% rise in operational profit**

The Company

Stiki is a software engineering and information technology consultancy operating primarily in the Government ministries and agencies, banking and health sectors. Its core business activities include:

- Software development
- IT consulting, health informatics
- IT consulting, banking systems
- System design
- Network design and telecommunication
- Housing of health records

Stiki's Information Security Management System (ISMS) covers all business functions:

1. Intellectual property
2. Personal employee information
3. Customer information
4. Site, building, office and equipment
5. Personnel, IT systems, tools, utilities and data used in the execution of the business

The Issue

Stiki took the decision to become registered to BS 7799 to:

- reinforce its customer's trust and confidence in the company,
- maintain and demonstrate its integrity with customers and suppliers.

The system took twelve months to implement.

The Benefits

The business benefits that Stiki has enjoyed since registration have been significant. Registration has ensured Stiki is a leading company in the development of the Icelandic Health Network and Stiki has received congratulations from its customers in the Government ministries and health sector.

Several business opportunities have arisen as a result of registration:

- New projects in the field of information security,
- The opportunity to provide education on behalf of Icelandic Standards,
- Contracts with the Ministry of Health for housing health records,
- Implementation of ISO 17799 at the Icelandic Government offices,
- Improved auditing on behalf of the Data Protection Authority.

Overall, improved efficiency and effectiveness of operations have led to a better coordination and organisation of projects, clarity of responsibilities and quality of work. Staff members are proud to be a part of a certified company.

During the past year, total turnover has increased 22% and operating profit has increased 162%. Stiki's Managing Director, Svana Helen Bjornsdottir, attributes this to improved working practices. "This shows without doubt that by using the working processes and rules stated in our security manual, the work done by Stiki is more systematic and efficient."

BSI's Role

"BSI's three –step registration process helps to continually improve the management system, first by looking at the Management System from a distance and then in more detail. The assessor offers a different point of view and identifies areas for improvement. Our assessor was also careful to understand our company culture, which is different from other companies due to our small size", says Stiki's Managing Director.

BSI DISC documentation and training courses have also proved extremely helpful to Stiki during the implementation phase.

The System

Stiki operates a web-based management system that has been fully developed by Stiki's employees using Microsoft tools such as MS-Visio 2002 and MS-Office XP. A graphical designer has developed the same look as for Stiki's homepage and office-look.

Stiki is also registered to ISO 9000. Together with BS 7799, this operates as one management system covering Quality and Information Security.