

# ITogether Service Definition Document – ISO 27001 Consultancy

| Detailed Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <p>ISO 27001 Consultancy provides expert, independent support to help organisations design, implement, and improve an Information Security Management System (ISMS) aligned to ISO/IEC 27001. The service supports organisations seeking certification, re-certification, or improved maturity of existing controls.</p> <p>The service focuses on practical implementation rather than theoretical compliance. It helps organisations interpret ISO 27001 requirements, assess current maturity, and implement proportionate controls that reflect real-world risk and operational needs.</p> <p>Delivered by experienced cyber security consultants, the service is vendor-neutral and tailored to organisational size, sector, and risk profile. It supports organisations across all stages of the ISO 27001 lifecycle, from initial gap analysis through to certification support and ongoing improvement.</p> <p>ISO 27001 Consultancy is suitable for public sector organisations seeking improved assurance, compliance, and governance of information security.</p> |
| Business Benefits                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <p>Clear and practical route to compliance</p> <ul style="list-style-type: none"> <li>• Plain-English interpretation of ISO 27001 requirements.</li> <li>• Focus on proportionate, achievable controls.</li> </ul> <p>Improved security governance</p> <ul style="list-style-type: none"> <li>• Structured approach to managing information security risk.</li> <li>• Clear roles, responsibilities, and accountability.</li> </ul> <p>Reduced audit risk</p> <ul style="list-style-type: none"> <li>• Better preparation for external audits.</li> <li>• Reduced likelihood of non-conformities.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



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#### Efficient use of resources

- Avoids unnecessary or over-engineered controls.
- Aligns effort to real organisational risk.

#### Independent and impartial advice

- Vendor-neutral consultancy.
- Balanced view across people, process, and technology.

#### Supports continuous improvement

- Builds a sustainable ISMS, not a one-off exercise.
- Supports ongoing compliance and maturity growth.

### Standard Service Components

#### Engagement scoping and discovery

- Definition of objectives, scope, and timelines.
- Review of organisational context and drivers.
- Identification of stakeholders and responsibilities.

#### ISO 27001 gap analysis

- Assessment of current controls against ISO 27001 requirements.
- Identification of gaps, strengths, and risks.
- Clear prioritisation of actions.

#### ISMS design and implementation support

- Support for defining the ISMS scope and policies.
- Development of risk assessment and treatment approaches.
- Guidance on implementing required controls.

#### Risk assessment and treatment

- Facilitation of information security risk assessments.
- Support for risk evaluation and treatment planning.
- Alignment with organisational risk appetite.

#### Documentation and evidence support

- Guidance on required policies, procedures, and records.
- Support for evidence collection and maintenance.



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- Practical templates and examples where appropriate.

#### Audit preparation and certification support

- Support for internal audits and management reviews.
- Preparation for external certification audits.
- Support during audit activities.

#### Ongoing improvement and advisory support

- Review of ISMS effectiveness over time.
- Support for changes, incidents, and continual improvement.
- Optional ongoing consultancy support.

#### Optional Service Components

To be discussed during scoping exercise.

#### Service Exclusions

Anything not specifically included in either the above or when the project is formally scoped.

#### Standard Support Services

8x5 support, Monday to Friday 9am to 5pm

#### Assumptions

Any and all information will be provided by the customer to enable the full onboarding of the product without hinderance

#### Contact

| Name             | Role             | Tel           | Email                 |
|------------------|------------------|---------------|-----------------------|
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