

## NHS Purchasing and Supply Agency

<http://www.pasa.doh.gov.uk/>

- ***Operations more secure***
- ***Heightened awareness of Information Security amongst staff***
- ***Continued support from BSI***

### The Company

The NHS Purchasing and Supply Agency works with around 400 NHS trusts and health authorities and manages 3,000 national purchasing contracts, influencing around half of the £15 billion spent in the NHS on purchasing goods and services in the health service.

The Information Security Management System (ISMS) was implemented across the entire Agency; a total of 300 employees.

### The Issue

“Information security is a priority for us. Much of what we do in the Agency involves creating, retrieving, analysing or storing information. We all have a responsibility to ensure that the information we work with is not abused or misused in any way, and achieving BS 7799 certification is testament to our efforts and commitment.”

Duncan Eaton, Chief Executive of the NHS Purchasing and Supply Agency

### Benefits

Overall, operations are now more secure.

Staff have reacted very positively to registration. There is a heightened awareness of Information Security and this has reduced the number of security incidents.

Suppliers are increasingly aware of the Agency’s commitment to Information Security and it’s increasing expectations with respect to Information Security.

### BSI Role

Mark Buggy, IT Delivery Manager, explains how BSI has supported its registration

“From initial contact, informal one day pre-assessment feedback and the registration process, BSI has provided us with positive feedback through the process. Ongoing support from our Client Manager and continuing assessments every six months and are proving to be informative in identifying areas for improvement.”

### Lessons for Implementation

The Agency’s ISMS was implemented over an 18 month period with the help and expertise of an Information Security consultant who acted as the project manager providing the Agency with the direction, momentum and guidance to create a BS 7799 compliant ISMS.

Mark Buggy, suggests

‘Retain an Information Security specialist who has experience of BS 7799 registrations and who takes a hands-on approach. Heed the consultant’s recommendations with respect to which certification body to use. The consultant must also act as the project manager providing direction and momentum. Do not under estimate the level of effort required in-house, however, with the right level of commitment from the top to the bottom, registration to BS 7799 is manageable and achievable. When successful registration has been achieved, it is advisable to retain your consultant to assist with improvements and the ongoing six monthly assessments.’