

# **ITEC811 Project Report**

## **ISO27001 Implementation**

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## I. Introduction

The International Organization for Standardization (ISO) is a non-governmental international organization that sets international standards to give same characteristics and quality to products and services to increase reliability, safety and operability of products and services. ISO established different standards in IT field one of which is ISO/IEC27001 that sets security requirements to establish implement and review information management system within the scope of business. ISO27001 has been accredited to many companies around the world. The numbers of companies that have this standard are different from a country to another. In USA (United States of America) only 85 companies had this standard in 2008 while in Japan 2994 companies had this standard. This research tries to identify the reason(s) for difference in the numbers of companies among Germany, UK, Austria and Switzerland that have ISO27001 by 1: comparing types of companies in each country, 2: comparing reason(s) that companies say about using ISO27001, 3: comparing “*Population*”, “*Total number of registration*” and “*Trade volume*” variables with “*Number of companies that have ISO27001*” in each of the countries.

## II. Key Words

It is mandatory to know all the key words before proceeding reading the research.

**Information:** A process with data as input and knowledge as output.<sup>1</sup>

**Information Technology (IT):**1: Computer and information-based systems that are mediated through electronic communication and integrated into the activities of individuals and groups (Córdoba & Robson, 2006).<sup>2</sup>

**Security:** A concept that contains the elements of confidentiality, integrity, and availability. It can also include the extended requirements of authentication, authorization, and non-repudiation (Xu & Korba, 2005).<sup>3</sup>

**Security Management:** In network management, the set of functions (a) that protects telecommunications networks and systems from unauthorized access by persons, acts, or influences and (b) that includes many subfunctions, such as creating, deleting, and controlling security services and mechanisms; distributing security-relevant information; reporting security-relevant events; controlling the distribution of cryptographic keying material; and authorizing subscriber access, rights, and privileges.<sup>4</sup>

**Information Security Management System (ISMS):** A part of the overall management system, based on a business risk approach, to develop, implement,

achieve, review, and maintain information security. The management system includes organizational structure, policies, the planning of activities, responsibilities, practices, procedures, processes, and resources. (Tong & Wong, 2005a).<sup>5</sup>

**ISO (International Organization for Standardization)**

A non-governmental organization consisting of standards institutes of 148 countries. ISO's central secretariat (located in Geneva, Switzerland) coordinates the system. (K. Chen et al., 2005).<sup>6</sup>

**IEC (International Electrotechnical Commission)**

An organization that sets international electrical and electronics standards founded in 1906. It is made up of national committees from over 60 countries.<sup>7</sup>

**ISO/IEC27001**

ISO/IEC27001:2005 specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented Information Security Management System within the context of the organization's overall business risks. It specifies requirements for the implementation of security controls customized to the needs of individual organizations or parts thereof.<sup>8</sup>

**Implementation**

The implementation of information system includes different phases: user needs and requirements analysis (specification), system design, and initial system implementation and testing. The system requirements analysis includes workflow analysis; the initial system implementation includes technical installation of information system, integration of the information system to other information systems, and users' training. (Häyrinen & Saranto, 2005).<sup>9</sup>

**Risk**

1: A possibility of incurring financial loss. (Wong, 2005) 2: An individual or organization's exposure to a chance of loss or damage. (Kitchens, 2005) 3: In a limited manner, the decision situation in which the full range of possible outcomes are known with certainty and the probability of their occurrence can be assessed accurately, usually by some objective means (e.g., rolling the dice is a classic risk decision situation).<sup>10</sup>

**Information System Management System (ISMS)**

It is a management system that defines how information to be secured in an organization. It identifies risks within company and establishes a plan to prevent and avoid risks using appropriate controls. Briefly, ISMS defines a scope for

securing information and identifies the risks within the scope and sets some security controls to reduce or remove the risks.

### **International Organization for Standardization (ISO)**

ISO stands for International Organization for Standardization. It is a non-governmental organization that sets standards in different fields such as electronics, health care, manufacturing and engineering. ISO tries to facilitate usage of products and services and preserve same level of quality and efficiency in product and services by setting standards that companies can meet and be certified with those standards.

#### **ISO/IEC27001**

ISO/IEC27001 is one of ISO (International Organization for Standardization) that sets the requirement for establishing and implementing Information Security Management System (ISO).

### **European Committee for Standardization (CEN)**

European Committee for Standardization (CEN) is a non-governmental organization main institute that sets standards and provides development of European Standards.<sup>11</sup>

#### **Deutsches Institut für Normung (DIN)**

German Institute of Standardization (DIN) is Germany Institute for Standardization that sets standards. DIN is a non-profit institute that was established in Berlin in 1917.<sup>12</sup>

### **British Standard Institution (BSI)**

British standard Institution (BSI) is British institution that sets standard since 1901. It develops standards for products and services both nationally and internationally organizations.<sup>13</sup>

### **Schweizerische Normen Vereinigung (SNV)**

Swiss Association for Standardization (SNV) is a representative of CEN that acts between standardization and organizations in different fields.<sup>14</sup>

### **Österreichisches Normungsinstitut (ON)**

Austrian Standardization Institute (ON) is Austrian recognized institution that sets standards to certify the quality of the products and services.<sup>15</sup>

# **Section One**

Introduction to the Research and its Model

## **1.1 What is the aim of this Research?**

This research tries to find answer to the below question:

*‘Why is the distribution of ISO27001 holders different among the countries that hold the standard?’*

## **1.2 Significance of the Research**

There has not been any previous study to identify why ISO27001 holders vary in number from a country to another. This has made the current research unique and worthwhile to take. Many researchers have been taken to identify the advantages of ISO27001 and improve using ISO27001 implementation but no study has taken to answer why some of companies are using ISO27001 and some not in different countries. Additionally, this research will help organizations to understand the importance of ISO27001 from point of view of companies holding ISO27001 certificate. This may encourage them to use this standard to improve the level of security in managerial level as well as securing information within their organization. This information could be the company information such as reports, files and software or information from customers or the other parties. Most of the time a security plan is a crucial part of IT management. The importance will become clearer once a company incurs a huge loss resulting from not securing it information. In some companies information is considered as a product to be sold. That adds more value to the significance of holding ISO27001.

Another significant issue within the project is that if the reason(s) for ISO27001 holders’ distribution are identified, ISO will be able to understand the obstacles among the way of using ISO27001 and consequently pave the way for using ISO27001 for companies so that all companies within the world could gain ISO27001 certificate. This will result in two advantages for companies:

1. By using ISO27001, companies will improve quality in their products and can stand at a higher level in business world competition. Companies that do not have ISO27001 certificate cannot show how they secure information in their company and may lose confidence of third parties in their companies
2. ISO27001 certificate that allows company to demonstrate the third parties that they are capable of managing information security to international best practice standard. By showing the certificate to the customers they can be assured that information in the company is kept in an appropriate way using security management plan.

If the reason(s) for distribution of ISO27001 holders is identified, it may be possible to understand why ISO27001 is not used in certain countries. For instance,

if the research shows that ISO27001 holders are more in Austria than Switzerland because there are more companies in Austria than Switzerland, then we should test this reason and see if it is true about other countries. If the answer is 'yes', we have reached to the answer. If the answer is 'no' and we find out that there is no relation between ISO27001 holders and total number of companies, then we have to investigate what are the reason(s) that have not been identified and could affect this distribution.

### **1.3 Model of Research**

Before drawing a model, there are three factors that should take into consideration: 1) number of countries that have standard holders, 2) number of ISO27001 holders in each country, 3) available resources for the research.

In 2005, there were more than 70 countries in which companies were holding ISO27001. This indicates that the distribution of ISO7001 covers wide range of countries (there are approximately 190 countries in the world.) with different economical, social, cultural background. Consequently, conducting research to cover ISO7001 distribution in all countries is not plausible with the time framework of this research and certain number of countries should be selected to form a model in order to be developed for the whole framework that covers the distribution in all the countries.

Secondly, number of ISO7001 holders varies from a country to another without any specific pattern. In 2005, the relative total number of ISO7001 holders was 4813. India and China had 426 and 161 ISO7001 holders in the same year. These numbers indicate that if a research is conducted only for these two countries, 587 companies should be studied only to understand the distribution of ISO7001 holders in India and China. The large number of ISO27001 certificate holders, limits this project to certain countries for study to retain the scope. If the model developed in the research was successful in identifying the factors that contribute to such distribution mentioned in the research question, it can be used to form broader model that can cover more number of contributing factors and countries that ultimately answers the research question.

Thirdly, as no previous research has been conducted to answer or elaborate on the research question, finding the clues to justify the distribution is difficult. The resources available for this research are limited to the standardization bodies such as ISO, DIN, BSI, etc. and available statistics such as the total number of companies in each country and economical figures. This limitation in resources will reduce the authentic sources that can be used within the research. However, if this research could form a model that can explain the distribution of ISO27001 in

some countries and the factors involved in this distribution, the model can be developed for the ultimate research question that covers all countries and any possible contributing factor.

#### **1.4 Reasons for Selecting the Countries**

Four countries were selected in this research including: Germany, UK, Austria and Switzerland. The reason for selection was to decrease economical and social factors that may affect the distribution. The geographical locations of the countries in Europe have helped the countries to have more trade transactions with each other and have moderated economical status between them. Additionally, all of four countries are the members of European Union that seek common economic interests for the members.

#### **1.5 Ancestors and Descendants**

One of the key issues that should be addressed in this research is the low number of ISO27001 certificate in UK, Germany that contributed to the development of the standards in ISO the early years. UK was the founder of ISO standards while Germany made the most contribution to develop the standards set by ISO. However, 368 and 108 holders were reported in UK and Germany in 2005. In some countries such as Japan, India and Taiwan, this amount of registration were far more than UK and Germany registrations having 2770, 426 and 183 registration respectively.<sup>1</sup> It is expected that the countries that established and developed ISO27001 have more number of registration than the countries that joined ISO later. This leaves this question that “*Why do the ISO founder (UK) and major contributors (Germany) have fewer ISO27001 holders in comparison to the countries such as Japan and India?*” Finding the answer to this question will help to understand the reasons for using ISO27001 in the countries that joined ISO in later years and have large number of ISO27001 holders. Moreover, it helps us to understand why UK and Germany have less number of ISO27001 registrations in comparison to Japan, India, etc.

#### **1.6 ISO27001 in Australia**

ISO27001 were preceded in Australia by AS/NZS4444 and AS/NZS7799 in later years. There were 28 ISO27001 holders in Australia in 2005. By 2008 ISO27001 holders remained constant in number. This indicates that the trend of ISMS implementation has not had much fluctuation. New Zealand as the closest country

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<sup>1</sup> *International Register for ISMS Certificates*, [Online] Available at: <http://www.iso27001certificates.com> [Accessed 27th May 2009].

to Australia, has had only one registration since 2005 while its population is one fifth of Australia.

Despite the cultural and economical similarities between Australia and selected countries, Australia may not be a good selection for the first stage of research due to its specific geographical and trade status. Most of the countries that have large number of registrations are located close to other countries having certification. This close geographic relationship has led to more volume of trade and need for using standard. In addition, it is hard to find a country that is geographically and economically similar to Australia. Therefore, Australia should be included in later research.

## 1.7 Brief Overview of Countries

### UK

UK is one of the leaders in industry and production. The country has been the producer of many products since 19<sup>th</sup> century. UK's economical status has improved during 19<sup>th</sup> and 20<sup>th</sup> century and the current economical statue has grown more with the exploration of oil in North Sea. However, it faces problem in balancing between export and import and food production as well as industrialization of old industries such as mining. Here is a summary of UK economical status<sup>16</sup>:

<b>Gross domestic product (GDP in U.S.\$)</b>	\$2.20 trillion (2005)
<b>GDP per capita (U.S.\$)</b>	\$36,508.70 (2005)
<b>Monetary unit</b>	1 pound sterling (£), consisting of 100 pence
<b>Number of workers</b>	30,644,965 (2005)
<b>Unemployment rate</b>	4.6 percent (2004)

### Germany

One of the leading producers in Europe, Germany has well-organized business. Because of the investment of the government in fundamental industries, the country's economical status has improved. The main products of Germany are mines, chemicals and machine tools. Here is a summary of Germany economical status<sup>17</sup>:

<b>Gross domestic product (GDP in U.S.\$)</b>	\$2.79 trillion (2005)
<b>GDP per capita (U.S.\$)</b>	\$33,890.50 (2005)
<b>Monetary unit</b>	1 euro (€), consisting of 100 cents

<b>Number of workers</b>	40,991,823 (2005)
<b>Unemployment rate</b>	9.8 percent (2004)

## Austria

Austria regained its economical strength after World War II and is a member of UN<sup>2</sup>. The economy of Austria is balanced between the public and private sector<sup>3</sup>. Most economical sectors such as mining and chemicals are governed under public sector. Austria has developed business transaction with eastern Europe. Here is the summary of Austria economical status<sup>18</sup>:

<b>Gross domestic product (GDP in U.S.\$)</b>	\$306 billion (2005)
<b>GDP per capita (U.S.\$)</b>	\$37,175 (2005)
<b>Monetary unit</b>	1 euro (€), consisting of 100 cents
<b>Number of workers</b>	3,979,320 (2005)
<b>Unemployment rate</b>	4.9 percent (2004)

## Switzerland

The country is one of the most industrialized countries and has high economical status in the world. Services contribute the most part of the economy consisting of different sectors such as administration and health. Business in Switzerland contain of small business markets. The overall economical status has provided as below<sup>19</sup>:

<b>Gross domestic product (GDP in U.S.\$)</b>	\$367 billion (2005)
<b>GDP per capita (U.S.\$)</b>	\$49,351.10 (2005)
<b>Monetary unit</b>	1 Swiss franc, Franke, or franco (SwF), consisting of 100 centimes, Rappen, or centesimi
<b>Number of workers</b>	4,192,487 (2005)
<b>Unemployment rate</b>	4.3 percent (2004)

## 1.8 Research Plan Overview

The research has two sections:

### 1. Sources of Data

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<sup>2</sup> European Union

<sup>3</sup> Part of the executive body of each country

It contains data that have been collected from standardization bodies such as ISO, DIN, BS, etc. The data that are collected from these sources includes:

1. Countries that have ISO27001 registration
1. Number of ISO27001 Registrations in each country
2. Reasons for ISO27001 implementation from standardization bodies point of view

The other sources include:

2. Statistics on population, total number of companies in each country and volume of import and export. The sources used in this step are official census websites as well as encyclopedias.

## 2. *Analysis*

It has two parts:

A. Data Analysis: During this step, type of activities of companies and the reason for using ISO27001 were gathered and categorized. Some statistical illustrations were extracted from this data.

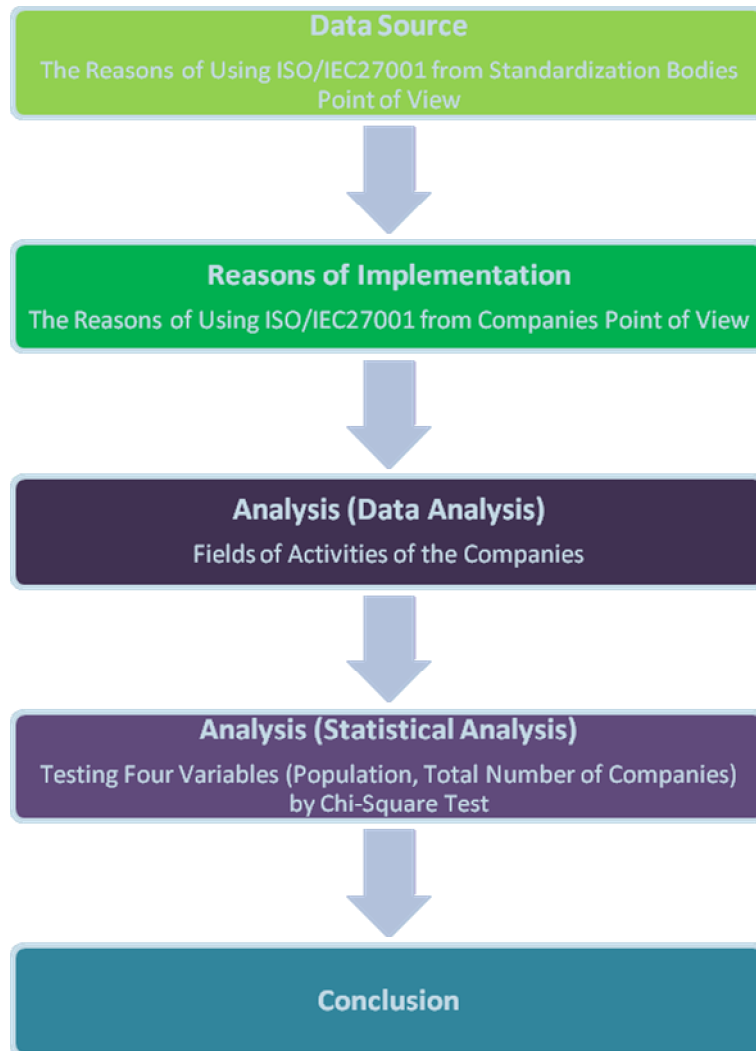
B. Statistical Analysis: Based on the findings in this step, statistical analysis was performed on the data. In this step four variables were examined to justify the reason(s) for the distribution<sup>20</sup>. The four variables are:

1. Population
2. Total Number of Companies
3. Import Volume
4. Export Volume

## **1.9 Analysis Model**

The analysis structure used to implement the available data was formed by two main categories: 1) the information and their classifications and 2) The conformity of the information. The first category contains data about the standardization bodies and the organizations information. The second category implements the current information to synthesize them together and draw assumptions about the discrepancy of the implementation. During this study, the findings from the standardization bodies will be evaluated long with the findings from the accredited organizations. Each of these variables will be examined by statistical formula to understand if there is a relation between each of these variables and the number of ISO27001 holders within each country. The main benefit of this model is its extensibility both in size and design. Since most of countries with accreditations

have not been included in this study, the future studies could benefit from the model by adding more information from other countries and their accreditations. Additionally, the model gives the option of including any factor may affect the number of accreditations and extend it to all the countries within the study scope. Here is the blue print of the research:



### **Why are Some Words such as ‘ISO’, ‘Implementation’ and ‘ISO27001’ Repeated in this Paper?**

They are three reasons for repeating words in this paper:

1. Giving a clearer vision for the reader to understand the material.

2. Recalling key words to the reader.
3. Removing ambiguity in grammar and the way the reader understands the writing

## **1.10 Limitation**

There were some problems during the research that listed below:

### **1. Scope Management**

There are more than seventy countries that have ISO27001 registration. The total number of ISO27001 certificate holders is more than 5000. These numbers indicate the vast area that can be investigated. Each country has different number of registration. This makes difficult to find common reasons for the discrepancy between the numbers of ISO27001 holders in each country. Furthermore, there might be many reasons for this discrepancy such as social, economic, cultural and technological issues. There might also be some specific reasons in some countries that make ISO27001 holders more or less in number in comparison with the other countries. Therefore, the scope of the project should be limited both in the selection of the countries as well as the reasons that may affect this discrepancy.

### **2. Translation of the web pages**

Except UK, some websites of companies in other countries were in German. This made accessing companies information difficult and impeded the process of gathering data including types of companies and their activities. The solution was to use Google website to search companies and use web page translation tool of Google to translation each page. This was a good and fast solution but using Google translation tool was very slow and time consuming.

### **3. Categorizing the types of activities**

Most of the companies had more than one fields of activity and that made it difficult to categorize them. However, according to their website and the information about the company in “About Us” page, they were categorized into different categories.

### **4. Categorizing the Reasons**

The reasons for implementation by the companies were extracted from their SoA<sup>4</sup> statements. While many of them expressed the reasons clearly and directly some other ones did not provide it clearly and consequently were categorized as general category of ‘IT Infrastructure’. Some of the companies even did not provide any

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<sup>4</sup> Statement of Applicability: defines the scope and the aim of security management within a company

SoA or had written in different language. 'DKM Computer Print' and 'DNV IT Global Services Ltd' are companies that did not provide SoA.

### **Assumptions of this Research**

The following criteria are assumed for the reader of this paper:

Reading all the 'Key Words' to understand and become familiar with them.

*This research assumes that the reader has read and understood 'Key Words' and within the context of this research.*

# Section Two

## Background

## **2.1 ISO27001 Standard**

The focus of this study was on ISO27001 implementation, one of ISO standards for information security. Based on ISO definition, ISO27001 stands for specifying the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving documented ISMS (Information Security Management System) with the business risks context.<sup>21</sup> ISO specifies reasons for implementing ISO27001, some of which have listed below:<sup>22</sup>

1. Formulating security requirements and objectives
2. Security risk management
3. Compliance to laws and regulations
4. Security controls implementation and management
5. Defining new information security management process
6. Identifying existing information security management process
7. Determining the status of information security management activities
8. Determining the degree of compliance with the policies and standards
9. Providing relevant information about information security to customers

## **2.2 International Standardization Organizations**

While establishing the standards, many countries started to implement them for different reasons such as improving the level of business performance and following the global standard rules. However, the reasons for implementation could be viewed from two perspectives: From standardization bodies such as ISO and DIN and from organizations' point of view. According to the standardization bodies, there are certain advantages associated with the implementation, some of which discussed below. These advantages may clarify the reasons for implementing them.

### **2.2.1 ISO**

From ISO point of view, ISO standards give some basic advantages. First, in business fields, using international standards gives the opportunity to provide the customers with product and services which are internationally accepted and consequently gives a higher standing to the organization. Second, new innovations can be formed into developments in product that leads to new markets of products and services. Third, using the standards will give the level of softy and insurance

as a basis in using those products. Fourth, consumers can use the product being assured about the quality and the safety of usage. Moreover, ISO website states another aim of establishing the standard according to the postwar events as:

*The basic idea of postwar international standardization was to derive International Standards from those already developed nationally, and then to re-implement them nationally. ISO's Recommendations were therefore only intended to influence existing national standards.*<sup>5 23</sup>

ISO also mentions the need for intentional standards [ISO first Annual Review 1972] as a key factor of the growth in international standardization.<sup>24 6</sup>

ISO also mentions the need for intentional standards [ISO first Annual Review 1972] as a key factor of the growth in international standardization.<sup>25 7</sup>

The resolution of the Council of the European Union in 1985 played a significant role in the implementation of ISO standard since the declaration openly recognized the role of the standards in the creation of a union European market<sup>26</sup>, which consequently led to the more development of CEN<sup>8</sup> and its standards. Afterwards, in order to keep the agreement between ISO and CEN, Lisbon Agreement was sanctioned in 1989 to exchange information between ISO and CEN mutually. Consequently the interaction between non-European countries and the members of CEN was facilitated.

During the later years European countries and international stakeholders emphasized the need of more compatibility and interaction between CEN standards and the intentional standards. The result was Vienna Agreement in 1991, an agreement on technical cooperation between ISO and CEN.

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<sup>6</sup> “According to ISO’s first-ever Annual Review in 1972, the underlying causes of the acceleration of the pace of international standardization included “an explosive growth in international trade” caused by a “revolution in transportation methods”. By the mid-sixties a demand, not only a desire, for International Standards had developed. The sources of this demand included multinational companies, standards institutions in developing countries and government regulatory authorities. What had laid the foundation for the growth of the output of ISO during the seventies was the turn in emphasis from national to International Standards which took place in the late 1960s.”

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<sup>8</sup> The European Committee for Standardization

### **2.2.3 CEN**

European Committee of Standardization acts as the facilitator of trade between European countries and helps the growth of economy in Europe. It identifies ISO27001 as the only auditable international standard for defining the requirements of ISMS and recognizes the standard for:<sup>27</sup>

1. Selecting adequate and appropriate security control
2. Asset protection
3. Giving confidence to parties

Additionally, it enumerates number of benefits brought by ISO27001 certification as below:<sup>28</sup>

4. Assuring internal controls and meeting corporate governance as well as business requirements
5. Compliance with rules and regulations
6. Demonstrating information security plan to customers
7. Identifying new or existing information security process
8. Emphasizing the importance of security management

Beside the standard societies, the point of view of two experts in IT Security field has been discussed.

## **2.3 ISO Implementation and Benefits**

### **2.3.1 ISO**

#### **Introduction**

As a non-governmental body for international standardization, ISO was formed by the combination of two international standard body of ISA (International Federation of the National Standardizing Associations) and UNSCC (United Nations Standards Coordinating Committee) in the meeting attended by 24 countries held from 14-26 October 1946 at the institution of Civil Engineering located in London. ISA was an international standard organization with some pitfalls as well as advantages, which led to the formation of ISO after the World War II. According to Willy Kuert, the last remainder of the meeting, ISA provisions were not fully being followed by the members; however, it paved the

way towards the formation of ISO<sup>9 29</sup>. Later he states the reason for UNSCC foundation as reconstruction and war tolerance<sup>10 30</sup>. Another reason put forward in the formation of ISO has stated as “*to facilitate the flow of products through these transition points.*”[Paul Gough Agnew: Standardization]<sup>31</sup>. However, a different point of view has held as the motivation of the international standardization as the leverage of industrial globalization [JoAnne Yates and Craig N. Murphy]<sup>32</sup>. The idea, however, indicates a facilitator of commercial transactions after the World War II among the developed countries aiming at mending and expanding the production and services. During the later years, ISO expanded the standards to a broader calibre of products and services while facing increase in the number of its members. This expansion has been vividly noticeable after adopting its agreements and resolutions.

### **Benefits of the Standards**

Perhaps the main source for reference to the benefits offered by ISO is what it states as the result of implementation. When used, they can make sure that all the business procedures are run as expected leading to reduction in time and resources and increase in business performance. Additionally, if used, it can make sure that the business procedures are in the more efficient way by including all requirements and sharing the responsibility.

As an IT security standard for formulating ISMS, ISO follows objectives for ISO27001 including security risk management, compliance to the laws and regulations and security controls implementation.<sup>33</sup> According to the ISO, the standard is basically for ISMS.

### **2.3.2 CEN**

Although not counting the advantages of the standard, it gives advantages that are related to the usage of the standard such as facilitating business transaction and products interoperability.<sup>34</sup>

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<sup>9</sup> “The legacy of the ISA was assessed in a speech by one of the organization’s founders, Mr. Heiberg from Norway, at an ISO General Assembly in 1976. On the negative side, he admitted that the ISA “never fulfilled our expectations” and “printed bulletins that never became more than a sheet of paper”. On the other hand, he pointed out that the ISA had served as a prototype. Many of I S O’s statutes and rules of procedure are adopted from the ISA, and of the 67 Technical Committees which ISO set up in 1947, the majority were previously ISA committees.”

<sup>10</sup> “The UNSCC was established by the United States, Great Britain and Canada in 1944 to bring the benefits of standardization to bear both on the war effort and the work of reconstruction.” (Willy Kuert [1946] Background. Pages 15-18.

### ***2.3.3 Certificate Europe***

It is a standard organization body providing assessment for standards certifications. Certificate Europe numerates the benefits of ISO standards as below:<sup>35</sup>

1. As a demonstrator of credibility of the trade parties in business
2. Compliance to the rules and regulation as the facilitator of cooperation
3. Reduction in insurance cost estimation resulting from risk management
4. An important issue in business and technology competition fields

### ***2.3.4 DIN***

As the standard organization of Germany, DIN states that using the standards have been a success in the economical fields resulting in 16 million Euros for the country in a year.<sup>36</sup> Additionally, it considers the following benefits of using the standards:<sup>37</sup>

1. Promotion of worldwide trade, quality insurance, environmental protection and security improvement
2. An strategy for economic growth
3. Facilitator of technical issues of production

### ***2.3.5 BSI***

From BSI point of view, the benefits of using the standards are more or less similar to ISO, CEN and DIN. BSI includes the following benefits for using the standards:<sup>38</sup>

- 1- Assuring the customers about the reliability of the products
- 2- Being dominant in the market and the leadership
- 3- An advantage in business competition
- 4- Better way of implementations and product development
- 5- A way to demonstrate the compliance to the standards recognized globally.
- 6- A way of demonstrating the dependability and reliability to the customers
- 7- Ability to measure the risks and reduce the business costs

### ***2.3.6 SNV***

It categorizes the benefits of the standards into three categories.<sup>39</sup> First, it gives benefit to the companies and facilitates the global transactions with the emphasis on active engagement with the standard. Second, the economic status can grow by more convenient way of accessing to the international business network, easier and faster production, and product safety for consumers as well as risk management.

Third, it unifies the laws for standards established by different countries into a consistent and uniform way.

### **2.3.7 ON**

According to Austrian Standard Institute, the benefits are more or less the same with different terminologies as below:<sup>40</sup>

1. As a kind of investment for an organization
2. Consistency in production and services
3. European and global market facilitator
4. Indicator of social and economical growth

From the above mentioned point of views, it is obvious that the main in implementing the standard is related to improving the business status while increasing the quality of product and service manufacture and development. However, the common reasons more or less agreed by the bodies can be categorized as below:

1. Helping towards business cooperation within Europe and with other countries
2. Facilitating international trade and business transaction by unifying the procedure in production
3. Improving the reliability of businesses and their products to both customers and public sectors

## **2.4 Other Resources**

### **2.4.1 Erasmus University**

According to International Electrotechnical Commission [Henk Je de Vries 2006], the main purpose of establishment of the standards is the trend of internationalization. After World War 2, European countries started to develop their industry while doing transaction with the other countries in the continent. Hence, the need for set of standards was necessary to produce the product based on the functions and specifications that can be designed and produce by other countries as well. Consequently ISO was established to answer the need for the standards to give a uniform to the productions to basically facilitate the business transactions and internationalize them thereafter.

The lack of practice of the standard during the first decades of ISO formation in developing countries is rooted in the fact that these standards

are established by developed countries (Henk Je de Vries 2006). Because meeting the requirements of the standards, such as production facilities and management were needed for registration, many of the developing countries did not follow the pattern of ISO standards.

According to the article, some of the standards give benefits to a certain numbers of members and deprave the other members from such benefits, which forms a reason for small number of implementation.

Later it is stated that studying the impact of the standards might not be achieved easily through case studies because of the diversity in types of companies and business environments and demands specific case studies and generalization of them to broader scope (Henk Je de Vries 2006):

*‘recently, an attempt of the European Union to study the impact of standardization using a case study approach turned into failure – research on this topic is not easy, due to the diversity in standards and the diversity in companies and business environments. However, this diversity asks for a case study approach in which cases described and analysed and then some general lessons are drawn.’<sup>41</sup>*

#### **2.4.2 University of Tokyo**

The Manufacturing Management Research Centre (MMRC) at University of Tokyo aims at conducting global research based on Integration-base Management System. The centre has published an article with the title of the main reason identified as the impact of economic. It states the importance of international standardization and draws the attention towards modularization in production during 1990’s and the emphasis on the new technologies growth [Junjiro Shintaku, Koichi Ogawa, and Tetsu Yoshimoto 2006].<sup>42</sup>

According to the section 2.1 of the article, the importance of international standards such as IEC has to do with identifying modular architecture in the products that is highly potential to be extended to the developed countries as well as developing countries. Therefore the result will be more benefits to the consumers.

The other benefit of international standardization has counted as the opportunity to develop new businesses such as mobile and DVD products. The result of these new businesses will be more contribution to business and the growth of the economy.

The key advantages stated can be summarized as below:

<b>Standardization Organization</b>	<b>Benefits</b>
<b>ISO (General advantages)</b>	Trend towards globalization of standards
	Reduction in time and resources
	More efficiency in product and service development
	Better quality evaluation of products and services
	Sharing the advancements in production
<b>ISO(ISO27001 advantages)</b>	Forming security requirements
	Risk management
	Compliance with laws and regulations
	Defining and identifying ISMS
	Providing an standard to the customers
<b>CEN</b>	Selecting security controls
	Asset protection
	Giving reliability to third parties in business
	Compliance with laws and regulations
	Emphasizing the importance of security
	Facilitating business transaction
	Product interoperability
<b>Certificate Europe</b>	Credibility in business
	Compliance to rules and regulations
	Benefits from using risk management
	Important factor in business competition
<b>DIN</b>	Promoting global trend
	Factor in economic growth
	Facilitating technical issues of production
<b>BSI</b>	Product reliability
	Domination in business and competition
	Improvement in product manufacture and service delivery
	Compliance to rules and regulations
	Assuring reliability to customers
	Risk Management
	Risk management

<b>Standardization Organization</b>	<b>Benefits</b>
<b>ISO (General advantages)</b>	Trend towards globalization of standards
<b>SNV</b>	Global transaction facilitator
	Growth of economic and accessing international business network
	Easier and faster production
	Product safety for consumers
	Risk management
	Consistency in standards laws
<b>ON</b>	Investment for an organization
	Consistency in production and services
	Facilitator of business transaction in Europe and with other countries
	Indicator of social and economical growth

Table 1.ISO27001 Benefits according to the Standardization Bodies

In order to find the motives in using ISO27001, organizations that are accredited by the standard were listed. This demanded to search any available statistics from the standardization bodies and other available sources. Additionally, it was mandatory to check all the websites of the companies to understand the nature of their activities. The organizations were those which are working both in IT and non-IT fields. Additionally, in all the selected countries both public and private sectors were included.

<b>Country</b>	<b>Registration</b>
UK	366
Germany	110
Austria	29
Switzerland	5

Table 2.The numbers of registrations in UK, Germany, Austria, Switzerland

It is interesting to know that the available documents about advantages of using ISO standards but there are few documents about the advantage of using ISO27001 and almost no document about the implementation of ISO27001 and the reason for its distribution. This indicates that although ISO has tried to establish standards and inform about the advantage of them, no specific research has been taken to understand if the companies are really benefited from these advantages. If so, why these standards are not or less used by some countries.

# Section Three

## Analysis

## **3.1 Data Analysis**

### ***3.1.2 Companies Activities***

The categorization was divided into two main major activities of IT-related and non-IT-related as the importance of the standard could be also identified within non-IT business activities. At the next stage, the activities related the two categories were divided into sub categories based on 1) the number of companies and 2) the importance of the group. Consequently, in non-IT group business and products, management, marketing, infrastructure group, health & medicine, educations as well as security services were formed. The category of security services was specially nominated as of its importance to be compared to that of IT-related group.

IT category was more crucial as indicating the special field the countries might have focused on for accreditation. This category was split into IT services and solutions, ICT, internet & networking, software products, telecommunication, IT consultant, IT security services and hardware products. The reason for choosing ICT had to do with companies with broader coverage of IT and telecommunication. The Internet and network service category was designated as the importance of information transformation through network and its security. IT-consultant type companies were those involved more with advice and guidelines to management. Still, the most focused companies in the field of IT with specialty in security were categorized separately under 'IT Security Services' to give a distinction with other IT activities concentrated on IT security, which in turn may show the number of companies who were especially work in IT security and had its certification too.

The activities of the companies were categorized into 17 parts as below:

- 1-IT Service and Solution
- 2- ICT
- 3- Internet Services
- 4- Infrastructure Group
- 5- Software Product
- 6- Telecommunication
- 7- Banking and Finance
- 8- Health and Medicine
- 9- IT Consultant
- 10-Management
- 11- Marketing

- 12- Education
- 13- Security Services
- 14- IT Security Services
- 15- Hardware Products
- 16- Non-IT Services
- 17- Insurance

**UK**

Among the selected countries, UK was standing with the highest level of accreditation. The total number of companies in UK which were accredited by ISO27001 reached to 366. It is interesting to know that this amount was the highest in the Europe too followed by Germany and Czech Republic. However, UK stood as the third country internationally after India and Japan being one of the biggest holders of the standard in the world.

According to the nature of the activities of the companies, one third of the total number of the companies was directly involved with IT and its activities. The companies dealing with non-IT activities were holding the same number compared to the IT related companies. Telecommunication, health, finance and software were contributing one third of the total number. Other types of activities formed the rest of this figure.

<b>Company Activity</b>	<b>Registration</b>
IT Services and Solutions	92
Non-IT Services	88
Business & Products	47
Telecommunication	29
Health & Medicine	24
Finance & Banking	24
Software Products	11
Security Services	9
IT Security Services	9
ICT	8
Education	7
Marketing	6
Management	5
Infrastructure Group	3
IT Consultant	2

<b>Company Activity</b>	<b>Registration</b>
Internet & Network Services	1
Hardware Products	1

Table 3. The numbers of registrations in UK based on the type of activity

## **Germany**

With one hundred and ten accreditations, Germany contributed approximately one fifth of total accreditations. This figure preceded UK and followed by Czech Republic and Hungary among European countries. However, Germany stood as the sixth country with the highest accreditation in the world after Japan, India, UK, Taiwan and China.

The number of accreditations in Germany was basically skewed towards three types of companies including IT services, business and non-IT services with nearly one third of total number of accreditation. The rest of accreditations were distributed among other types of activities with more or less similar numbers of accreditation. It should be noted that Germany showed a high number of business-types companies compared to that of UK with regard to the total number of accreditations in both countries.

<b>Company Activity</b>	<b>Registration</b>
IT Services and Solutions	30
Business & Products	28
Non-IT Services	15
Internet & Network Services	7
Software Products	5
Hardware Products	4
IT Security Services	4
Health & Medicine	4
Finance & Banking	4
Telecommunication	4
ICT	3
Security Services	1
Marketing	1

Table 4. The numbers of registrations in Germany based on the type of activity

## Switzerland

Switzerland had the lowest number in comparison with the other selected countries having 5 accreditations. This included different types of companies. Still, none of them were in the field of IT activities albeit with the same numbers of distribution in different fields.

Despite the neighborhood with Germany and Austria and a similar economical status, Switzerland had very few accreditations compared to its neighbours. Non-IT services, finance and medicine were some of the fields with the accreditation.

Company Activity	Registration
Non-IT Services	1
Health & Medicine	1
Finance & Banking	1
ICT	1
Business & Products	1

Table 5. The numbers of registrations in Switzerland based on the type of activity

## Austria

Austria was the sixteenth country in the ranking of ISO27001 in the world and eighth in the European countries. It was also the third country after UK and Germany in the countries selected as the target with 29 registrations.

The distribution of the accreditations in Austria was different with the other countries. While the skewness of the distributions in the other countries is towards both products and services, in Austria this skewness is towards service sectors. Nearly half of the accredited companies were dealing in the fields related to both IT and non-IT services. The rest of distribution included both products and other types of services hovering around the same amount of registration.

Company Activity	Registrations
IT Services and Solutions	8
Non-IT Services	4
Business & Products	4
Banking & Finance	3
Software Products	3

<b>Company Activity</b>	<b>Registrations</b>
Telecommunication	2
Infrastructure Group	2
IT Security Services	1
Health & Medicine	1
Internet Services	1

Table 6. The numbers of registrations in Austria based on the type of activity

In almost all of the fields of activity UK presented the largest amount of accreditations. The trend in Germany was on par with that of UK with fewer figures in each category. However, in hardware products and Internet & network services Germany contributed more numbers in comparison with UK. Austria and Switzerland accreditations were significantly less in all the categories with that of UK and Germany. While in Austria, infrastructure category figure outweighed in number, the other countries had fewer infrastructure groups with the accreditation. In general, the most accreditations were observed in IT services and solution, non-IT service and solution and business & products categories.

The study of the categories indicated that the accreditations in almost all the countries were far more in both IT and non-IT services in comparison with other groups. Meanwhile, IT security categories were hovering around the same number with no significant amount of accreditation. Among non-IT categories, business & products was the major contributor with nearly 50 and 30 accreditations in UK and Germany respectively. It is interesting to know that the major non-IT services in UK were in the field of secure printing & related solution as well as public sectors such as councils and official offices. In Germany, the distinctive feature of non-IT was related to lottery companies with more contribution in this field.

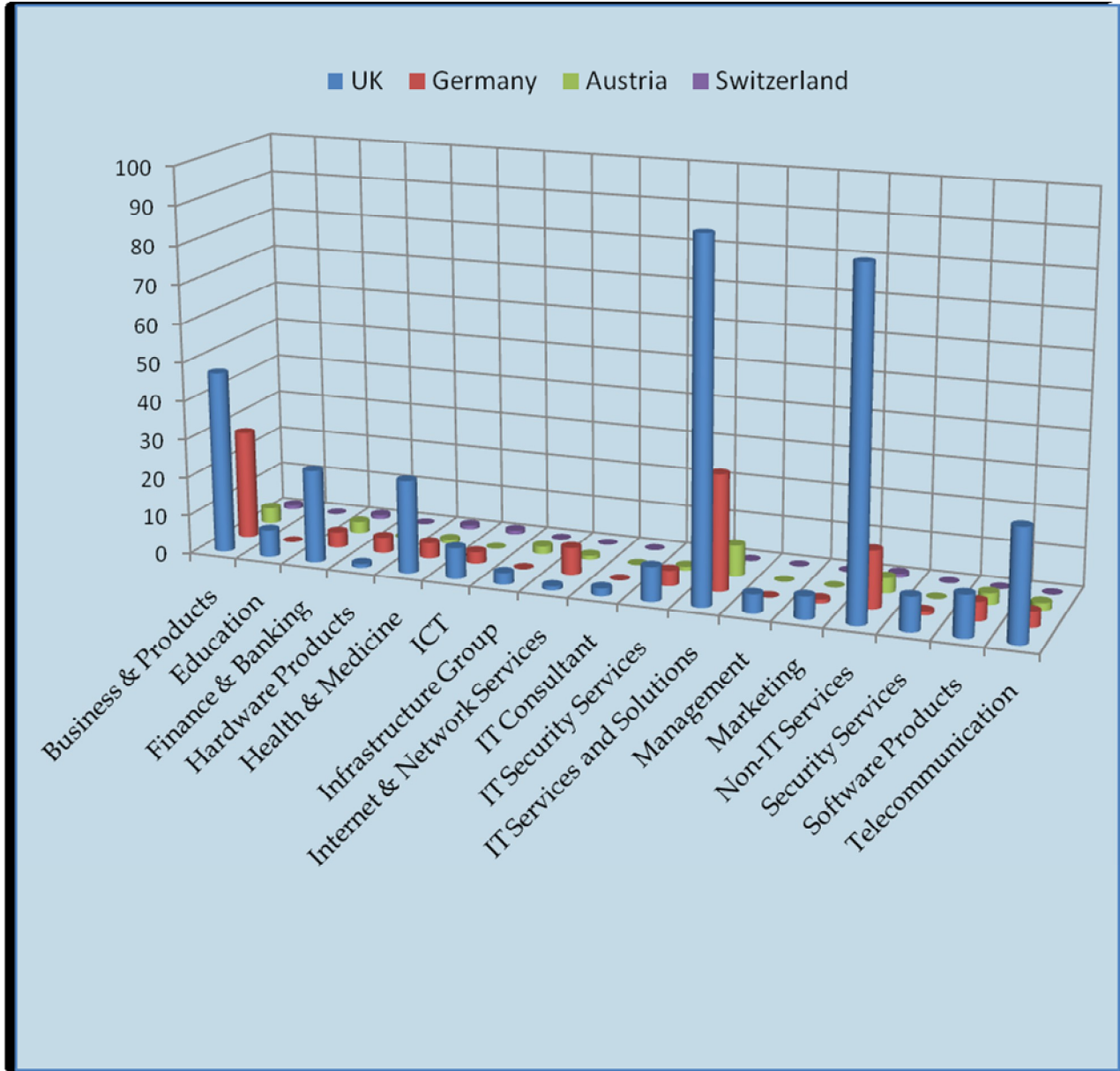


Figure 1. The categories of Organizations in terms of activity type

Type of Activity	UK	Germany	Austria	Switzerland
Business & Products	47	28	4	1
Education	7	0	0	0
Finance & Banking	24	4	3	1
Hardware Products	1	4	0	0
Health & Medicine	24	4	1	1
ICT	8	3	0	1

Type of Activity	UK	Germany	Austria	Switzerland
Infrastructure Group	3	0	2	0
Internet & Network Services	1	7	1	0
IT Consultant	2	0	0	0
IT Security Services	9	4	1	0
IT Services and Solutions	92	30	8	0
Management	5	0	0	0
Marketing	6	1	0	0
Non-IT Services	88	15	4	1
Security Services	9	1	0	0
Software Products	11	5	3	0
Telecommunication	29	4	2	0

Table 7. The categories of Organizations in terms of activity type

### ***3.1.3 The Implementation Reasons***

To find the reasons behind ISO27001 implementation, the SoA<sup>43</sup> of the organizations were investigated. This was engaged with studying all the SoAs and extracting why the standard were being used in a particular organization. Meanwhile, if existed, it was attempted to find more than one reason for the implementation. However, there were two obstacles regarding the implementations given by the organization. First, not all the of them provided transparent and understandable reasons for the implementation. This resulted in difficulties in including the reasons in the total numbers of reasons and categorization of the reason. Second, some of the SoAs of Germany, Austria and Switzerland were written in non-English language giving difficulty to understand and categorize them.

Based on the SoA statements and the importance of the usage, the reasons were categorized as:

1. IT Security Infrastructure
2. Security of Organization Information and Assets
3. Security of Organization Services
4. Security of Customers Information
5. Security of Data Centre
6. Security of Network and its Equipments

- 7. Security of Outsourcing
- 8. System Data Recovery

IT security infrastructure contained the activities regarding creating or maintaining ISMS, security controls and security related to business process. The other types were divided according to their types in forms of assets and services. Some IT-Services such as data centre protection and network were divided into different category as their importance in implementation. However, some of the companies did not provide a clear definition in their SoA for implementation such as 'Frankfurter Volksbank' defining SoA as 'IT Department' or 'Information Security Consulting' for 'Secaron' organization while a few presented a clear statements as is the case with Lufthansa Cargo AG44.

Based on the total reasons, IT infrastructure and organization services were the most reasons for implementations. At the next level organization information & assets, customers' information and Internet & network had almost half-fold in number. Securing data centre, outsourcing and system data recovery were the least in significance.

However, the data was divided by each country and the result seemed almost the same. Still IT infrastructure was the key reason for the implementation. However, in Germany they were discrepancies among the number of implementations in organization information & asset, customers' information, data centre and Internet& network. While securing organization assets were among around 50 reasons for implementation in UK, Germany and Austria contributed 3 and 2 reasons respectively and Switzerland had no figure for this reason. Meanwhile, customers' information figure showed the same trend in both Germany and Austria. Nevertheless, data centre security had a different trend. The organization in Germany had more number of reasons to secure data centre compared to UK. However, this comparison could not demonstrate a correct comparison as the number of reasons should be evaluated according to the total number of reasons in each country.

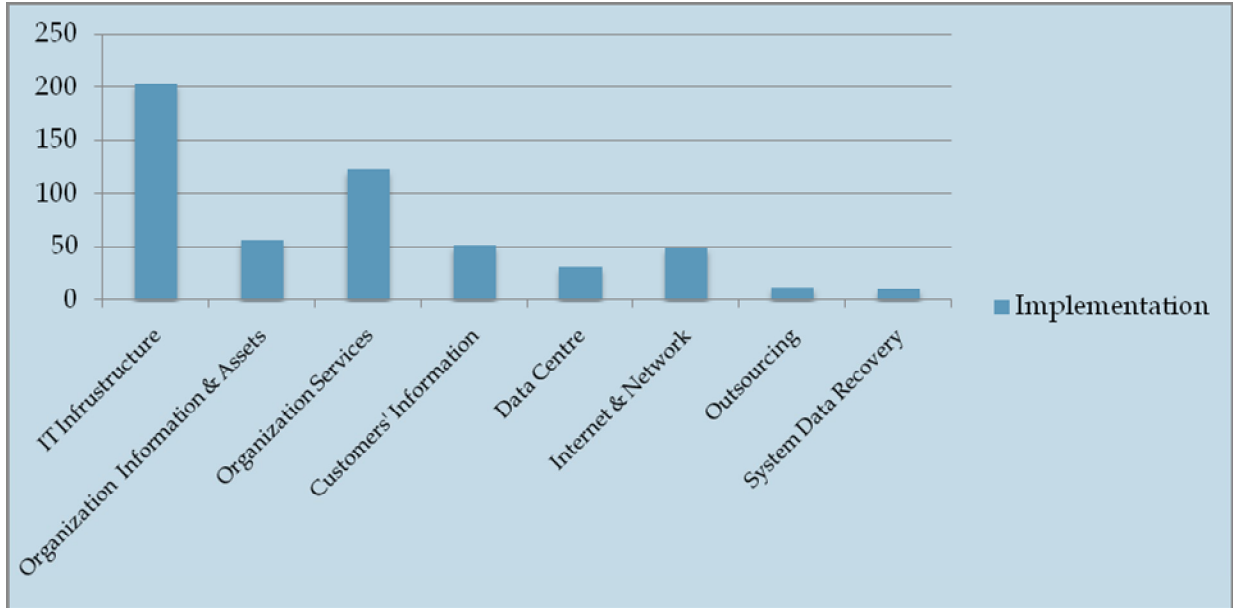


Figure 2. The total number of reasons for implementations in the four countries

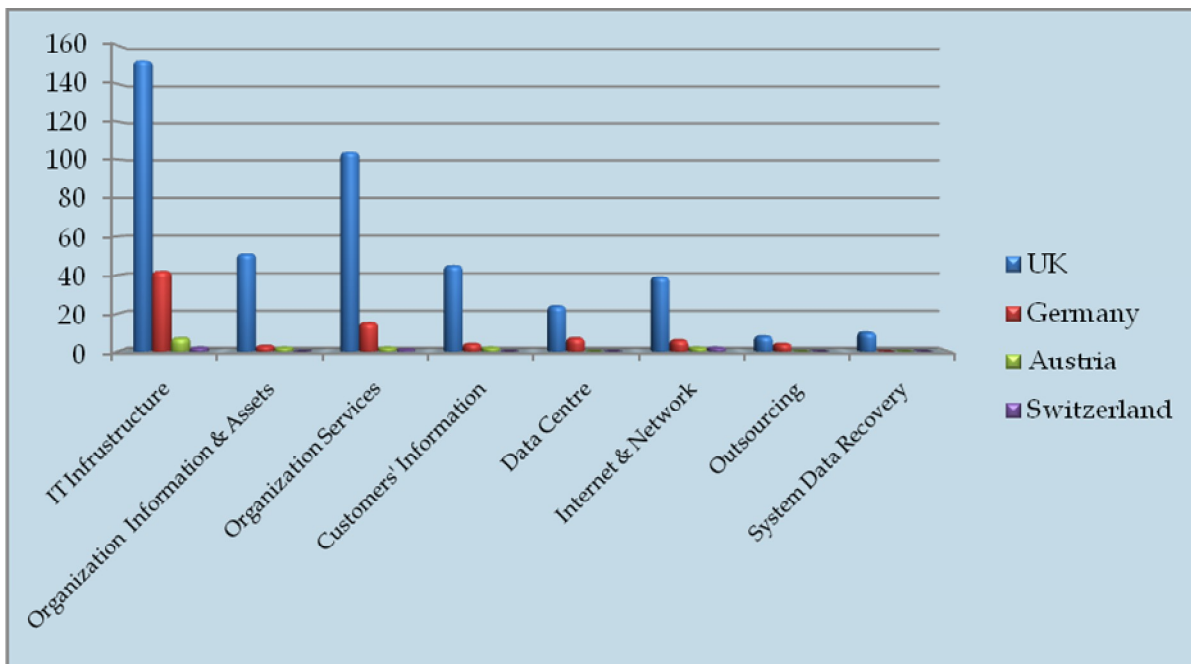


Figure 3. The number of reasons for implementations in each of the countries

Reason for Implementation	UK	Germany	Austria	Switzerland
IT Infrastructure	152	42	7	2
Organization Information & Assets	51	3	2	0
Organization Services	104	15	2	1

Reason for Implementation	UK	Germany	Austria	Switzerland
Customers' Information	45	4	2	0
Data Centre	24	7	0	0
Internet & Network	39	6	2	2
Outsourcing	8	4	0	0
System Data Recovery	10	0	0	0

Table 8. The number of reasons for implementations in each of the countries

The number of registrations for ISO/IEC is evidently different from a country to another. This difference can be rooted to different factors such as economical, social, geographical, IT-related issues or the nature fields of work of the companies. To figure out any possible factors contributing to such difference in number, the possible factors can be selected and analyzed. In this study, geographical neighborhood of the selected companies has eliminated the possibility of discrepancy resulted from the topologies of the countries. Hence, it may be concluded that geographical attribute of the selected countries may not contribute to the different numbers. Additionally, other factors could lead to such numbers in registrations. The main possible factors could be the economical status, total number of companies and population, which are the main influential factors being analysed during this study.

Meanwhile a factor may affect the number of ISO27001 holders in a country but not the other one indicating that the factors that are studied could have no influence in other countries or be more influential in other countries. Moreover, some of countries may be under certain conditions having not been counted before that result in big or small numbers of registrations.

## 3.2 Statistical Analysis

### What is Statistics?

Literally, 'Statistics' is defined as:

*'the area of political science dealing with the collection, classification, and discussion of esp. numerical facts relating to the condition of a State or community. Now, the field of study that involves the collection and analysis of numerical facts or data of any kind.'*<sup>45</sup> .In practice, statistic is a way to collect and categorize data and extracting different types of information from them. In this research data were collected from the companies. The data were as below:

1. Number of companies in each country
2. Type of activity of each company
3. The reasons for Implementation
4. Population of each country
5. Total number of companies
6. Volume of import
7. Volume of export

After collecting the above data, the statistical analyses were conducted. During the study three factors were selected to form the model of analysis including “the total number of registrations in each country”, “the population” and “the volume of import and export”. The total number of companies in each country could have direct relation with the number of registration as the number grows so the possible number of companies which may have the registration. Another factor feasibly participating in the registration volume is the population. As a country has more population, the number of companies needed for providing product and services could grow. Additionally, more number of populations may go hand in hand with the more number of customers and consequently businesses and registrations volume would grow. Another key factor is the economical status and the volume of business transaction of a country. This can show that ISO27001 registrations are consistent with the need of economical growth and more business expansion with other countries. It should also bear in mind that according to the standardization bodies, one of the aim of developing ISO27001 is to give reliability to the third parties and credibility in business. Consequently, the volume of business of a country could contribute to more standard registration.

During the study, the above mentioned factors were analysed using statistical tools. The factors were examined by Chi-Square test to find out if there was a relation between the selected factors and the number of registrations.

### **What is Chi-Square?**

Chi-Square is defined as below:

*‘The chi-square test (Snedecor and Cochran, 1989) is used to test if a sample of data came from a population with a specific distribution.’<sup>46</sup>*

If there is two collections of data available, Chi-square tells us if two collections have the same distribution or not. For instance, if we have collection of data as ‘A’ with values of 1,1,2,4,7 and collection ‘B’ with the values of 2,11, 47, 122, using Chi-square tells us if the two collections have the same distribution. In this

research, Chi-square has been used to test between the following collections of data:

Test	First Variable	Second Variable
Chi-Square	Number of ISO27001 holders	Total Number of Companies
	Number of ISO27001 holders	Country Population
	Number of ISO27001 holders	Volume of Import
	Number of ISO27001 holders	Volume of Export

### 3.2.1 Total Number of Companies

In four selected countries, the total numbers of companies in each country were compared to the number of registrations. The null hypothesis assumed that there is a relation between the number of the registration and the number of companies.

	UK	Germany	Austria	Switzerland	SUM
<b>Registration (O)</b>	366.00	110.00	24.00	5.00	505.00
<b>Registration (E)</b>	188.41	272.38	15.11	29.00	505.00
<b>Company</b>	2,016,700.00	2,915,482.00	161,732.00	311,324.00	5,405,238.00

The comparison was done through Chi-Square test as below:

	Number of Registrations	Number of Companies	Total
1	366	2016334	2016700
	188.42	2016511.58	
	167.375	0.016	
2	110	2915372	2915482
	272.39	2915209.61	
	96.809	0.009	
3	24	161708	161732
	15.11	161716.89	
	5.230	0.000	
4	5	311319	311324
	29.09	311294.91	
	19.946	0.002	
Total	505	5404733	5405238

Chi-Sq = 289.387, DF = 3, P-Value = 0.000

For the df of 3, the critical value is equal to 7.81. Hence the null hypothesis is rejected indicating no relation between the number of registrations and the total he number of companies in the four countries.

### 3.2.2 Population

The next variable examined was the number of population in the countries in the test. The data were gathered as below:

	UK	Germany	Austria	Switzerland	SUM
Registration (O)	366.00	110.00	24.00	5.00	505.00
Registration (E)	193.10	261.82	26.04	24.00	505.00
Population	60,776,238.00	82,400,996.00	8,199,783.00	7,554,661.00	158,931,678.00

Based on the above data the Chi-Square was calculated as below:

	Number of Registrations	Population	Total
1	366	60776238	60776604
	193.11	60776410.89	
	154.774	0.000	
2	110	82400996	82401106
	261.83	82400844.17	
	88.040	0.000	
3	24	8199783	8199807
	26.05	8199780.95	
	0.162	0.000	
4	5	7554661	7554666
	24.00	7554642.00	
	15.046	0.000	
Total	505	158931678	158932183

Chi-Sq = 258.023, DF = 3, P-Value = 0.000

The same test on the population indicated that the number of registrations may not be related to the population as the Chi-Square value was greater than the critical value.

### 3.2.3 The Volume of Trade

While the trade in Europe has been facilitated by the common currency of Euro and the ways of transportation, the volume of import and export in the four countries were evaluated to understand if there is any relation between the foreign transaction and the number of registrations.

#### The Volume of Export<sup>11</sup>

The volume of the export was gathered in the table below. The values for export were on million dollar scale.

	UK	Germany	Austria	Switzerland	SUM
Registration (O)	366.00	110.00	24.00	5.00	505.00
Registration (E)	118.69	310.58	35.34	40.37	505.00
Export	348,430.00	911,742.00	103,742.00	118,527.00	1,482,441.00

The test was conducted and the below result was obtained:

	Number of Registrations	Population	Total
1	366	348430	348796
	118.78	348677.22	
	514.559	0.175	
2	110	911742	911852
	310.52	911541.48	
	129.487	0.044	
3	24	103742	103766
	35.34	103730.66	
	3.637	0.001	
4	5	118527	118532
	40.36	118491.64	
	30.984	0.011	
Total	505	1482441	1482946

Chi-Sq = 678.899, DF = 3, P-Value = 0.000

Again, the values did not show any relation between the volume of export and the registrations as the Chi-Square was apparently larger than the critical values with df of 3.

#### The Volume of Import<sup>12</sup>

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<sup>11</sup> Million dollar

The similar data were gathered for the import as below:

	UK	Germany	Austria	Switzerland	SUM
Registration (O)	366.00	110.00	24.00	5.00	505.00
Registration (E)	166.87	259.00	37.81	40.39	505.00
Import	461,076.00	718,150.00	104,489.00	111,603.00	1,395,318.00

Based on the data the test indicated the following values:

	Number of Registrations	Population	Total
1	366	461076	461442
	166.95	461275.05	
	237.334	0.086	
2	110	718150	718260
	259.86	718000.14	
	86.425	0.031	
3	24	104489	104513
	37.81	104475.19	
	5.045	0.002	
4	5	111603	111608
	40.38	111567.62	
	30.998	0.011	
Total	505	1395318	1395823

Chi-Sq = 359.933, DF = 3, P-Value = 0.000

The volume of import did not show any relation with the number of registration.

## 4. Conclusion

As ISO27001 offers advantages such risk management, ISMS formation, the implementation of ISO27001 is quite various in different countries. In order to find out the possible reasons, four European countries with a similar geographic topologies and similar economic background were selected including UK, Germany, Austria and Switzerland. The total numbers of registered companies in each country were gathered. Later, the types of companies were identified and categorized based on the frequency and their major activities. The reasons for

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<sup>12</sup> Million dollar

implementation were divided into two groups: the reasons put forward by the standardization bodies and the reasons stated by the companies. The first stage covered ISO and CEN as well as standardization bodies in each country. In the second stage the reasons were gathered from SoAs of the companies. The following conclusions were drawn:

1- Although the reasons mentioned by the standardization bodies and the companies, there are common reasons for implementation including forming security requirements and risk management.

2- In UK, the most significant number of non-IT companies were in printing category of business, which might be the indication of importance of security in printing field and consequently more number of ISO27001 registrations in this country.

3- In Germany, the dominant number of registration in non-IT category were related to lottery companies. This could also be an issue that could be related to why more number of registrations are related to this category of business.

An issue that should also be taken into consideration is the extent of the research. There are more than seventy countries that have ISO27001 registration and the total number of registrations is more than 5000 registration. This shows the demanding work that should be taken to answer the question of this research. There are some steps that could be taken in this regard:

1. Since there is no source of information about the ISO27001 registration distribution, any related resources may be useful. These resources could include:

- Statistics provided by ISO and other standardization bodies

- Available statistic resources such as the number of companies in each country. This can include any information about the variables that may affect the number of registration such usage of Internet and PC.

Additionally, the statistics about the total number of companies, the population and volume of trade were gathered to find if they were any relation between these variables and the number of registrations. According to the statistical tests, there was no relation between the number of registrations and the three variables (total number of companies in each country, the population and volume of trade including import and export).

Still, there are other factors that could be included in the study to investigate this discrepancy in number. Variables such as social and political variables as well as the regulations in the countries could be the source of discrepancies in the registrations and can be included in this model more analysis. However, because of

the low and null values in each types of companies' activity it was not possible to do any statistical evaluation based on this categorization. Additionally, the low numbers of registrations in Austria and Switzerland was an obstacle in statistical analysis. Moreover, I in some cases, it was difficult to have a clear categorization for the activities since some of the companies could be categorized in more than one category and the nature of some companies were seemingly different from any other ones.

The result showed that none of the selected factors had influence on the number of the registrations. However, the model developed during this research paves the way towards

1. Identifying more variables that may affect the distribution
2. Using a model that has already been developed and upgrade its data from other countries that have not already been included in the research

It can be concluded that finding the reasons for ISO27001 implementation distribution craves research within a broader timeframe and more variables that may affect such distribution. Without taking all the countries into consideration and forming a more comprehensive research based on the existing model, no certain conclusion can be made. While no reason was identified during this research, there might be reasons for such discrepancy in ISO27001 registration distribution but any conclusion is bound to taking all possible factors and countries into the model and analysis of the data.

## **5. Further Studies**

There are some resources which might be useful for further studies as listed below:

*How to Achieve 27001 Certification* ,Sigurjon Thor Arnason, Keith D. Willet, Auerbach Publications, 2008

*Information Security: Design, Implementation, Measurement and Compliance* Timothy P. Layton, Auerbach Publications, Boca Raton, FL, 2007

*An Integrated Approach: ISO 27001 and BITS Shared Assessments Program*, BSI Management System, BITS, Washington DC, 2007

*ISO27001 Security*

The website provides information about ISO27001 as well as other ISO 27000 series. ( <http://www.iso27001security.com> )

*Gamma*

It gives information about information security and its standards.  
<http://www.gammassl.co.uk/index.html>

### TUV

TUV Rheinland provides assessment on products and their safety as well as providing accreditations for some standards.  
<http://www.tuv.com/aus/en/index.html>

## 6. Websites

Name	Address
British Standardization Institution	<a href="http://www.bsi-global.com">http://www.bsi-global.com</a>
European Committee for Standardization	<a href="http://www.cen.eu/cenorm/homepage.htm">http://www.cen.eu/cenorm/homepage.htm</a>
Certificate Europe	<a href="http://www.certificationeurope.com/home/default.asp">http://www.certificationeurope.com/home/default.asp</a>
DIN (German Institute for Standardization)	<a href="http://www.din.de">www.din.de</a>
GAMMA	<a href="http://www.gammassl.co.uk/topics/hot1.html">http://www.gammassl.co.uk/topics/hot1.html</a>
ISO Central Secretariat	<a href="http://www.standardsinfo.net">www.standardsinfo.net</a>
ISO/IEC 27000 Certificates	<a href="http://www.isoiec20000certification.com/index.asp">http://www.isoiec20000certification.com/index.asp</a>
ISO27001	<a href="http://www.iso27001security.com">http://www.iso27001security.com</a>
ISONET	<a href="http://www.wssn.net/WSSN/RefDocs/isonetdir/introduction.html">http://www.wssn.net/WSSN/RefDocs/isonetdir/introduction.html</a>
World Standards Services Network	<a href="http://www.wssn.net/WSSN">http://www.wssn.net/WSSN</a>
Switzerland Standardization Institution	<a href="http://www.snv.ch">http://www.snv.ch</a>
Austrian Standard Institute	<a href="http://www.on-norm.at">http://www.on-norm.at</a>

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## 8. Terms and Definitions

### Calculation

Arithmetical or mathematical reckoning; computation; estimation of outcome or probability.<sup>47</sup>

### Information

1: A process with data as input and knowledge as output. An individual is the subject who transforms the data into knowledge. Relations between two technical devices are data exchange processes. Relations between two or more individuals are communication processes. The reverse information process is called documentation process (e.g., writing an article). (Hofer, 2006) 2: Data with context and utility. (Hoxmeier, 2005) 3: A comparative unit of cognition that defines a change between the previous and present state of the natural, artificial, or semiotic systems. (Targowski, 2005) 4: A message, or data, which makes a difference. Information has meaning, and becomes knowledge when a person internalizes it. (Huotari & Iivonen, 2005) 5: Commonly known as a collection of facts or data. In Computer Science, it refers to processed, stored, or transmitted data. In Knowledge Management, it refers to codified knowledge. (Theng, 2005) 6: Contextualized data that can be analyzed and applied to decision-making circumstances. (Taylor, 2005) 7: Data that is associated with some system that enables meaning to be derived by some entity. (Benyon, 2006) 8: Data with attributes of relevance and purpose. (Joia, 2005) 9: In intelligence usage, unprocessed data of every description which may be used in the production of intelligence. (Melkonyan, 2005) 10: Interpreted symbols and symbol structures that reduce both uncertainty and equivocality over a defined period of time. (Hirji, 2005) 11: Knowledge acquired through experience or study. (Drake, 2006) 12: Knowledge derived from reading, observation, or instruction, at times consisting of unorganized or unrelated facts or

data. Data endowed with relevance and purpose, for example, a firm's balance sheet and income statement. (Mockler & Dologite, 2005) **13**: A term referring to details about an event or situation in the past or simply a scientific fact. Information can be regarded as a piece of knowledge of an objective kind. It results from placing data within some meaningful context, often in the form of a message. It is purely descriptive and explicit, does not enable decisions or actions, nor does it trigger new questions. (Haghirian, 2006).<sup>48</sup>

## **Technology**

**1**: Any electronic tool (digital camera, computer, scanner, laboratory probe, etc.) and/or software (database, spreadsheet, word processing, etc.). (Johnson, 2005) **2**: Applied science, systematically organized knowledge. (Mockler & Dologite, 2005).<sup>49</sup>

## **Security**

**1**: A concept that contains the elements of confidentiality, integrity, and availability. It can also include the extended requirements of authentication, authorization, and nonrepudiation. (Xu & Korba, 2005) **2**: A set of processes aimed at minimizing the vulnerability of assets and resources. (Trcek, 2005) **3**: An investment instrument, other than an insurance policy or fixed annuity, issued by an enterprise, government, or other organization that offers evidence of debt or equity. (Saha, 2006b) **4**: The combination of processes, procedures, and systems used to attain the confidentiality, accountability, integrity, and availability of the needed information. (Wang, Cheng, et al, 2006) **5**: Encompasses the primary aspects of availability, integrity, and confidentiality. (Weippl, 2006) **6**: Quality, state, or condition of being prevented of and/or protected against danger, risk, or injury, caused by intentional effects or actions such as access to information by unauthorized recipients and the intentional but unauthorized destruction or modification of that information. Security further includes the recovery from such unauthorized destructions or modifications. (Oermann & Dittmann, 2006) **7**: System of user names and passwords to control access to programs and information on the computer and network. (Brady, 2005) **8**: The capability to be reliable in delivering goods and information, and to keep confidential and safe that information and resources. (Samuel & Samson, 2006) **9**: The combination of integrity, availability, and secrecy. (Cremonini et al., 2006) **10**: The effort to create a secure computing platform, designed so that agents (users or programs) can only perform actions that have been allowed. (Guan, 2006g).<sup>50</sup>

## **Security Management**

In network management, the set of functions (a) that protects telecommunications networks and systems from unauthorized access by persons, acts, or influences and (b) that includes many subfunctions, such as creating, deleting, and controlling security services and mechanisms; distributing security-relevant information; reporting security-relevant events; controlling the distribution of cryptographic keying material; and authorizing subscriber access, rights, and privileges.<sup>51</sup>

### **Information Security Management System (ISMS)**

A part of the overall management system, based on a business risk approach, to develop, implement, achieve, review, and maintain information security. The management system includes organizational structure, policies, the planning of activities, responsibilities, practices, procedures, processes, and resources. (Tong & Wong, 2005a).<sup>52</sup>

### **ISO (International Organization for Standardization)**

A non-governmental organization consisting of standards institutes of 148 countries. ISO's central secretariat (located in Geneva, Switzerland) coordinates the system. (K. Chen et al., 2005).<sup>53</sup>

### **IEC (International Electrotechnical Commission)**

An organization that sets international electrical and electronics standards founded in 1906. It is made up of national committees from over 60 countries.<sup>54</sup>

### **ISO27001**

ISO27001:2005 specifies the requirements for establishing, implementing, operating, monitoring, reviewing, maintaining and improving a documented Information Security Management System within the context of the organization's overall business risks. It specifies requirements for the implementation of security controls customized to the needs of individual organizations or parts thereof.<sup>55</sup>

### **Implementation**

The implementation of information system includes different phases: user needs and requirements analysis (specification), system design, and initial system implementation and testing. The system requirements analysis includes workflow analysis; the initial system implementation includes technical installation of information system, integration of the information system to other information systems, and users' training. (Häyrinen & Saranto, 2005).<sup>56</sup>

### **Risk**

1: A possibility of incurring financial loss. (Wong, 2005) 2: An individual or organization's exposure to a chance of loss or damage. (Kitchens, 2005) 3: In a

limited manner, the decision situation in which the full range of possible outcomes are known with certainty and the probability of their occurrence can be assessed accurately, usually by some objective means (e.g., rolling the dice is a classic risk decision situation). More usually, the probabilities must be assessed subjectively, often based on previous experiences or intuition, and the outcomes themselves may not be fully identifiable. The term “risk” is used commonly to generally define decision situations that are really a combination of classical risk and uncertainty, that is, the more normal decision situation in organizations. (Ritchie & Brindley, 2005) 4: The probability that a vulnerability is exploited and results in a damage. (Weippl, 2006) 5: The chance of something happening that will have an impact upon objectives. It is measured in terms of consequence and likelihood. (den Braber et al., 2005) 6: The consumer’s perceptions of the uncertainty and adverse consequences of engaging in an activity. (Peszynski, 2005).<sup>57</sup>

## 9. Appendices

### Appendix A. Number of ISO27001 Registrations<sup>58</sup>

Country	Registration	Country	Registration
Armenia	1	Macau	3
Australia	26	Malaysia	26
Austria	24	Mexico	20
Bahrain	4	Moldova	1
Bangladesh	2	Morocco	2
Belgium	1	Netherlands, The	11
Brazil	21	New Zealand	1
Bulgaria	3	Norway	4
Canada	2	Oman	3
Chile	3	Pakistan	11
China	182	Paraguay	3
China (Macau)	3	Peru	3
Colombia	5	Philippines	10
Croatia	5	Poland	35
Czech Republic	78	Qatar	2

Country	Registration	Country	Registration
Egypt	1	Romania	19
F.Y.R.O. Macedonia	1	Russia	10
France	10	Saudi Arabia	10
Germany	108	Singapore	11
Gibraltar	4	Slovakia	6
Greece	9	Slovenia	7
Hong Kong	38	South Africa	6
Hungary	78	South Korea	74
Iceland	11	Spain	27
India	440	Sri Lanka	4
Indonesia	5	Sweden	7
Iran	1	Switzerland	4
Ireland	26	Thailand	21
Isle of Man	2	Turkey	15
Italy	55	Ukraine	1
Japan	2994	United Arab Emirates	15
Kazakhstan	1	United Kingdom	374
Kuwait	4	United States	85
Kyrgyzstan	1	Uruguay	1
Lebanon	1	Vietnam	3
Lithuania	1	Yemen	2
Luxembourg	1		

### Appendix B. Information of Countries<sup>59</sup>

Country	Population	Export(Million dollar)	Import(Million dollar)
Armenia	2,971,650	705	1,302
Australia	20,434,176	97,138	105,461

<b>Country</b>	<b>Population</b>	<b>Export(Million dollar)</b>	<b>Import(Million dollar)</b>
Austria	8,199,783	103,742	104,489
Bahrain	708,573	6,610	5,402
Bangladesh	150,448,340	5,809	8,706
Belgium	10,392,226	255,301	235,366
Brazil	190,010,650	95,002	65,317
Bulgaria	7,322,858	7,540	10,901
Canada	33,390,141	316,462	273,397
Chile	16,284,741	30,894	22,361
China	1,321,851,900	593,325	561,229
China (Macau)			
Colombia	44,227,550	13,092	13,881
Croatia	4,493,312	8,022	16,583
Czech Republic	10,228,744	48,720	51,239
Egypt	80,264,543	6,161	10,893
F.Y.R.O. Macedonia	2,055,915	1,673	2,903
France	61,083,916	410,700	431,005
Germany	82,400,996	911,742	718,150
Gibraltar			
Greece	10,706,290	15,224	52,809
Hong Kong			
Hungary	9,956,108	42,309	46,394
Iceland	301,931	2,821	3,644
India	1,129,866,200	63,029	77,201
Indonesia	234,694,000	64,484	42,948

<b>Country</b>	<b>Population</b>	<b>Export(Million dollar)</b>	<b>Import(Million dollar)</b>
Iran	65,397,521	33,788	25,638
Ireland	4,109,086	104,314	62,322
Isle of Man			
Italy	58,147,733	349,109	351,065
Jamaica	2,780,132	1,104	3,543
Japan	127,467,970	471,996	383,452
Kazakhstan	15,284,929	12,927	8,409
Kuwait	2,505,559	16,164	7,869
Kyrgyzstan	5,284,149	582	717
Lebanon	3,921,278	1,524	7,167
Lithuania	3,575,439	7,162	9,803
Luxembourg	480,222	9,986	13,639
Macau			
Malaysia	24,821,286	126,500	104,280
Mexico	108,700,890	165,395	171,291
Moldova	4,320,490	986	1,774
Morocco	33,757,175	8,777	14,231
Netherlands, The	16,570,613	227,344	208,995
New Zealand	4,115,771	20,345	21,308
Norway	4,627,926	80,489	47,425
Oman	3,204,897	11,365	6,572
Pakistan	169,270,620	12,695	15,549
Paraguay	6,667,147	1,242	1,672
Peru	28,674,757	12,435	10,101

<b>Country</b>	<b>Population</b>	<b>Export(Million dollar)</b>	<b>Import(Million dollar)</b>
Philippines	91,077,287	36,231	39,543
Poland	38,518,241	53,539	67,976
Portugal	10,642,836		
Puerto Rico		31,829	47,112
Qatar	907,229	18,685	6,005
Romania	22,276,056	23,485	32,664
Russia	141,377,750	180,915	75,030
Rwanda	9,907,509	50	261
Samoa	176,615	85	210
San Marino	29,615		
São Tomé and Príncipe	199,579	7	42
Saudi Arabia	27,601,038	63,725	36,965
Senegal	12,521,851	1,151	2,392
Serbia	10,150,265		
Seychelles	81,895	274	412
Sierra Leone	6,144,562	41	352
Singapore	4,553,009	178,181	162,561
Slovakia	5,447,502	27,582	28,967
Slovenia	2,009,245	12,767	13,852
South Africa	43,997,828	40,206	47,794
South Korea	49,044,790	253,845	224,461
Spain	40,448,191	158,213	210,860
Sri Lanka	20,926,315	5,485	7,880
Sweden	9,031,088	101,573	83,381

Country	Population	Export(Million dollar)	Import(Million dollar)
Switzerland	7,554,661	118,527	111,603
Thailand	65,068,149	80,331	75,805
Turkey	71,158,647	47,253	69,340
Ukraine	46,299,862	17,927	16,976
United Arab Emirates	2,642,566	53,500	35,575
United Kingdom	60,776,238	348,430	461,076
United States	301,139,950	817,905	1,525,268
Uruguay	3,447,496	2,922	3,114
Vietnam	85,262,356	16,706	19,746
Yemen	22,211,743	4,051	3,734

### Appendix C. Countries Information<sup>60</sup>

Country	Population	Companies	Registration	Export	Import
Afghanistan	31,889,923			125	524
Albania	3,600,523	134,177		596	2,268
Algeria	33,333,216	79,908		32,083	18,386
Andorra	71,822			63	1,198
Angola	12,263,596			6,646	2,351
Antigua and Barbuda	69,481			23	338
Argentina	40,301,927	388,658		29,566	13,833
Armenia	2,971,650	113,486	1	705	1,302
Australia	20,434,176	3,162,025	26	97,138	105,461
Austria	8,199,783	161,732	24	103,742	104,489
Azerbaijan	8,120,247	3,389		3,615	3,516
Bahamas, The	305,655			376	1,927
Bahrain	708,573		4	6,610	5,402
Bangladesh	150,448,340		2	5,809	8,706

Country	Population	Companies	Registration	Export	Import
Barbados	280,946			250	1,195
Belarus	9,724,723			13,752	235,366
Belgium	10,392,226	687,762	1	255,301	235,366
Belize	294,385			203	396
Benin	8,078,314	7,091		304	727
Bhutan	2,327,849			140	190
Bolivia	9,119,152	51,240		1,651	1,684
Bosnia and Herzegovina	4,552,198	17,883		1,615	4,933
Botswana	1,639,131			2,533	1,811
Brazil	190,010,650	1,365,136	21	95,002	65,317
Brunei	386,511			4,144	1,244
Bulgaria	7,322,858		3	7,540	10,901
Burkina Faso	14,326,203	221		171	583
Burundi	8,390,505			27	129
Cambodia	14,131,858			2,798	2,063
Cameroon	18,060,382			2,246	2,021
Canada	33,390,141	1,693	2	316,462	273,397
Cape Verde	423,613	997,500		10	248
Central African Republic	4,369,038	207		66	100
Chad	10,238,807			183	290
Chile	16,284,741		3	30,894	22,361
China	1,321,851,900	4,123,620	182	593,325	561,229
China (Macau)			3		
Colombia	44,227,550		5	13,092	13,881
Comoros	710,960			7	72
Congo (DRC)	64,606,759			580	396
Congo (ROC)	3,800,610	5,264		2,091	930
Costa Rica	4,133,884			5,800	7,388
Côte d'Ivoire	18,013,409	2,744		5,493	3,536
Croatia	4,493,312		5	8,022	16,583
Cuba	11,416,987			1,665	5,251
Cyprus	788,457	115,744		1,171	5,729
Czech Republic	10,228,744	2,325,977	78	48,720	51,239

Country	Population	Companies	Registration	Export	Import
Denmark	5,468,120	492,540		64,614	56,230
Djibouti	496,374			19	250
Dominica	68,925			41	145
Dominican Republic	9,365,818			814	5,497
Ecuador	13,755,680	43,987		6,038	6,534
Egypt	80,264,543		1	6,161	10,893
El Salvador	6,939,688	21,637		1,255	4,382
Equatorial Guinea	551,201			400	30
Eritrea	4,906,585			52	538
Estonia	1,315,912	86,816		5,622	7,967
Ethiopia	76,511,887			513	2,686
F.Y.R.O. Macedonia	2,055,915		1	1,673	2,903
Fiji Islands	918,675			544	1,254
Finland	5,238,460	250,873		60,916	50,658
France	61,083,916	2,498,100	10	410,700	431,005
Gabon	1,454,867	934		2,826	835
Gambia, The	1,688,359			5	163
Georgia	4,646,003	95,671		649	1,847
Germany	82,400,996	2,915,482	108	911,742	718,150
Ghana	22,931,299			1,671	2,933
Gibraltar			4		
Greece	10,706,290	879,377	9	15,224	52,809
Grenada	89,971			38	253
Guatemala	12,728,111			2,635	6,719
Guinea	9,947,814			525	666
Guinea-Bissau	1,472,041			53	75
Guyana	769,095			543	636
Haiti	8,706,497			164	1,036
Honduras	7,483,763			992	3,316
Hong Kong		672,275	38		
Hungary	9,956,108	948,403	78	42,309	46,394
Iceland	301,931	24,418	11	2,821	3,644
India	1,129,866,200		440	63,029	77,201
Indonesia	234,694,000	32,337	5	64,484	42,948
Iran	65,397,521		1	33,788	25,638
Iraq	27,499,638			19,900	12,208

Country	Population	Companies	Registration	Export	Import
Ireland	4,109,086	148,759	26	104,314	62,322
Isle of Man			2		
Israel	6,426,679			31,783	34,211
Italy	58,147,733	5,904,883	55	349,109	351,065
Jamaica	2,780,132	45,050		1,104	3,543
Japan	127,467,970	2,665,350	2994	471,996	383,452
Jordan	6,053,193	140,337		3,891	8,144
Kazakhstan	15,284,929	190,045	1	12,927	8,409
Kenya	36,913,721			2,686	4,566
Kiribati	107,817			8	29
Kuwait	2,505,559		4	16,164	7,869
Kyrgyzstan	5,284,149		1	582	717
Laos	6,521,998			315	521
Latvia	2,259,810	134,783		2,894	5,244
Lebanon	3,921,278		1	1,524	7,167
Lesotho	2,012,649			358	800
Liberia	3,193,942			470	500
Libya	6,036,914			13,018	4,708
Liechtenstein	34,247				
Lithuania	3,575,439	230,868	1	7,162	9,803
Luxembourg	480,222		1	9,986	13,639
Macau			3		
Madagascar	19,448,815	430,095		766	1,091
Malawi	13,603,181	74,308		457	724
Malaysia	24,821,286		26	126,500	104,280
Maldives	369,031			170	642
Mali	11,995,402			519	1,013
Malta	401,880			2,126	2,839
Marshall Islands	61,782				
Mauritania	3,270,065			499	294
Mauritius	1,250,882			1,925	2,780
Macedonia		158,555			
Mexico	108,700,890		20	165,395	171,291
Micronesia, Fed. States of	107,862				
Moldova	4,320,490	128,061	1	986	1,774
Monaco	32,671				
Mongolia	2,874,127	35,181		616	801
Montenegro	684,736				

Country	Population	Companies	Registration	Export	Import
Morocco	33,757,175	192,966	2	8,777	14,231
Mozambique	20,905,585	14,797		663	1,263
Myanmar	47,373,958			1,391	2,369
Namibia	2,055,080			1,304	1,428
Nauru	13,528			36	31
Nepal	28,901,790			653	1,802
Netherlands, The	16,570,613	1,137,000	11	227,344	208,995
New Zealand	4,115,771	307,461	1	20,345	21,308
Nicaragua	5,675,356			767	2,251
Niger	12,894,865			209	558
Nigeria	135,031,160	981,709		24,078	14,892
North Korea	23,301,725	321,874		980	1,900
Norway	4,627,926		4	80,489	47,425
Oman	3,204,897	141,175	3	11,365	6,572
Pakistan	169,270,620	40,631	11	12,695	15,549
Palau	20,842				
Panama	3,242,173	41,119		890	3,124
Papua New Guinea	5,795,887			2,260	1,302
Paraguay	6,667,147		3	1,242	1,672
Peru	28,674,757	2,675,500	3	12,435	10,101
Philippines	91,077,287		10	36,231	39,543
Poland	38,518,241	3,581,593	35	53,539	67,976
Portugal	10,642,836	1,103,198			
Puerto Rico		45,642		31,829	47,112
Qatar	907,229		2	18,685	6,005
Romania	22,276,056	1,119,124	19	23,485	32,664
Russia	141,377,750	8,946,500	10	180,915	75,030
Rwanda	9,907,509			50	261
Samoa	176,615			85	210
San Marino	29,615				
São Tomé and Príncipe	199,579			7	42
Saudi Arabia	27,601,038		10	63,725	36,965
Senegal	12,521,851	2,488		1,151	2,392
Serbia	10,150,265	504,954			
Seychelles	81,895			274	412
Sierra Leone	6,144,562	2,871		41	352
Singapore	4,553,009	312,231	11	178,181	162,561

Country	Population	Companies	Registration	Export	Import
Slovakia	5,447,502	420,812	6	27,582	28,967
Slovenia	2,009,245	139,163	7	12,767	13,852
Solomon Islands	566,842			100	145
Somalia	9,118,773			110	250
South Africa	43,997,828	1,783,719	6	40,206	47,794
South Korea	49,044,790		74	253,845	224,461
Spain	40,448,191	3,068,552	27	158,213	210,860
Sri Lanka	20,926,315	49,785	4	5,485	7,880
St. Kitts and Nevis	39,349			48	205
St. Lucia	170,649			62	393
St. Vincent and the Grenadines	118,149			38	201
Sudan	42,292,929			2,481	2,898
Suriname	470,784			306	443
Swaziland	1,133,066			974	891
Sweden	9,031,088	295,197	7	101,573	83,381
Switzerland	7,554,661	311,324	4	118,527	111,603
Syria	19,314,747			5,731	5,111
Tajikistan	7,076,598			692	644
Tanzania	38,139,640			1,218	2,189
Thailand	65,068,149	446,972	21	80,331	75,805
Timor-Leste	1,084,971				
Togo	5,701,579	1,684		384	548
Tonga	116,921			9	69
Trinidad and Tobago	1,056,608			5,241	3,942
Tunisia	10,276,158			7,354	10,147
Turkey	71,158,647	2,111,086	15	47,253	69,340
Turkmenistan	5,136,262			2,506	1,786
Tuvalu	11,992				8
Uganda	30,262,610	14,021		639	1,657
Ukraine	46,299,862		1	17,927	16,976
United Arab Emirates	2,642,566		15	53,500	35,575
United Kingdom	60,776,238	2,016,700	374	348,430	461,076
United States	301,139,950		85	817,905	1,525,268

Country	Population	Companies	Registration	Export	Import
Uruguay	3,447,496		1	2,922	3,114
Uzbekistan	27,780,059			3,700	3,200
Vanuatu	211,971			23	87
Vatican City	1,000				
Venezuela	26,084,662			24,974	8,358
Vietnam	85,262,356	72,012	3	16,706	19,746
Yemen	22,211,743	1,783	2	4,051	3,734
Zambia	11,477,447	23,193		930	1,253
Zimbabwe	12,311,143	6,330,047		2,327	2,467

### Appendix D. ISO/IEC27001 Holders in UK<sup>61</sup>

Organization	Certificate Number	Certification Body
@Wales Digital Media Initiative	IS 505723	BSI
2e2 IOM Ltd	IS 512858	BSI
2e2 UK Limited	IS 509604	BSI
3M Security Printing & Systems Ltd	IS 93948	BSI
3net Ltd	LRQ4003226	LRQA
7 Global Group Ltd	IS 518703	BSI
A & O Systems & Services UK Ltd	IS 521718	BSI
ABM UK Ltd, Ruddington	LRQ4002405	LRQA
Accenture (UK) Limited	IS 98343	BSI
Activity Information Management Ltd	IS 506562	BSI
Acuity Risk Management LLP	68	KPMG Audit plc
Adare Ltd (Park Mill)	IS 91249	BSI
Adepra Limited	6000015	Bureau Veritas Certification
Advanced Topographic Development and Images Limited	GB07/70773	SGS United Kingdom Limited
Affinion International Limited	GB05/64098	SGS United Kingdom Limited

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Agenda Resource Management Ltd	IS 69591	BSI
Agilisys	IS 507705	BSI
Allen & Overy LLP, London	LRQ4002456	LRQA
Alliance & Leicester Plc	IS 522758	BSI
Alliance Medical Ltd	LRQ4002137	LRQA
Alternative Networks Plc	IS 502943	BSI
American Express Services Europe	IS 514008	BSI
AQA - MANCHESTER	UK 6000049/C	Bureau Veritas Certification
AQA - NORTH YORKSHIRE	UK 6000049/B	Bureau Veritas Certification
Ardington Archives	IS 515599	BSI
ArmorGroup	GB04/63405	SGS United Kingdom Limited
Atmel	IS 535224	BSI
Atos Origin	21981/1	Bureau Veritas Certification
Attenda Limited	IS 60764	BSI
Audatex (UK) Ltd	IS 525631	BSI
Axalto UK	LRQ4002434	LRQA
B & G Software Consultancy Ltd	IS 88748	BSI
BAE Systems Intergrated System Technologies Limited	IS 61581	BSI
Balfour Beatty Pensions	4003937	LRQA
BancTec Ltd	IS 92756	BSI
BemroseBooth Ltd	IS 80481	BSI
Benenden Hospital Trust	IS 515187	BSI
Berkshire Healthcare N H S Trust	IS 87909	BSI
BERR	65	KPMG Audit Plc
Betfair The Sporting Exchange Ltd	IS 507550	BSI
Biznet Solutions	GB04/63613	SGS United Kingdom Limited
Bluesparkle Ltd	IS 517401	BSI
Bowater Building Products Ltd	IS 500153	BSI
British Telecom (Northern	2004/177	Certification Europe

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Ireland)		
British Telecommunications plc, Cardiff	LRQ0961984	LRQA
Broadfern	IS 71615	BSI
BT DFDS	LRQ4001939	LRQA
BT Exact Security Risk & Compliance Function	LRQ0962885	LRQA
BT Global Services	LRQ4003439	LRQA
BT Global Services, Glasgow	LRQ4002216	LRQA
BT Global Services, Keybridge SOC	LRQ4002886	LRQA
BT Global Services-Amsterdam Network Management Centre	LRQ4003548	LRQA
BT OneIT Operational Integrity Europe	LRQ4003123	LRQA
BT plc 21CN Secure Storage	4003828	LRQA
BT plc Hadrian Security Solutions, Edinburgh	LRQ4000489	LRQA
BT RMG Project	LRQ4001796	LRQA
BT Security, Milton Keynes	LRQ0959494	LRQA
BUPA	IS 517128	BSI
Burnbank Systems Ltd (incorporating Burnbank Dataconnect & Burnbank Health Systems Ltd),	30121	United Registrar of Systems Ltd
C A C I Ltd	IS 501477	BSI
Cable & Wireless	IS 88761	BSI
Cadweb Limited	IS 40831	BSI
Caerphilly County Borough Council	IS 82432	BSI
Camelot Group Plc	IS 52025	BSI
Capita Business Services Limited	IS 66036	BSI
Capita Design and Print	IS 507631	BSI
Capula Healthcare Ltd	IS 522838	BSI
Cardif Pinnacle	IS 97775	BSI
Cardiff County Council	IS 503517	BSI
Care UK Healthcare	IS 517299	BSI
CDMS	LRQ4001485	LRQA
Central Telecom UK Ltd	IS 514930	BSI

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
CFH Group	IS 96493	BSI
CGI ISMC (UK) Ltd	IS 534527	BSI
Cherwell District Council, Banbury	LRQ4001784	LRQA
ClaimBase Limited	IS 79777	BSI
Classic Hospitals	IS 517167	BSI
Cobweb Solutions Limited	11096	United Registrar of Systems Ltd
Cobweb Solutions Limited	11096 A	URS
COLT Telecom	IS 78946	BSI
Commerce Media Limited	GB02/56818	SGS United Kingdom Limited
Communis Print and Direct Mail Services	GB06/67920	SGS United Kingdom Limited
Communis Transactional Print Services Limited	GB03/60126	SGS United Kingdom Limited
Companies House	LRQ4001943	LRQA
Computacenter (UK) Limited	IS 516767	BSI
Computer Aided Development Corporation Ltd	LRQ4001239	LRQA
Computer Share	31856	Bureau Veritas Certification
Contact Partners Ltd	IS 517473	BSI
Co-Operative Financial Services Ltd	IS 53362	BSI
Corporate Document Services Ltd	IS 82113	BSI
Counter Fraud and Security	IS 91954	BSI
CPP Group Plc	51	KPMG Audit plc
Critical Mail Continuity Services Ltd	IS 99044	BSI
CSC Computer Sciences Ltd, Maidstone	LRQ4000850	LRQA
Cunningham Lindsey, Reading	LRQ4001384	LRQA
DaimlerChrysler Services	IS 507165	BSI
DAS Group	IS 88644	BSI
Data Integration Ltd.	GB05/64690	SGS United Kingdom Limited
Databanx Ltd, Newcastle- upon-Tyne	LRQ4001981	LRQA

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Datashare Solutions Ltd	IS 507313	BSI
DCG Datapoint	IS 514621	BSI
De la Rue Smurfit	2007/447	Certification Europe
DENSO Sales UK Ltd	IS 97887	BSI
Department for International Development	IS 523171	BSI
Department of ICT	IS 75542	BSI
Dicom Technologies Ltd	IS 511551	BSI
Digica Group Limited	21397	Bureau Veritas Certification
Dionach Ltd.	2003/54	Certification Europe
DKM Computer Print	2008/450	Certification Europe
DNV IT Global Services Ltd	IS 72314	BSI
Document Solutions (Royal Bank of Scotland Group)	GB06/68327	SGS United Kingdom Limited
Domestic and General Group Plc	GB06/68671	SGS United Kingdom Limited
DST International Output Ltd	IS 502018	BSI
eaga PLC	LRQ4003686	LRQA
Easynet Limited	IS 514142	BSI
ECSC Ltd	GB03/60129	SGS United Kingdom Limited
Egton Medical Information Systems Ltd	IS 75688	BSI
Electronic Data Systems Ltd	IS 510924	BSI
Eliesha Training	GB03/60401	SGS United Kingdom Limited
Evolve Business Consultancy	IS 540183	BSI
Excel Civil Enforcement Ltd	IS 86231	BSI
Exlayer Ltd	IS 538574	BSI
Express ICS	GB02/54605	SGS United Kingdom Limited
FCS Laser Mail - Facilities & Corporate Solutions Limited.	GB07/71031	SGS United Kingdom Limited
Fidelity National Information Services	IS 506192	BSI
Financial Express (Holdings) Limited	IS 503790	BSI
First Data International	IS 503088	BSI

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Firstsource Solutions Ltd	IS 521906	BSI
Food Standards Agency	IS 81311	BSI
Fortek Computers Ltd	IS 523747	BSI
Frontier Software Plc	GB05/67087	SGS United Kingdom Limited
Fujitsu Services Limited	IS 67990	BSI
Fujitsu Telecommunications	IS 97789	BSI
Gamma Secure Systems Limited	IS 85916	BSI
Gavin Watson Ltd	LRQ0900198	LRQA
GE Medical Systems Limited	IS 505218	BSI
Gemserv Ltd	IS 521932	BSI
General Medical Council	IS 510369	BSI
Green Park Healthcare Trust Information Technology Business Unit	GB03/60159	SGS United Kingdom Limited
GTECH UK Limited	20373-2008-AIS-NLD-UKAS	DNV
GX Networks Ltd	IS 515304	BSI
Hampshire County Council IT Services Department	IS 533882	BSI
Haringey Council IT Services	LRQ4001742	LRQA
HBOS Financial Services	IS 79771	BSI
Hewlett Packard Limited	IS 98171	BSI
High Court Enforcement Limited	IS 531682	BSI
HM Government Communications Centre	LRQ0964695	LRQA
HM Land Registry, London & UK District Offices	LRQ0964052	LRQA
Holding & Barnes PLC	IS 515913	BSI
Homeloan Management Limited	IS 73279	BSI
Hospice in The Weald	IS 502544	BSI
Humana Europe Ltd	IS 525204	BSI
Igen	GB07/71708	SGS United Kingdom Limited
IMS Hospital Group	IS 531528	BSI
Informatica Systems Ltd	IS 534710	BSI
Information, IT and PCIS	GB06/68670	SGS United

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Department, North and West Belfast Health and Social Services Trust		Kingdom Limited
Insurance Technology Solutions Ltd, Leeds & London	LRQ0961737	LRQA
Intact Integrated Services	IS 89808	BSI
Integralis Limited	IS 65890	BSI
Intermail plc	25020	United Registrar of Systems Ltd
Interoute	LRQ4003301	LRQA
Invest Northern Ireland	GB98/50098	SGS United Kingdom Limited
ioko Ltd	GB05/66809	SGS United Kingdom Limited
Irwin Mitchell, Solicitors	GB05/66750	SGS United Kingdom Limited
Isle Of Man Government	LRQ4002084	LRQA
iSOFT Plc	LRQ4003173	LRQA
John Laing International Limited	IS 510945	BSI
K N K Building Services Ltd	IS 98080	BSI
K2 Group	2008/497	Certification Europe
Kalamazoo Security Print Ltd	IS 96987	BSI
KCOM Group PLC	IS 506165	BSI
KDDI Europe Limited	IS 501797	BSI
Kensington Mortgage Company Ltd	IS 61291	BSI
Kent Probation Area	IS 518125	BSI
Kier Group PLC	IS 507404	BSI
KPMG	25211	Bureau Veritas Certification
Landmark Information Group	IS 523303	BSI
Legal Document Management Limited	IS 67129	BSI
Lifestyle Services Group Ltd	IS 97508	BSI
Link Interchange Network ltd	2	KPMG Audit plc
Liverpool City Council	IS 512273	BSI

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Liverpool Direct Limited	IS 531124	BSI
LLC DATA FORT, IBS Group of Companies	LRQ4003285	LRQA
Lockheed Martin Distribution Technologies Europe, Havant	LRQ4001228	LRQA
Logica UK Ltd	02211-2002- AIS-LDN- UKAS	DNV
Logicalis Computing Solutions Ltd	IS 509698	BSI
Logicalis UK Ltd	IS 89809	BSI
Luton Borough Council	27430-2008- AIS-NLD- UKAS	DNV
LUXOFT	LRQ4002352	LRQA
Mailcom plc	LRQ4002623	LRQA
Mane Contract Services Limited	IS 515781	BSI
Manx Telecom Ltd	LRQ4001608	LRQA
MBA Group Ltd.	17405	United Registrar of Systems Ltd
MBA Group Ltd.	17405	United Registrar of Systems Ltd
McKesson Information Solutions (UK) Ltd	19313-2008- AIS-NLD- UKAS	DNV
Meat Hygiene Services	IS 87566	BSI
Mellon Bank NA	IS 507731	BSI
MessageLabs Ltd, Cirencester	LRQ4000239	LRQA
MetroMail Limited	IS 67169	BSI
Mid Yorkshire Chamber of Commerce and Industry (MYCCI)	11797	United Registrar of Systems Ltd
Midland HR, Ruddington	LRQ4002690	LRQA
MindShare Media UK Ltd	IS 88831	BSI
Mistral Internet Group Ltd, Brighton	LRQ4001319	LRQA
Mizuho Corporate Bank Limited	IS 55405	BSI
Monitor Media Ltd	IS 515005	BSI
Monks and Crane Industrial	ZM-1-2009	Comgroup GmbH

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Group Limited		
MS Plc	IS 68104	BSI
Musgrave Park Hospital Information Technology Department	GB05/60159	SGS United Kingdom Limited
National Grid UK Pension Services Ltd	IS 55770	BSI
Nationwide Building Society	IS 531585	BSI
NCC Group Plc	LRQ0963077	LRQA
NCC Group plc, Manchester	LRQ0963977	LRQA
Netstore Plc	IS 56436	BSI
Newcastle Building Society	GB05/66760	SGS United Kingdom Limited
Newton IT Ltd	IS 512622	BSI
Nexor Ltd	LRQ4003766	LRQA
NHS Liverpool Primary Care Trust	73	KPMG Audit Plc
NHS North West Ambulance Service - Cheshire & Merseyside	76	KPMG Audit Plc
NHS Purchasing and Supply Agency	IS 66373	BSI
NHSBSA Dental Services Division	IS 66140	BSI
NICCEA	IS 531774	BSI
Nippon Express (UK) Ltd	IS 86242	BSI
Northern Ireland Court Service	IS 72187	BSI
Northern Lighthouse Board	LRQ4003277	LRQA
Northgate IS	IS 71206	BSI
Northrop Grumman Information Technology Ltd, Solihull and Hendon.	LRQ4001378	LRQA
Northwest Development Agency	IS 516029	BSI
Nuffield Hospitals	LRQ4002757	LRQA
Olympus UK Ltd	GB05/64863	SGS United Kingdom Limited
Opportunity Links	IS 522590	BSI
Opt2Vote Ltd	IS99310	BSI
Optimum-MBA	LRQ4002560	LRQA
Orange PCS,Bristol and UK	LRQ4001075	LRQA

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Offices, Development Centres, Data Centres, Call Centres, Retail Outlets and Switch Sites		
OTM Ltd	LRQ4003024	LRQA
Outcome Technologies Ltd	IS 67922	BSI
Pace Micro Technology Plc	IS 89282	BSI
Panacea Services Ltd, London	LRQ0963030	LRQA
Panasonic Manufacturing UK Ltd	IS 507556	BSI
Paradise Computing Ltd	IS 502608	BSI
PayPoint Network Ltd	IS 81528	BSI
PDMS Business Solutions	LRQ4001840	LRQA
Peacock Graphics Ltd. T/A Peacock Design Print Ltd	13965 C	United Registrar of Systems Ltd
Pearson Advertising & Marketing Ltd	IS 531190	BSI
Pearson Driving Assessment Ltd	IS 96992	BSI
Pendragon Global Consulting	GB06/67756	SGS United Kingdom Limited
Pitney Bowes Management Services	IS 87481	BSI
Policy Administration Services Ltd	IS 505039	BSI
Portsmouth Commercial Port	IS 89893	BSI
Premier Motor Auctions Leeds Ltd	IS 89284	BSI
PRI Ltd	IS 515787	BSI
PricewaterhouseCoopers	IS 517968	BSI
PricewaterhouseCoopers LLP	IS 505721	BSI
PricewaterhouseCoopers LLP	IS 530473	BSI
PRIMIS	IS 96078	BSI
Q A S	IS 86040	BSI
Ramesys (E-Business Services)	22461/A	Bureau Veritas Certification
Real Time Engineering Ltd	LRQ4003418	LRQA
Red Island Consulting Limited	LRQ4000415	LRQA

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Red Squared plc, Altrincham	LRQ0965240	LRQA
Redbridge Management Services Ltd	GB05/65843	SGS United Kingdom Limited
redweb Limited	GB06/69633	SGS United Kingdom Limited
Reed & Mackay Travel Ltd	GB07/72908	SGS United Kingdom Limited
Reed Managed Services	IS 523481	BSI
Resourcing Solutions Ltd	IS 95505	BSI
Retail Decisions Europe Ltd	IS 80698	BSI
Reuters Limited	IS 509254	BSI
Rocketscience, Middlesbrough, Cleveland	LRQ4001308	LRQA
Royal Mail	01998-2001- AIS-LDN- UKAS	DNV
RR Donnelly	GB06/68080	SGS United Kingdom Limited
RR Donnelly Global	IS 514455	BSI
RSLSteeper, Rochester	LRQ4002488	LRQA
RW Pierce and Co. Ltd	2007/459	Certification Europe
SAIC Ltd	LRQ4003140	LRQA
Sapphire Technologies Ltd	GB03/58450	SGS United Kingdom Limited
SAS Software Limited	22793	Bureau Veritas Certification
Savvis UK Ltd	IS 511404	BSI
Score Group, Glenugie, Peterhead, Aberdeenshire	LRQ4002427	LRQA
Scotforms Computer Stationery Ltd	GB07/70959	SGS United Kingdom Limited
Scottish Qualifications Authority, Glasgow	LRQ4001601	LRQA
Secure IT Disposals Limited	IS 75836	BSI
Security Print Solutions Limited	IS 82161	BSI
Sense Internet Limited	LRQ4003660	LRQA
Serco Geografix Ltd.	IS 509837	BSI
Serco Integrated Transport	LRQ4001043	LRQA
Serco Integrated Transport, Stockton-on-Tees	LRQ4001890	LRQA
Serco Solutions	LRQ4000750	LRQA

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Serious Fraud Office	IS 66239	BSI
Severn Trent	UK6000100	Bureau Veritas Certification
Siemens Financial Services	7	KPMG Audit plc
Singularity Ltd.	2007/400	Certification Europe
Smith & Ouzman Ltd	IS 502144	BSI
Sopra Group Ltd	IS 515815	BSI
Sowerby Centre for Health	IS 523789	BSI
Specialist Computer Holdings plc, Birmingham	LRQ4002973	LRQA
Specialist Schools and Academies Trust	GB06/68529	SGS United Kingdom Limited
St Andrew's Membership Services Ltd	IS 86028	BSI
Steria Limited	07510-2003-AIS-LDN-UKAS	DNV
Steria Ltd, Hatfield	LRQ4001125	LRQA
Stockton on Tees Borough Council	IS 507818	BSI
Stralfors Plc	IS 535588	BSI
Sunderland City Council	IS 500009	BSI
SunGard Vivista Ltd	LRQ4004055	LRQA
SurfControl On-demand Ltd	GB06/69891	SGS United Kingdom Limited
Sutton & Merton Primary Care	IS 502138	BSI
Symantec-LIRIC Limited	5	KPMG Audit plc
Systemx UK Limited	IS 84181	BSI
Systems Consultants Services Ltd	IS 506332	BSI
Target Group Limited	IS 98180	BSI
Technophobia Ltd	IS 508906	BSI
TelecityRedbus	LRQ4002188	LRQA
Telehouse Int Corp of Europe - London	UK6000062	Bureau Veritas Certification
Telehouse Int Corp of Europe - Paris	UK6000062	Bureau Veritas Certification
Telehouse Int Corp of Europe - Paris 2	UK6000062	Bureau Veritas Certification
The Bunker	IS 531619	BSI
The Central Office of Information	LRQ4002399	LRQA

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
The Central Office of Information, London	LRQ402399	LRQA
The Centres of Clinical Excellence	IS 514660	BSI
The Chatham Archive and Document Storage Company Limited	GB01/52880	SGS United Kingdom Limited
The CORGI Group	IS 75985	BSI
The Horder Centre	IS 508110	BSI
The National Computing Centre Ltd	LRQ0928858	LRQA
The Nesco Group, Winsford, Cheshire	LRQ4001890	LRQA
The Number (UK) Ltd	IS 93509	BSI
The Ogilvy Group Holdings Limited.	GB03/59891	SGS United Kingdom Limited
the Pensions Regulator, Brighton	LRQ4001668	LRQA
The Planning Inspectorate	LRQ4003376	LRQA
The Royal Bank of Scotland	11	KPMG Audit plc
The Simian Group	IS 85565	BSI
The Stationery Office	IS 74928	BSI
The Technologies Group	GB04/63287	SGS United Kingdom Limited
The Treasury Solicitor, London	LRQ4001269	LRQA
The Walton Centre NHS Trust	70	KPMG Audit plc
The Wrekin Housing Trust	IS 88784	BSI
Think Secure	IS 523685	BSI
Thomas Miller & Co Ltd	LRQ4003772	LRQA
Tigerprint	LRQ4002921	LRQA
Title Research	IS 67403	BSI
TOMMIE Systems Ltd	IS 522029	BSI
Traffic Information Services (TiS) Limited	LRQ0964757	LRQA
Trends Business Research Ltd	IS 94476	BSI
Trustis Limited, Newbury	LRQ0964889	LRQA
TUV NEL Ltd, Glasgow	LRQ4002610	LRQA
UCAS	IS 501022	BSI
UCLES Cambridge Assessment	IS 95133	BSI

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Ultima Business Solutions Limited, Reading	LRQ4000862	LRQA
Unisys Limited	IS 81257	BSI
Unisys Limited	IS 58442	BSI
University of Gloucestershire	IS 509765	BSI
Vados Systems Limited	IS 503921	BSI
Vangent Limited	IS 78545	BSI
Vega Group PLC	ISM 20092	SAI Global
Ventura	LRQ4004144	LRQA
Verio Europe	LRQ4001385	LRQA
Vertex Data Science Ltd	4001965	LRQA
Virtusa India Pvt. Ltd.	IS 538201	BSI
Vital International Ltd	IS 83177	BSI
Voca Limited	LRQ4003703	LRQA
Vox Generation Ltd	LRQ4003484	LRQA
Watson Business Solutions Ltd	IS 97954	BSI
Watt Gilchrist Ltd	GB06/68487	SGS United Kingdom Limited
Welsh Assembly Government	LRQ4003662	LRQA
Welsh Health Supplies	IS 79969	BSI
Winning Moves Ltd, Stone	LRQ4001151	LRQA
Wokingham Borough Council	IS 532188	BSI
WSP Uk Plc	UK7000039	Bureau Veritas Certification
XE XGS Service Delivery	IS 508670	BSI
Xerox Global Services	IS 84369	BSI
Yell Limited	66	KPMG Audit Plc
Zeda Ltd, Nottingham & Stirling		

### **Appendix E. ISO/IEC27001 Holders in Germany<sup>62</sup>**

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
2NetIT oHG	1231028207	TÜV SÜD Management Service GmbH
abs Fondsplattform GmbH	390834 ISMS	DQS
ACP IT Solutions GmbH	322002 ISMS	DQS
ActiveBilling GmbH & Co. KG	090035 ISMS	DQS

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Affinion International GmbH	26190-2008-AIS-GER-NA	DNV
All for One Systemhaus, Oberessendorf	01 153 08002	TÜV Rheinland Group
arvato Systems, Gütersloh	263980 ISMS	DQS GMBH
Atos Origin GmbH	334220 ISMS	DQS
Atos Origin GmbH, Essen	01 153 11002	TÜV Rheinland Group
Atos Worldline Processing GmbH	27	KPMG Audit Plc
atsec information security GmbH	317326 ISMS	DQS GMBH
BASF IT Services Holding GmbH	26	KPMG Audit Plc
Bayer Business Services GmbH	080168 ISMS	DQS GMBH
BCC Business Communication Company GmbH	10781-2007-AIS-GER-NA	DNV
BEIT Systemhaus GmbH	4121066142	TUV NORD CERT GmbH
Berolina Schriftbild GmbH & Co. KG	009173 ISMS	DQS GMBH
BMW AG	1284030212	TÜV SÜD Management Service GmbH
Bundesdruckerei GmbH, Berlin	01 153 06001	TÜV Rheinland Group
Casinoland GmbH	369786 ISMS	DQS GMBH
Cenit AG Systemhaus	310662 ISMS	DQS GMBH
CeramTec AG Innovative Ceramic Engineering	276108 ISMS	DQS
Computacenter AG & Co. oHG, Kerpen	01 153 02001	TÜV Rheinland Group
CSP GmbH & Co. KG	1231027039	TÜV SÜD Management Service GmbH
DAK, Hamburg	01 153 12009	TÜV Rheinland Group
Defense AG	1231033876	TÜV SÜD Management Service GmbH
Deutsche Post PrintCom GmbH	307954 ISMS	DQS
Diehl Informatik GmbH	1231031980	TÜV SÜD Management Service GmbH
Dragenopharm Apotheker Püschl GmbH	123109317	TÜV SÜD Management Service GmbH
Easynet GmbH	IS 94965	BSI
EDAG Engineering + Design AG	1284032023	TÜV SÜD Management Service GmbH
EURO-LOG AG	1231016414	TÜV SÜD Management Service GmbH
FIDUCIA IT AG Karlsruhe	002978 ISMS	DQS

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Frankfurter Volksbank, Frankfurt/Main	01 153 01004	TÜV Rheinland Group
Franz Obermayer Datentechnik GmbH & Co KG	1231034210	TÜV SÜD Management Service GmbH
Fujitsu Siemens Computers GmbH	350364 ISMS	DQS
GE Healthcare Technologies, Dornstadt	01 153 01003	TÜV Rheinland Group
GEA Renzmann & Grünewald GmbH, Monzingen	01 153 01005	TÜV Rheinland Group
Global Switch FM GmbH, Frankfurt am Main	01 153 11001	TÜV Rheinland Group
Gluth Systemtechnik GmbH, Straubing	066404 ISMS	DQS GMBH
Gobal Access Internet Services GmbH	71 121 I 001	TÜV Saarland e.V.
Gobal Access Internet Services GmbH	71 121 I 001	TÜV Saarland e.V.
GSKV GmbH	1231029415	TÜV SÜD Management Service GmbH
Hewlett-Packard GmbH	IS 85756	BSI
HP Managed Software Solutions	28	KPMG Audit Plc
IBM DEUTSCHLAND BUSINESS SERVICES GmbH (IT DELIVERY Germany)	08 05 00 00	Bureau Veritas Certification
IKB Deutsche Industriebank AG, Düsseldorf	01 153 09001	TÜV Rheinland Group
infra fürth dienstleistung gmbh	1231029620	TÜV SÜD Management Service GmbH
Insolution Technologies	386599 ISMS	DQS
INTEC Industrie-Technik GmbH & Co. KG	1231030048	TÜV SÜD Management Service GmbH
IZB Informatik-Zentrum München – Frankfurt a. M. GmbH & Co. KG	44121067133	TUV NORD CERT GmbH
KDDI Deutschland GmbH	370879 ISMS	DQS
Kommunale Informationsdienste Magdeburg GmbH, Magdeburg	01 153 07002	TÜV Rheinland Group
KPMG IT Service GmbH	412985 ISMS	DQS
LambdaNet Communications Deutschland AG	1231032427	TÜV SÜD Management Service GmbH
Lotterie-Treuhandgesellschaft GmbH	IS 518380	BSI

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Lotterie-Treuhandgesellschaft mbH Hessen, Wiesbaden	01 153 05002	TÜV Rheinland Group
LOTTO Hamburg GmbH	IS 504821	BSI
Lotto-Toto GmbH Sachsen-Anhalt	IS 505877	BSI
Lufthansa Cargo AG	30	KPMG Audit Plc
MSH Medien System Haus GmbH & Co KG	323780 ISMS	DQS
nordIT GmbH	358376 ISMS	DQS GMBH
Nordwestlotto Schleswig-Holstein GmbH &	IS 516106	BSI
noris network AG	358515 ISMS	DQS
NRG Deutschland GmbH	8121013075	TUV NORD CERT GmbH
ORGA GmbH, ORGA Consulting GmbH	002980 ISMS	DQS
perdata Gesellschaft für Informationsverarbeitung mbH	1231016057	TÜV SÜD Management Service GmbH
PhonoNet Gesellschaft für Handelsdienstleistung mbH	325511 ISMS	DQS GMBH
Pixelpark AG, Berlin	01 153 03001	TÜV Rheinland Group
POET Service GmbH	325565 ISMS	DQS
Postbank Systems AG, Bonn	01 153 12006	TÜV Rheinland Group
Saarland-Sporttoto GmbH	1231034556	TÜV SÜD Management Service GmbH
Saechsische Lotto GmbH	IS 518190	BSI
SAP AG	44121060666	TUV NORD CERT GmbH
sds business services GmbH	25	KPMG Audit Plc
Secaron AG	12310 29314 TMS	TÜV SÜD Management Service GmbH
Services for Business IT Ruhr GmbH, Gelsenkirchen	056771 ISMS	DQS GMBH
SEW-EURODRIVE GmbH & Co KG (Werke Bruchsal, Graben-Neudorf, Hagenau, Forbach Cedex)	1231024898	TÜV SÜD Management Service GmbH
Siemens AG	302147 ISMS	DQS
Siemens AG	1231033127	TÜV SÜD Management Service GmbH
SIEMENS AG Medical Solutions Customer Services SRS	1231029957 TMS	TÜV SÜD Management Service GmbH
Siemens IT Solutions and Services GmbH & Co OHG	302147 ISMS	DQS

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
Sonopress GmbH	004478 ISMS	DQS
SpaceNet AG	390825 ISMS	DQS
Staatliche Lotterieverwaltung	IS 534458	BSI
Staatliche Toto-Lotto GmbH Baden Württemberg	1231033679	TÜV SÜD Management Service GmbH
Steria Mummert Consulting AG	004489 ISMS	DQS GMBH
Strato Rechenzentrum AG	1231022783	TÜV SÜD Management Service GmbH
Sulzer GmbH, Stuttgart	1231020256	TÜV SÜD Management Service GmbH
SupplyOn AG	286947 ISMS	DQS GMBH
TBB INTREX Systems GmbH	1231022785	TÜV SÜD Management Service GmbH
TDS Informationstechnologie AG	315044 ISMS	DQS
Teleconnect & Service GmbH	1231034029	TÜV SÜD Management Service GmbH
ThyssenKrupp Nirosta GmbH, Krefeld	01 153 12007	TÜV Rheinland Group
ThyssenKrupp Services AG	44121077533	TUV NORD CERT GmbH
ThyssenKrupp Stainless AG	01 153 06002	TÜV Rheinland Group
ThyssenKrupp VDM GmbH, Werdohl	01 153 07003	TÜV Rheinland Group
Toto-Lotto Niedersachsen GmbH	18410-2008-AIS- GER-NA	DNV
T-Systems International GmbH, Frankfurt	306766 ISMS	DQS GMBH
T-Systems Solutions for Research GmbH	225226 ISMS	DQS GMBH
up to data professional services GmbH	272524 ISMS	DQS
Verio Europe BV, Frankfurt & Regensburg	LRQ4001385	LRQA
Versorgungskasse für die Beamten der Gemeinden und Gemeindeverbände	ZV-1-2007	Comgroup GmbH
Westdeutsche Lotterie GmbH & Co. OHG	8412-2007-AIS- GER-NA	DNV
Wilhelm Karmann GmbH, Osnabrück	01 153 03002	TÜV Rheinland Group
Williams Lea Print Solutions GmbH	307954 ISMS	DQS
Wincor Nixdorf International	071221 ISMS	DQS

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
GmbH		
ZF Friedrichshafen AG, Friedrichshafen	01 153 05001	TÜV Rheinland Group
ZF Lemförder Fahrwerktechnik AG & Co. KG, Lemförde	01 153 01001	TÜV Rheinland Group
ZF Lemförder GmbH, Lemförde	01 153 01001	TÜV Rheinland Group
ZF Lenksysteme GmbH	1231019699	TÜV SÜD Management Service GmbH

### **Appendix F. ISO/IEC27001 Holders in Austria<sup>63</sup>**

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
AgrarMarkt Austria	35/0	CIS
Allgemeines Krankenhaus der Stadt Wien Universitätskliniken	63/0	CIS
Allianz Elementar Versicherungs-AG	17/0	CIS
Arbeitsmarktservice BetriebsgmbH & Co KG	66/0	CIS
Austrian Lotteries	IS 516410	BSI
Brennercom Tirol GmbH	33/0	CIS
Bundesministerium für Finanzen Sektion V, Abteilung V-1-AP	74/0	CIS GmbH
Bundesrechenzentrum GmbH, Vienna	13/0	CIS
Bundesrechenzentrum IT Solutions GmbH, Vienna	14/0	CIS
CQR Payment Solutions GmbH	61/0	CIS
Elektronische Datenverarbeitung GmbH	79/0	CIS GmbH
Energie AG Oberösterreich Data GmbH	69/0	CIS GmbH
Fabasoft AG Fabasoft International Services GmbH Fabasoft R&D GmbH Mindbreeze Software GmbH appl.strudl Software GmbH Fabasoft Distribution GmbH Fabasoft Austria	65/0	CIS

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
GmbH Fabasoft Institute of Technologie GmbH		
GRZ IT Center Linz GmbH Logis IT Service GmbH Racon Software GmbH	59/0	CIS
Kapsch BusinessCom AG	Jul-00	CIS
Kapsch TrafficCom AG	48/0	CIS
Kommunalkredit Austria AG, Vienna	Dec-00	CIS
MAGNA STEYR Fahrzeugtechnik AG & Co KG	01 153 06003	TÜV Rheinland Group
ÖBB Infrastruktur Bau AG	56/0	CIS
OMV Solutions GmbH	37/0	CIS
Raiffeisen Informatik GmbH in Vienna	Jun-00	CIS
SEC Consult Unternehmensberatung GmbH	IS 524814	BSI
Selected Services Beratungs- Vertriebs- und BeteiligungsgesmbH	60/0	CIS
Siemens IT Solutions and Services GmbH	Jan-00	CIS
Telekom Austria AG	15/0	CIS
ThyssenKrupp Materials Austria GmbH	44121071194	TUV NORD CERT GmbH
T-Systems Austria GesmbH	004819 ISMS	DQS GMBH
VERBUND-Austrian Power Grid AG	50/0	CIS
Wiener Krankenanstaltenverbund, Informationstechnologie (KAV-IT)	64/0	CIS

## Appendix G. ISO/IEC27001 Holders in Switzerland<sup>64</sup>

<b>Organization</b>	<b>Certificate Number</b>	<b>Certification Body</b>
ACM Advanced Currency Markets SA	GB07/72810	SGS United Kingdom Limited

Organization	Certificate Number	Certification Body
Reuters SA	IS 509254	BSI
Serono International SA The Information Technology Function	GB05/64392	SGS United Kingdom Limited
T-Systems Schweiz AG	068379 ISMS	DQS GMBH
Würth Finance International B.V.	ZF-1-2005	Comgroup GmbH

## Appendix H. SoA (Statements of Applicability) of the Companies<sup>6513</sup>

Organization	Country	Scope
@Wales Digital Media Initiative	UK	The Information Security Management System in relation to the provision of start up, business advice services and facilities. This is in accordance with the version 1.5 of the Statement of Applicability.
2e2 IOM Ltd	UK	The provision and installation of IT hardware, software and cabling services, including consultation, training, support, maintenance and disaster recovery facilities for the Isle of Man Government in accordance with the latest version of the Statement of Applicability.
2e2 UK Limited	UK	The design, implementation, support and management of IT infrastructure solutions and ITIL based service management services, in accordance with the latest Statement of Applicability.
3M Security Printing & Systems Ltd	UK	The Information Security Management System in relation to the provision of design, printing and IT systems for production and personalised specialised security products within a security production environment. The client is compliant with APACS Standard 55. This is in accordance with the Statement of Applicability document reference A02.1 Revision 2.0 dated 3rd May 2006.

<sup>13</sup> Some of SoAs have been extracted from other resources.

Organization	Country	Scope
3net Ltd	UK	The security of company and customer information assets whilst in the use or possession of the company. This includes data used by the Support and Consulting activities, whether at the companies offices or on client sites.
7 Global Group Ltd	UK	The provision of a secure and resilient IT infrastructure and data centre, supplying scalable business services to its customers, enabling them to remotely access multiple business applications and data store. The registration also extends to internal data and procedures used throughout all departments. In accordance with the latest version of the Statement of Applicability.
A & O Systems & Services UK Ltd	UK	The provision of a service desk providing the delivery and management of network-based services, applications, and equipment to organisations. This includes fully outsourced network management, including messaging, virtual private networks and monitoring/reporting of network servers in accordance with the latest version of the Statement of Applicability.
ABM UK Ltd, Ruddington	UK	Information security management activities related to the development and support of IT business solutions and associated consultancy and training services for the security and criminal justice sector. This is in accordance with Statement of Applicability v2.
Accenture (UK) Limited	UK	The Information Security Management System in relation to all information, information systems, processes and people which are part of, or owned by Infrastructure Outsourcing (IO) Global Delivery Centres (GDC) North, Central and Eastern Europe (NCEE) located in Warwick, Kronberg and Hof (The Locations) The management system applies to the following functions and related processes where they exist at each of these delivery centres: Regional Remote Service Coordinators, Regional Delivery Planning, Regional Delivery Enablement and Assurance,

Organization	Country	Scope
		Technology Services, Data Centre Operations, Service Delivery, Project Delivery. This is in accordance with the latest version of the Statement of Applicability.
Activity Information Management Ltd	UK	The delivery of management consultancy services. This includes information governance, strategic business development, value and performance measurement, security consultancy and security testing. These services are provided from the organisation's office, at client sites and by consultants based at home in accordance with the current revision of the Statement of Applicability.
Acuity Risk Management LLP	UK	The information security management system that covers the provision of risk management consultancy, solutions and training services from London, UK. This also includes the internal support functions of administration and finance. This is in accordance with the statement of applicability, version 1.0.
Adare Ltd (Park Mill)	UK	The Management of Information security of the business information systems used by Adare Halcyon at their Clayton West site in manufacturing based print management services and mailing service solutions. The client has met the requirements and is compliant with APACS Standard 55. This is in accordance with the ISMS statement of applicability version 1.1 dated 26/10/2005
Adeptra Limited	UK	THE CONTROL AND PROCESSING OF CLIENT CONFIDENTIAL DATA TO DELIVER COMMUNICATION SOLUTIONS USING THE LATEST AUTOMATED TECHNOLOGIES TO CUSTOMERS FOR THE DETECTION OF FRAUD USING AUTO RESOLUTION SERVICES. THE STATEMENT OF APPLICABILITY: DOCUMENT IS0019

Organization	Country	Scope
Advanced Topographic Development and Images Limited	UK	Information security relating to hardware, software, paper documentation and supporting media for client-facing information, client-owned and supplied information and internal processing facilities. Scope refers to the site at Kingsland Court, Crawley 18 October 2006. SOA dated 18 October 2006.
Affinion International Limited	UK	Information Security as applied to the design, implementation and continued development of membership marketing programmes for organisations with large customer bases in the UK and Eire. The services include continual interaction with the clients` customers. The company`s products and services appeal to the life stage and lifestyle needs of our clients` customers and cover the following key categories: Insurance, Leisure and Lifestyle, Travel and Security. Assessed in accordance with the Statement of Applicability version 4
Agenda Resource Management Ltd	UK	Information Security Management within the provision of facilities management, contract placements, recruitment and selection, consultancy, training, security services including network security analysis and personnel vetting to BS7858:2006 Code of Practice operated from Agenda Resource HQ based in Hull. All confidential material generated by Agenda Resource HQ is destroyed in accordance with BS8470:2006 code of practice. This is in accordance with the latest version of the Statement of Applicability.
Agilisys	UK	The Information Security Management System in relation to the provision of IT managed services. This is in accordance with the Statement of Applicability version 1.1
Allen & Overy LLP, London	UK	The management of security relating to the provision of the document management system. Statement of Applicability v3.

Organization	Country	Scope
Alliance & Leicester Plc	UK	The Information Security Management System for the management of internet banking services for personal customers (Mybank) and corporate customers (Mybusinessbank). This is in accordance with Statement of Applicability Issue 3.0 October 2007.
Alliance Medical Ltd	UK	The management of information security in relation to the provision of mobile and static diagnostic scanners, contained within the "NHSnet connectivity network" including all patient identifiable information, billing information and associated applications. Statement of Applicability (V3)
Alternative Networks Plc	UK	The management of information security in the provision of business to business total communication services in accordance with the Statement of Applicability issue: A 03/05/2006
American Express Services Europe	UK	The Information Security Management System in relation to all Information Processing Facilities within American Express, Interactive International Development (IID) London. Additionally it covers the protection of customer data and company assets for IID hosted services by ensuring technological resilience and application of security controls. This is in accordance with the Statement of Applicability version 1.0 dated 8th January 2007.
AQA - MANCHESTER	UK	THE SCOPE OF THIS INFORMATION SECURITY MANAGEMENT SYSTEM APPLIES TO THE INFORMATION ASSETS AND SYSTEMS USED BY AQA STAFF AND AUTHORISED USERS, SUPPORTING THE CREATION, BOOKING, MARKING AND PROVISION OF EXAM SERVICES BASED IN MANCHESTER, GUILDFORD & HARROGATE.
AQA - NORTH YORKSHIRE	UK	THE SCOPE OF THIS INFORMATION SECURITY MANAGEMENT SYSTEM APPLIES TO THE INFORMATION ASSETS AND SYSTEMS USED BY AQA STAFF AND AUTHORISED USERS, SUPPORTING

Organization	Country	Scope
		THE CREATION, BOOKING, MARKING AND PROVISION OF EXAM SERVICES BASED IN MANCHESTER, GUILDFORD & HARROGATE.
Ardington Archives	UK	The Information Security Management System relating to the provision of an archive and retrieval service. This is in accordance with Statement of Applicability version 1.0.
ArmorGroup	UK	Provision of security consultancy, management and training to multinational companies, governments and international peace and security agencies, operating in high security environments. Assessed in accordance with Statement of Applicability version 2, of March 2006.
Atmel	UK	The Information Security Management System in relation to all the activities within Atmel's Secure Microcontroller Division (SMS). The boundaries in terms of limitations of protection of Atmel's assets, its customers and third parties. The SMS Division, includes all SMS operations at East Kilbride, Scotland. This in accordance with the Statement of Applicability dated 06-May-08.
Atos Origin	UK	THE SUPPLY OF IT SERVICES TO THE NHS IN SCOTLAND AT THE FOLLOWING SITES IN EDINBURGH, DUNDEE, PAISLEY, INVERNESS AND ABERDEEN
Attenda Limited	UK	The management of information security in the design, implementation and operation of enterprise and Internet applications. This is in accordance with the Statement of Applicability, version 2.0 January 2007.
Audatex (UK) Ltd	UK	The Information Security Management System in relation to Audatex (UK) Ltd's entire provision of technology solutions that enable the management of claims by insurers and all parties in the supply chain. This is in accordance with version 1.2 of the Statement of Applicability.

Organization	Country	Scope
Axalto UK	UK	The security management of card design support, manufacture, personalisation services of integrated circuit and magnetic stripe cards including the use of cryptographic systems and the provision of key generation services (Statement of Applicability Version 3)
B & G Software Consultancy Ltd	UK	The Information Security Management System in relation to the development delivery and support of IT systems. This is in accordance with the latest version of the Statement of Applicability.
BAE Systems Intergrated System Technologies Limited	UK	The design and manufacture of equipment for the military and civil markets. This embraces the hardware, software, systems integration and a wide range of consultancy skills in accordance with the latest version of the Statement of Applicability, Insyte/SOA/01/06 Jan 2008 issue 4.
Balfour Beatty Pensions	UK	Information security relating to activities carried out by the Balfour Beatty plc Pensions Department in managing the various pension arrangements for Balfour Beatty in accordance with Statement of Applicability, version 1.
BancTec Ltd	UK	The Information Security Management System related to the provision of managed services. This is in accordance with the latest version of the Statement of Applicability.
BemroseBooth Ltd	UK	The Information Security Management System (ISMS) covers the following products and services:- Banking (cheque/credit production), Tickets/Vouchers, Numbered Stock (Distribution), Pre-paid Cards, Secure Mail, Voucher Clearing, Information Products and technologies that support these products and services. This includes maintaining the confidentiality, integrity and availability of: information supplied by customers, customer related information created, processed, stored and transmitted in the realisation of product. This is in accordance with the Statement of Applicability document reference 05 003 10 rev 10 dated 21/3/07.

Organization	Country	Scope
Benenden Hospital Trust	UK	The Information Security Management System in relation to the Benenden Hospital Trust which provides routine elective surgical care for adult and paediatric patients and medical diagnostic and treatment services across a wide range of specialties for adults and includes: General Surgery, Gynaecology, Urology, Minor Orthopaedics, Paediatrics, ENT and Ophthalmology, General Medicine, Gastroenterology, Rheumatology , Neurology, Dermatology and Cardiology. This is in accordance with the Statement of Applicability version 1.2
Berkshire Healthcare N H S Trust	UK	The Information Security Management System relating to the provision of IT infrastructure support for the Primary Care Trusts and Berkshire Healthcare NHS Trust, including the operation of a library for students/clinicians and advice and guidance for information governance. This is accordance with the Statement of Applicability v 2.0.
BERR	UK	The Information Security Management System (ISMS) supporting the activities of the Information and Workplace Services (IWS) Directorate and the Human Resources Operations (HRO) Branch of the Department for Business, Enterprise and Regulatory Reform (BERR). This includes all identified assets and employees within the IWS and HRO locations in London and Cardiff. This also includes the management of the outsourced provision of physical security and building facilities to the BERR via a facilities management agent, HBS Facilities Management, and the management of the outsourced provision of IT to the BERR via UNITAS.
Betfair The Sporting Exchange Ltd	UK	The Information Security Management System (ISMS) implementation applies to all aspects of Betfair that are based in the UK, Australia, Denmark and Malta and Romania. It provides for a secure and robust IT infrastructure at the sites based in Hammersmith, Stevenage,

Organization	Country	Scope
		Hobart, Melbourne, Frederiksberg, Mosta and Cluj-Napoca along with the data centres in Park Royal, the Docklands, Hobart and Qormi and Cluj-Napoca. Additionally, the protection of customer data and company assets are covered by ensuring technological resilience on the internet through the adoption of best practices. This is in accordance with the Statement of Applicability version 1.2 dated 30 January 2008.
Biznet Solutions	UK	Information Communications Technology provider, software development, knowledge management solutions, solutions consultancy, e-commerce, e-learning solutions, interactive multi-media provider, mobile solutions and managed hosting services in accordance with Statement of Applicability version 3.0
Bluesparkle Ltd	UK	The Information Security Management System in relation to the provision of hospital services. This is in accordance with the latest version of the Statement of Applicability.
Bowater Building Products Ltd	UK	The Information Security Management System in relation to the provision of IT services to Bowater Building Products Limited trading as WHS Halo - in accordance with the latest version of the Statement of Applicability.
British Telecom (Northern Ireland)	UK	
British Telecommunications plc, Cardiff	UK	The provision of hosting services at Cardiff Bay IDC, Stadium House IDC, Cardiff, and of Trust Services. Security incident management, design assurance and firewall rules approval via MOSCOW in support of BT Data Centres. Statement of Applicability Version 1.0 (19 April 2007)
Broadfern	UK	The Information Security Management System in relation to the provision of energy procurement and management services. This is in accordance with Statement of Applicability,

Organization	Country	Scope
		version 7, 03/07.
BT DFDS	UK	Information security management activities including and associated with the provision of the Defence Fixed Telecommunications System (DFTS) This is in accordance with DFTS ISO/IEC 27001:2005 Statement of Applicability DCN20060119004 Issue 1.
BT Exact Security Risk & Compliance Function	UK	Activities including and associated with the Function's control of information and data that it manages for a) the consistent application of information security risk assessment & mitigation and compliance with security policy to One IT Programmes and Operations and b) security professional services to Lines of Business partners. Statement of applicability Version 10
BT Global Services	UK	The provision of service-desk and front-office services to BT's corporate customers, in accordance with the Statement of Applicability Version 2.
BT Global Services, Glasgow	UK	Activities including and associated with:- The provision and hosting of services from the BT Glasgow Data Centre. The physical provision of all equipment at BT Glasgow Data Centre. The management of customer services including physical access by customers and their third party suppliers in accordance with the Statement of Applicability (dated October 2006).
BT Global Services, Keybridge SOC	UK	Activities including and associated with the collection, management reporting and analysis of information provided by intrusion detection systems and firewalls that have been pre-installed on customer sites.
BT Global Services- Amsterdam Network Management Centre	UK	Control and management of the core MPLS network in accordance with the Statement of Applicability, version 8-1

Organization	Country	Scope
BT OneIT Operational Integrity Europe	UK	The provision, operation and support of hosting services at the European Data Centres in accordance with the Statement of Applicability, version 2.0, dated 8 February 2007.
BT plc 21CN Secure Storage	UK	Information Security Management related to the management and support of the BT 21CN Storage Service. In accordance with Statement of Applicability version 1.n.
BT plc Hadrian Security Solutions, Edinburgh	UK	Activities of the Hadrian Firewall, BT Protect and Connect Product teams including and associated with the development, deployment into service, support and maintenance of information security solutions and services for BT's internal and external customers, in accordance with Statement of Applicability ISO27001.617 issue 2.0
BT RMG Project	UK	Information security management activities relating to the team at Pavilion Building, Manor Offices, Chesterfield, supporting the Royal Mail Group fixed data network. This is in accordance with Statement of Applicability issue v6.
BT Security, Milton Keynes	UK	Activities including and associated with BT's security and resilience governance through development and maintenance of security policies, development and co-ordination of business continuity and resilience processes, provision of security communications, awareness & training, management of security investigations, control of liaison with HMG and co-ordination of activities for the physical protection of BT's estate. Statement of applicability V1, dated 22/2/07
BUPA	UK	The Information Security Management System Governing the protection of patient identifiable, customer and corporate information processed and stored within Unit 1 data-centre in the UK where BUPA IS Division provides central managed information services for all UK based BUPA business including BUPA Hospitals. This is in accordance with

Organization	Country	Scope
		the latest version of the Statement of Applicability.
Burnbank Systems Ltd (incorporating Burnbank Dataconnect & Burnbank Health Systems Ltd),	UK	Information Security Management System for the Planning, Delivery and Implementation of IT Systems (The Certificate references the client's Statement of Applicability dated 2nd May 2008 Version 1).
C A C I Ltd	UK	The Information Security Management System providing secure IT systems and infrastructure for C A C I Ltd. This is in accordance with the latest version of the Statement of Applicability.
Cable & Wireless	UK	The Information Security Management System relating to the provision of secure hosting services. This is in accordance with the latest version of the Statement of Applicability.
Cadweb Limited	UK	The ISMS includes all hardware, software and premises that belong to or are under control of Cadweb Limited which operate both the Cadweb system and the internal WAN employed for office administration and the provision of a development and testing environment. The Cadweb system. The provision of an on-line project database for construction industry clients. The Cadweb system offers to pool centrally, project information and drawings which can be accessed by authorised multiple users and their clients within a secure environment thus facilitating secure electronic information exchange, storage and retrieval. This is in accordance with the statement of Applicability, Revision F.
Caerphilly County Borough Council	UK	The Information Security Management System in relation to the provision of IT Operations, IT business support and IT development within the Caerphilly County Borough Council in accordance with version 8 of the Statement of Applicability.

Organization	Country	Scope
Camelot Group Plc	UK	The management of information security in the operation of the National Lottery. This is in accordance with the latest version of the Statement of Applicability
Capita Business Services Limited	UK	The Information Security Management System related to the protection of only those professional data centre services delivered by Capita Business Services Limited (Enterprise Services), on behalf of Capita Group Plc, from their registered site. The functional areas covered are: Management, Operations, Operations Support, Environmental Administration, Disaster Recovery and Business Continuity Planning, Network Support, Server Support, Development and Business Assurance, Service Security, Service Quality, Management Information Systems, Finance Administration and General Reception/Administration. This is in accordance with the Statement of Applicability Version 3 24/9/07.
Capita Design and Print	UK	The Information Security Management System in cheque printing processes covering: · personalising cheques including as appropriate, addition of bank branch and customer account data including MICR code line; · personalising cheques in conjunction with the printing of customer's signatures; · printing of the MICR code line. Other security printing processes covering: · personalisation and fulfilment of security items. This is in accordance with the latest version of the Statement of Applicability and incorporating the requirements of APACS Standard 55.
Capula Healthcare Ltd	UK	The provision of a secure environment for the processes and information systems relating to the Operations Department (including the Information Technology & Human Resources function) and confidential Client information. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Cardif Pinnacle	UK	The Information Security Management System in relation to subsidiary operations affecting the Information Security Management System supporting the operation of credit and debit card protection services. This is in accordance with the latest version of the Statement of Applicability.
Cardiff County Council	UK	The Information Security Management System in relation to the internal department responsible for the management of a central data centre and the supporting services, (eg. network monitoring, change management, maintenance) in accordance with the Statement of Applicability version 3 dated 01/09/2006.
Care UK Healthcare	UK	The ISMS supports the management of organisational information and clinical records by the Care UK Healthcare. This is in accordance with version 3.0 of the Statement of Applicability.
CDMS	UK	Information security management activities relating to hosted database services, data bureau services, CRM campaign services and DataHealth® software design and development. In accordance with Statement of Applicability Version 2.
Central Telecom UK Ltd	UK	The Information Security Management System in relation to the sales, marketing, design and support of business communication solutions for the financial, commercial, government, local authority and medical organisations in accordance with the latest version of the Statement of Applicability.
CFH Group	UK	The Information Security Management System in relation to the printing and supply of a range of business stationery and forms, including cheques, to customer and regulatory specifications, in accordance with the latest version of the statement of applicability. The system was also found to be compliant with APACS standard 55.

Organization	Country	Scope
CGI ISMC (UK) Ltd	UK	The provision of an information security management system supporting the billing process and its associated components within CGI. This is in accordance with the Statement of Applicability version 1.1 28/05/08.
Cherwell District Council, Banbury	UK	The provision of secure IT Infrastructure (network, communications, servers, desktops and office applications) and associated services (ICT, HR, Central Services Security and Property & Technical Services) for use by council approved users when accessing and processing council information via both internal and remote connections. Statement of Applicability Issue XX applies.
ClaimBase Limited	UK	The Information Security Management System in relation to the business information systems used by ClaimBase at their Ilford site in the design and development of highly functional internet enabled claim and matter management solutions. The scope also covers the black room internal systems DR site situated in London. This is in accordance with the current version of the Statement of Applicability
Classic Hospitals	UK	The Information Security Management System in relation to the management of clinical records by Classic Hospitals including the supporting IT and Human Resources. This is in accordance with the current version of the Statement of Applicability.
Cobweb Solutions Limited	UK	Management of the Information Security Systems Associated with the Provision of Internet Based Messaging Solutions and other Associated Internet Services (The Certificate references the client's Statement of Applicability dated 02 June 2004).
COLT Telecom	UK	ISMS supporting the provision of COLT Managed Service solutions from all European Data Centres and the COLT customer European network monitoring, management and support services. This is in accordance with the Statement of Applicability version 5.0.

Organization	Country	Scope
Commerce Media Limited	UK	All of the business activities of Commerce Media Ltd, including consulting services, data centre operation, internet hosting services, design, development and deployment of business systems solutions, in particular, for e-business. Assessed in accordance with the Statement of Applicability of July 2006.
Communis Print and Direct Mail Services	UK	Print and Direct Mail, offering direct mailing activities, specialist print, personalisation, data management and marketing services; in accordance with the Statement of Applicability version 23, dated 30 October 2006.
Communis Transactional Print Services Limited	UK	Development, maintenance and support of technical infrastructure for production of security paper products covering Manchester, Crewe and Lisburn locations. Assessed in accordance with the statement of applicability of July 2006 and APACS standard 55.
Companies House	UK	The Information Security Management System (ISMS) supporting the activities of the IT department of Companies House in the central provision of IT to the organisation and the specific business processes of the Companies House (CH) e-business systems. This includes the provision of e-filing and web-filing of statutory company documents and the publication / provision of this information to the public via online services. This is in accordance with Statement of Applicability Version 3.
Computacenter (UK) Limited	UK	The Information Security Management System in relation to the Information Services Division encompassing data centre, telephony, system development, implementation, operations, administration and maintenance functions for Corporate and Managed Services - Service Management Tool Suite (SMTS). This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Computer Aided Development Corporation Ltd	UK	Management of IT infrastructure and data in support of all company activities at its London and Stevenage offices. Statement of Applicability Issue 1.
Computer Share	UK	DEVELOPMENT, DESIGN, PRODUCTION AND FULFILMENT OF PERSONALISED, ELECTRONIC AND SECURITY DOCUMENT SOLUTIONS
Contact Partners Ltd	UK	The Information Security Management System relating to the centralised call centre booking service for GPs to book patient referrals into hospitals. This is in accordance with the latest version of the Statement of Applicability.
Co-Operative Financial Services Ltd	UK	The Information Security Management System in relation to the information technology activities in the provision of the customer internet banking channel for smile and the Co-operative bank to enable customers to conduct their banking business remotely, carried out at Skelmersdale and Salford. This is in accordance with the latest version of the Statement of Applicability.
Corporate Document Services Ltd	UK	The Information Security Management System in relation to the provision of document management services including document publishing, print management, print management consultancy, graphic design, electronic publishing including web-site services. In accordance with the Statement of Applicability Version 4, March 2008.
Counter Fraud and Security	UK	Information security management system relating to the prevention, detection and investigation of fraud and corruption and the management of security in the National Health Service. This is in accordance with the latest version of the Statement of Applicability.
CPP Group Plc	UK	The Information Security Management System that supports the development and management of information security within CPP Group Plc UK operations in York and Tamworth, supporting Card Protection Plan Ltd, CPP

Organization	Country	Scope
		Assistance Ltd and Homecare Insurance Ltd. This is in accordance with the Statement of Applicability Version 3.0
Critical Mail Continuity Services Ltd	UK	The Information Security Management System in relation to the provision of disaster recovery and business continuity for the critical mailing industry. This is in accordance with the Statement of Applicability document reference ST55/27001/WSIssue 3 October 2007
CSC Computer Sciences Ltd, Maidstone	UK	The operation of an Information Security Management System (ISMS) for the provision of secure and resilient data centre operations for UK Systems via the Maidstone and Royal Tunbridge Wells, Bristol and Northern Data Centres, managed via the Infrastructure Management Centre (IMC) based at Maidstone, using CSC's Global Management Centre (GMC) architecture and support model and the provision of specified CSC Information Security Management Services on behalf of Royal Mail Group and National Health Service. This is in accordance with the Statement of Applicability issue Gops/ISO27001/DO19 V4.
Cunningham Lindsey, Reading	UK	Central management of the activities including and associated with the management of the ClaimsLink realtime systems including development and deployment to the branches, support & business continuity and user access controls together with the protection of the file and print servers, main development test environment and source code. Statement of applicability V27001-2.0
DaimlerChrysler Services	UK	The Information Security Management System in relation to all critical systems, applications, networks, and information assets owned and operated by DCSIT. The provision of application support, data centre services, applications development, and consulting services to appropriate DaimlerChrysler organisations worldwide. This is in accordance with the latest version of the Statement of

Organization	Country	Scope
		Applicability.
DAS Group	UK	The Information Security Management System relating to the support of IT systems infrastructure of the DAS Group. This is in accordance with the latest version of the Statement of Applicability.
Data Integration Ltd.	UK	Information security applied to the design, procurement of hardware and software, installation and after sales support of secure data and voice networking systems. Data housing including internet conductivity, hosting equipment and maintenance of operating systems. Assessed in accordance with the Statement of Applicability dated 22 March 2006.
Databanx Ltd, Newcastle-upon-Tyne	UK	The information security management of Co-location Services in a purpose-built Data Centre, to provide bespoke solutions of secure hosting, operation, large system support and associated managed services for customers' IT infrastructure, in accordance with Statement of Applicability issue 1.
Datashare Solutions Ltd	UK	The Information Security Management System in relation to the provision of Cerberus managed backup and disaster recovery solutions, including the management, control, delivery and system support activities, in accordance with the Statement of Applicability dated February 2006.
DCG Datapoint	UK	The provision of an information security management system supporting electronic backup, data storage and solutions in accordance with SoA issue 1 14th March 2007.
DENSO Sales UK Ltd	UK	The Information Security Management System in relation to the design, development, implementation and training associated with the provision of secure data management systems for sales and logistics services to

Organization	Country	Scope
		DENSO Sales UK Ltd's customers by the Sales Division. The scope also covers the support functions provided by the Corporate Services Division. This is in accordance with the latest version of the Statement of Applicability.
Department for International Development	UK	The Information Security Management System in relation to the business processes and functions of the Department for International Development. This is in accordance with the latest version of the Statement of Applicability.
Department of ICT	UK	The Information Security Management System related to the provision of all IT services to Barts and The London NHS Trust, this also includes the remote Computer Disaster Recovery suite. This is in accordance with the current version of the Statement of Applicability.
Dicom Technologies Ltd	UK	The Information Security Management System in relation to the sale, distribution, support, onsite and workshop service, repair and installation of computer software, from Dicom Group, OEM hardware and peripherals and the associated supporting services. This is in accordance with the latest version of the Statement of Applicability.
Digica Group Limited	UK	PROVISION OF SECURE FACILITIES AND PROCESSES FOR THE MID-RANGE SERVER AND DESKTOP SERVICES HARDWARE OUTSOURCING SOLUTIONS ALSO APPLICATIONS MANAGEMENT AND DEVELOPMENT SERVICES.
DKM Computer Print	UK	
DNV IT Global Services Ltd	UK	The ISMS is applicable to the provision of information security services for commercial and government clients at technical and policy level, including ISO 27001:2005 services, and to the provision of specialist consultants for safety and risk management, including the assessment of high integrity systems, in the

Organization	Country	Scope
		military and civil sectors. This is in accordance with the Statement of Applicability, version 1.5
DNV IT Global Services Ltd	UK	
Document Solutions (Royal Bank of Scotland Group)	UK	Printing and mailing of cheques and drafts with secure print and mail area; in accordance with the Statement of Applicability version 2nd of March 2006.
Domestic and General Group Plc	UK	Client and corporate Information managed by the IT Departments (Technical Services & Development) Wimbledon on behalf of Domestic and General Plc. The provision of mailing / fulfillment services provided by Inkfish Services Limited, Coventry against the details of Deomestic and General's Statement of Applicability version 2.2.
DST International Output Ltd	UK	The Information Security Management System relating to the delivery of personalised customer communications through creative design, bespoke application development and printing, enclosing and dispatch in accordance with the Statement of Applicability, version 2.0.
eaga PLC	UK	Information Security Management of the activities including and associated with the design and delivery of programmes, projects and schemes that deliver residential improvements in environment energy efficiency and social justice, in accordance with Statement of Applicability dated April 2007.
Easynet Limited	UK	The Information Security Management System in relation to hosting services management for UK business customers at Brick Lane and 13 UK Point of Presence (PoP) sites. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
ECSC Ltd	UK	Provision of Information Security services, including Consultancy, Managed Services and Training in accordance with the Statement of Scope Version 2 of February 2006.
Egton Medical Information Systems Ltd	UK	The Information Security Management in relation to the provision and subsequent support of information and management systems to healthcare and non healthcare professionals. Information Security Management within the supply and deployment of ICT infrastructure and support services. Both in accordance with the latest version of the Statement of Applicability.
Electronic Data Systems Ltd	UK	The delivery of I.T. support services to the Department of Work and Pensions. This is in accordance with the Statement of Applicability version 2.3.
Eliesha Training	UK	The secure management and operations of systems required for Consultancy, design and delivery of a wide range of management, general skills and information technology training, for the private and public sectors, in accordance with statement of applicability version 2.5.
Evolve Business Consultancy	UK	The provision of an Information Security Management System for the activity of management consultancy services, in accordance with the Statement of Applicability Version 1, July 2008.
Excel Civil Enforcement Ltd	UK	The Information Security Management System in relation to the implementation and training associated with the provision of secure data management systems within the receipt, investigation and return of liability orders - including the provision of third party information technology services. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Exlayer Ltd	UK	The Information Security Management System in relation to the provision of customer-orientated information technology services and communications solutions, both in house and on clients' sites. This is in accordance with the Statement of Applicability Ver. 1.1 dated 19th August 2008.
Express ICS	UK	Express ICS Information Security at Atherstone, Hinckley and Mancetter sites in accordance with the Statement of Applicability version 9 .0. dated 15 December 2006.
FCS Laser Mail - Facilities & Corporate Solutions Limited.	UK	The provision of Information Technology Services including data processing, laser printing, and mailing services in accordance with Statement of Applicability version A.
Fidelity National Information Services	UK	The Information Security Management System in relation to the maintenance, processing and repository of the IHCF in accordance with the latest version of the Statement of Applicability.
Financial Express (Holdings) Limited	UK	The Information Security Management System in relation to a confidential and real time collection, validation and distribution of funds, equities, indices and currencies information in accordance with the Statement of Applicability Version 1 dated 10th of January 2007.
First Data International	UK	The printing and mailing of cheques, pin mailers, statements, client reports and letters. This is in accordance with the latest version of the Statement of Applicability, Print and Mail, and APACS Standard 55.
Firstsource Solutions Ltd	UK	Protection of Information and Information Processing assets appertaining to the business activities, viz Client delivery, Project transition, Quality and IT support located at delivery centres - Belfast, Londonderry. This is in accordance with Statement of Applicability version 7.3.

Organization	Country	Scope
Food Standards Agency	UK	The Information Security Management System in respect of the key activities of the IT and Accommodation Unit of the Food Standards Agency in the central provision of IT to the organisation. This specifically includes all Information Services, second level IT Support functions and the development activities of the IT Development Unit. This in accordance with the Statement of Applicability version 2.1 April 2007
Fortek Computers Ltd	UK	The Information Security Management System in relation to the development, data management, technical support, training and consultancy of software products for the emergency services and public safety agencies. This is in accordance with the latest version of the Statement of Applicability.
Frontier Software Plc	UK	Information security relating to hardware, software, data, networking, paper documentation, personnel and supporting media for client-facing information, client-owned and supplied information, remote access, internal and data processing facilities. Scope refers to the sites at Lightwater, Stonehouse, Warrington, Nottingham and Aldridge. SOA Revision 0 dated 19 June 2006.
Fujitsu Services Limited	UK	The information security management of Fujitsu Services, Infrastructure Services to provide secure hosting, operation, network and support services for customers' IT infrastructure. This is in accordance with version 6.2 of the Statement of Applicability. A full list of all locations associated with the delivery of services by Fujitsu Services, Infrastructure Services is contained in the document GHQ-QBE-06.
Fujitsu Telecommunications	UK	The Information Security Management System in relation to the development, configuration and support of telecommunications equipment. This is in accordance with the Statement of Applicability version 8 dated 14/02/07.'

Organization	Country	Scope
Gamma Secure Systems Limited	UK	The Information Security Management System supporting the provision of information security consultancy. This is in accordance with the latest version of the Statement of Applicability.
Gavin Watson Ltd	UK	The management of information security systems used by Gavin Watson Ltd. at their Glasgow manufacturing site in relation to the origination, printing and supply of a range of secure print items, including cheques, passbooks, giros and brand protection items containing security technologies, to customer and regulatory specifications, in accordance with APACS standard 55 as defined in the statement of applicability dated November 2006.
GE Medical Systems Limited	UK	The Information Security Management System in relation to the provision of services to LSP customers and non-LSP customers including all systems provided for supporting UK PACS, Internal Management Systems, Internal Support Systems, Services including deployment, operation and support of services, programme management, governance and administrative procedures in accordance with the Statement of Applicability version 1.4 dated 04/09/06.
Gemserv Ltd	UK	The Information Security Management System for the provision of a range of client based technical, financial, IT, administrative and consultancy services predominantly in the utilities industries. This is in accordance with the latest version of the Statement of Applicability.
General Medical Council	UK	The provision of a Information Security Management System in relation to the Registrations, Fitness to Practise and Strategy & Planning within the General Medical Council. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Green Park Healthcare Trust Information Technology Business Unit	UK	The provision of support and software development for Green Park Healthcare Trust in accordance with Statement of Applicability version 3.0.
GTECH UK Limited	UK	Project Management, consultancy and technical support services for Camelot's Computerised Lottery Systems in accordance with the latest version of the Statement of Applicability.
GX Networks Ltd	UK	The provision of an Information Security Management System for the three Data centres to support GX Networks Limited for:- Internet access, Managed Services, Hosting and supporting services. This is in accordance with the latest version of the Statement of Applicability.
Hampshire County Council IT Services Department	UK	The Information Security Management System (ISMS) in relation to the support, development, maintenance, decommissioning and hosting of centralised HCC applications, the management and support of the internal LAN, the management of outsourced network services and the protection of system information. This is in accordance with the Statement of Applicability V 1.0.
Haringey Council IT Services	UK	The provision of IT Infrastructure and associated services (in-house and outsourced) for use by council approved users and elected members when accessing and processing council information via both internal or remote connections. Statement of Applicability v4.0.
HBOS Financial Services	UK	The Information Security Management System in relation to the main processing activities of HBOS Financial Services Customer Services in so far as they support the core life and pensions businesses, and any functions that support the internal administration of customer services. This is in accordance with the Statement of Applicability, version 3 dated 01 December 2007.

Organization	Country	Scope
Hewlett Packard Limited	UK	The provision of mobile recovery services, business recovery centres and ancilliary facilities by the Business Continuity Operational Service. This is in accordance with the latest version of the Statement of Applicability.
High Court Enforcement Limited	UK	The Information Security Management System in relation to the implementation and training associated with the provision of secure data management systems within the receipt, investigation and return of liability orders - including the provision of third party information technology services. This is in accordance with the Statement of Applicability issue A.
HM Government Communications Centre	UK	Activities including and associated with a) the design, development, manufacture, applied research, trials and operational logistical support of electronic, mechanical and communications equipment and b) the management of the site infrastructure support. Statement of Applicability V7 dated August 2006.
HM Land Registry, London & UK District Offices	UK	Management of the activities associated with the provision of a secure land registration system for England and Wales guaranteeing title to registered estates and interests in land, ready access to up-to-date and guaranteed land information to support property dealings and security of title including internal and customer facing financial systems. Statement of Applicability version 1.
Holding & Barnes PLC	UK	Information Security Management System covering the management of information in the activities of Holding & Barnes PLC and its wholly owned subsidiary company (1st Interactive Design Ltd) within the areas of vehicle services and the development of web based software products in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Homeloan Management Limited	UK	The Information Security Management System in relation to the provision of solutions for system and administration services to financial institutions in the mortgage, loan and savings market. This is in accordance with the Statement of Applicability V4, 15/01/2007.
Hospice in The Weald	UK	The Information Security Management System for Hospice in the Weald, a voluntary organisation providing specialist palliative care, protects medical, personnel, financial and supporter / demographic data. This is in accordance with the latest version of the Statement of Applicability.
Humana Europe Ltd	UK	The ISMS that supports the critical activities of Humana Europe Ltd in the provisioning of primary care solutions for the NHS to meet the needs of Primary Care Trusts as well as personal needs of individual NHS patients. This includes the design, build, implementation and eventual operation of these services; supporting the overall management of the Commissioning Services including the Care Coordination process delivered through the Clinical Platform. This is accordance with the latest version of the Statement of Applicability.
Igen	UK	The information security management system in support of the delivery of information advice and guidance to young people and adults. Delivery of programmes of learning for basic and Key Skills to young people, and the delivery of accredited training courses to external organisations. In accordance with Statement Of Applicability Version 2.
IMS Hospital Group	UK	Information security management system pertaining to market research, project management and the collection and supply of market research data; principally for the medical and pharmaceutical industries. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Informatica Systems Ltd	UK	The Information Security Management System supporting the provision of software and related services in the healthcare sector. This is in accordance with version 1.0 of the Statement of Applicability
Information, IT and PCIS Department, North and West Belfast Health and Social Services Trust	UK	The provision of ICT support, system development and information services at Glendinning House and 16 College Street, Belfast, in accordance with Statement of Applicability version 1.0.
Insurance Technology Solutions Ltd, Leeds & London	UK	Information Security Management activities including and associated with systems development, systems integration, operations management, continuity services, maintenance and support of risk management software, including processing of client data in a secure environment, as defined in the Statement of Applicability v1
Intact Integrated Services	UK	Design implementation, support if ICT solutions. Enterprise performance management for networks, servers, systems and applications; co-location and managed hosting solutions, suitable for a range of applications, as well as co-location serving hosting.
Integralis Limited	UK	The Information Security Management System in relation to the design, implementation, support and monitoring of IT security solutions to clients. This is in accordance with the Statement of Applicability Version 4.0.
Intermail plc	UK	The Provision of a Range of Direct Marketing Services, Including "e-Commerce," Call Centre and Fulfilment (The Client's Statement of Applicability is at Version 2.7, Dated June 2007)
Interoute	UK	Information security relating to the design, commissioning, implementation and management of co-location and dedicated customer hosting solutions within the Interoute Amsterdam and Geneva Data Centres.

Organization	Country	Scope
Invest Northern Ireland	UK	The provision of IT services including the support of client, financial and personnel information, and electronic record and document management systems for Invest Northern Ireland, including e-mail, web services and infrastructure in accordance with Statement of Applicability version 4.0.
ioko Ltd	UK	The design, development and provision of Information Communications Technology services to ioko at offices in York and London (Curzon Street) in Accordance with the Statement of Applicability version 0.6.
Irwin Mitchell, Solicitors	UK	Design, Development and provision of Information Communications Technology Services for Irwin Mitchell, within a secure environment; in accordance with the Statement of Applicability Issue 12, dated 25 May 2006.
Isle Of Man Government	UK	Provision of desktop services to the Isle of Man Government Treasury, Information Systems Division including electronic office, email and Internet, and the provision of a secure portal. In accordance with Statement of Applicability Version 2.
iSOFT Plc	UK	The information and security management of the provision and support of iSoft services provided from Banbury. Statement of Applicability Version 0.6
John Laing International Limited	UK	The management of information security for remote management of building services operations for Vipul Laing ORourke Pvt. Ltd. at its Gurgaon office in India. This is in accordance with the Statement of Applicability, Version 1.0 dated 6th June 2006 (This Registration covers the activities delivered at the location as shown on page 2 of 2 this Certificate)
K N K Building Services Ltd	UK	The Information Security Management System in relation to the provision of all types of responsive property maintenance for local authorities, housing associations and private sector. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
K2 Group	UK	
Kalamazoo Security Print Ltd	UK	The Information Security Management System in relation to the provision of manufacture of printed documents and forms, and the supply of software, software support and hardware, which incorporates the requirements of APACS Standard 55 and the latest version of the Statement of Applicability.
KCOM Group PLC	UK	The Information Security Management System in relation to the design, implementation and support of communication solutions and cabling systems including the provision of training and consultancy services. Design, development, installation and maintenance of software for the telecommunications and networks markets. The provision and maintenance of network services, property and facilities, health & safety, environmental services and security services provided to other divisions of KCOM Group PLC. The provision and maintenance of software solutions, managed services, data services, storage consulting services and Internet services, including Web Hosting. This is in accordance with the latest version of the Statement of Applicability.
KDDI Europe Limited	UK	The information Security Management System (ISMS) supporting the specific business processes of corporate KEW, IP VPN and Housing Services, provided by Data & IP Group in a secure and confidential manner supported by staff based at the Telehouse Europe Docklands, London. This is in accordance with the latest version of the Statement of Applicability.
Kensington Mortgage Company Ltd	UK	The Information Security Management System in relation to the business information systems used in the provision of all products and services in all offices of KMC and KPL. This is

Organization	Country	Scope
		in accordance with the latest version of the Statement of Applicability.
Kent Probation Area	UK	The management of information security relating to the provision of probation services by Kent Probation Area to local and national stakeholders. This is in accordance with the latest version of the Statement of Applicability.
Kier Group PLC	UK	The Information Security Management System in relation to the Kier Group IT physical and logical environment at the Group head office, Tempsford Hall and the physical and logical environment of the Disaster Recovery site at Chawston. This encompasses the provision and support of all core Group Information Assets including Wide Area Networks, external network links; server and client Operating Systems; e-mail and desktop applications and enterprise applications (including commercial, financial and document management systems); and the procurement of Information assets. This is in accordance with the Statement of Applicability Issue 2 dated 27th March 2006.
KPMG	UK	DESIGN, DEVELOPMENT, AND PROVISION OF IT SERVICES TO KPMG'S BUSINESS IN THE UK. PROVISION OF I-HQ ITS GLOBAL DATA CENTRE SERVICES FOR THE INTERNATIONAL KPMG ORGANISATION.
Landmark Information Group	UK	The Information Security Management System in relation to the provision of digital mapping, planning and environmental risk information, Landmark also delivers comprehensive geographic solutions. This is in accordance with the latest version of the Statement of Applicability .
Legal Document Management Limited	UK	The Information Security Management Systems relating to the provision of document management service. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Lifestyle Services Group Ltd	UK	Information assets and systems used by staff and authorised users for the design, delivery and management of financial services and related products. Including personal computers, laptops, network components, the supporting IT LAN infrastructure and manual and paper based systems handling all categories of information. This is in accordance with the latest version of the Statement of Applicability.
Link Interchange Network Ltd	UK	
Liverpool City Council	UK	The Provision of Mortuary Services within the City of Liverpool. This is in accordance with the latest version of the Statement of Applicability.
Liverpool Direct Limited	UK	The Information Security Management System in relation to ICT services including hosting, maintenance and support of core systems for Local Government and other clients. This is in accordance with the latest version of the Statement of Applicability.
LLC DATA FORT, IBS Group of Companies	UK	Information security management activities relating to the Data Centre Operations (IT Infrastructure and application outsourcing , managed data storage and technical support), Service Desk, Desktop Management and Support, Network Management and Support, Application Management, Telecommunications, Mail Systems Outsourcing, Internet Services, Technical Support of Vendors and Producers of Hardware. This is in accordance with the statement of Applicability Issue 1.
Lockheed Martin Distribution Technologies Europe, Havant	UK	Security Management (including associated group central services) relating to the Design, Development, Build, Deployment, Training, Support, Hosting, Network Management and Integration of IT Systems for Postal Solutions. Statement of Applicability Version 2 applies.

Organization	Country	Scope
Logica UK Ltd	UK	Information Security relating to the provision of outsourcing services including - Managed Infrastructure services from sites in St Mellons, Bridgend, Nottingham, Leatherhead and Sungard Availability Services (Hounslow & Docklands); Service Desk services from Bridgend and Nottingham; Print and Mail services from Bridgend; Development, Maintenance and Support services from St Mellons and Birmingham in accordance with the latest version of the Statement of Applicability.
Logicalis Computing Solutions Ltd	UK	The Information Security Management System supporting the design implementation, support and management of network solutions and service management and is in accordance with the Statement of Applicability Version 4 September 2006.
Logicalis UK Ltd	UK	The Information Security Management System supporting the design implementation, support and management of network solutions and service management. This is in accordance with the latest version of the Statement of Applicability.
Luton Borough Council	UK	The information and communications technology used and controlled by Luton Borough Council, Information Management Division in accordance with the latest version of the Statement of Applicability
LUXOFT	UK	Information security management activities relating to the development and maintenance of software and the establishment and operation of Delivery Centres. This is in accordance with Statement of Applicability Revision 2.
Mailcom plc	UK	Activities including and associated with the provision of transactional & direct mail and fulfilment services. Statement of applicability V6

Organization	Country	Scope
Mane Contract Services Limited	UK	The Information Security Management System relating to the provision of recruitment services for contract and permanent personnel within engineering industries. This is in accordance with the Statement of Applicability issue 4.0.
Manx Telecom Ltd	UK	The management of information security in relation to the activities of Manx Telecom Telecommunications Division including:- The information assets used to provide provisioning and maintenance services; The protection of services and customer equipment within the hosting facilities at Douglas North and Douglas Central; The specification, design, installation and management of secure managed networks; The specification, design, installation and management of fixed and mobile telecommunications networks and services; The protection of customer system information; The physical security of operational buildings; The provision of internet services; The design of security into new systems. All in accordance with Statement of Applicability v2.1
MBA Group Ltd.	UK	Client Account Management, Laser Printing, Litho Printing, Print Finishing, Direct Mailing and Warehousing (The Certificate references the client's Statement of Applicability dated February 2007)
McKesson Information Solutions (UK) Ltd	UK	The information security management activities associated with the development, implementation and support of information systems, the provision of systems integration, network management and support services and the management of data centres, principally for the healthcare market, in accordance with the latest version of the Statement of Applicability.
Meat Hygiene Services	UK	The Information Security Management System relating to the provision of information assets and systems located in Foss House, York used by MHS staff and authorised users to deliver statutory meat inspection as directed by the Food Standards Agency. This is in accordance with version 2.1 of the Statement of Applicability.

Organization	Country	Scope
Mellon Bank NA	UK	The Information Security Management System for the production and despatch of cheques including; the receipt and control of blank cheque stationery, processing of cheque requests generated by Mellon business units, printing of cheques and their preparation for delivery to authorised recipients. The system is compliant with APACS 55. This is in accordance with the Statement of Applicability version 1.0 dated July 2006.
MessageLabs Ltd, Cirencester	UK	The screening of MessageLabs Group personnel and security of the associated human resources processes and information assets in accordance with ISO 17799 as defined in the statement of applicability version 3
MetroMail Limited	UK	The Information Security Management System in relation to the provision of a direct mailing service, including production, data handling and arrangement of delivery. This is accordance with the latest version of the Statement of Applicability.
Mid Yorkshire Chamber of Commerce and Industry (MYCCI)	UK	Development, Customer Services, Representation, Information Services, Training, Commercial Training, International Trade Services, Human Resources, Executive Secretariat, Chamber Recruitment,
Midland HR, Ruddington	UK	Information security management activities related to the development and support of HR and Payroll business solutions and associated consultancy, training, and managed services.
MindShare Media UK Ltd	UK	The Information Security Management System in relation to the provision of Media buying and associated support activities including the handling of sensitive information for competing clients. This is in accordance with version 5.0 of the Statement of Applicability.
Mistral Internet Group Ltd, Brighton	UK	Activities including and associated with the provisioning and management of Internet Services. Statement of Applicability version 02, 16th Feb 2007.

Organization	Country	Scope
Mizuho Corporate Bank Limited	UK	The management of information security in relation of all aspects of Mizuho information assets that are managed by EOSD IT at River Plate House and the Disaster Recovery Site in London, in accordance with the Mizuho Corporate Bank Ltd, London Branch Statement of Applicability, RE-EOSD-I013, Issue 4.0, January 2007.
Monitor Media Ltd	UK	The Information Security Management System relating to the design, development, electronic marketing and support of web based, online business applications and websites in accordance with the latest version of the Statement of Applicability.
Monks and Crane Industrial Group Limited	UK	Entire Organization
MS Plc	UK	The operation in the provision of commercial insurance broker services, in accordance to the Statement of Applicability issue 4.0.
Musgrave Park Hospital Information Technology Department	UK	The provision of support and software development for Musgrave Park Hospital in accordance with ISO 9001:2000, ISO 20000-1:2005, and ISO 27001:2005 (Statement of Applicability Issue 3.0).
National Grid UK Pension Services Ltd	UK	The Information Security Management System in relation to the provision of a dedicated Administration, Payroll and Accounting Service in respect of the National Grid UK Pension Scheme (Defined Benefit Section). This is in accordance with Statement of Applicability, version 1.0, January 2007.
Nationwide Building Society	UK	The Information Security Management System supporting the financial services and handling of customer information within the ISA function of the Nationwide Building Society.

Organization	Country	Scope
NCC Group Plc	UK	Activities including and associated with the provision of IT Consultancy, Information Security Consultancy, Penetration Testing, and Testing Solutions. This is in accordance with ISO 27001 Statement of Applicability Version 2.
NCC Group plc, Manchester	UK	Activities including and associated with the provision of IT Consultancy, Information Security Consultancy, Penetration Testing, and Testing Solutions.
Netstore Plc	UK	The Information Security Management System in relation to the provision of Integrated IT Performance Solutions; Outsourced Business Applications, Enterprise Level Consultancy, Managed MS Exchange, CITRIX and Secure On-Line Backup, Managed Security Services, Security Support Services, Security Professional Services, Catalist, CLAS and Government Services, Development Services and services hosted out of IXE, Onyx Group, Viatel and Global Switch. This is in accordance with the latest version of the Statement of Applicability.
Newcastle Building Society	UK	Operation of business functions, of the parent company and its subsidiaries, including provision of disaster recovery facilities, for the Principal Office of Newcastle Building Society; in accordance with the Statement of Applicability V 2.0 of June 2006.
Newton IT Ltd	UK	The provision of end-to-end IT solutions, including security consultancy, implementation, monitoring and support. This is in accordance with the latest version of the Statement of Applicability.
Nexor Ltd	UK	Information security management system supporting the design, development, support, implementation and training associated with the provision of information assurance and secure communications solutions to defence, government and other enterprises concerned with security and resilience in the critical national infrastructure. Statement of

Organization	Country	Scope
		Applicability Issue 7 April 2007.
NHS Liverpool Primary Care Trust	UK	The information security management system that covers the development, delivery, and management of the network infrastructure within Liverpool PCT to support critical business systems. This is in accordance with the Statement of Applicability version 1.2
NHS North West Ambulance Service - Cheshire & Merseyside	UK	The information security management system that covers the development, delivery and management of a network infrastructure to support critical business systems within the North West Ambulance Service - Cheshire and Merseyside area. This is in accordance with the Statement of Applicability v1.5.
NHS Purchasing and Supply Agency	UK	Information Security Management System relating to the purchasing and supply of services, materials and pharmaceuticals for the NHS. This is in accordance with the latest version of the Statement of Applicability
NHSBSA Dental Services Division	UK	The operation of an information security Management system relating to the processing of general dental payment claims and associated validation services. Statement of Applicability dated 29 November 2006.
NICCEA	UK	Information Security related to the design, development and maintenance of bespoke application software for internal business requirements. The provision of user training, implementation and technical support. This is in accordance with the latest version of the Statement of Applicability.
Nippon Express (UK) Ltd	UK	The Information Security Management System in relation to the support of IT systems infrastructure and software development at the European Information System Centre. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Northern Ireland Court Service	UK	The Information Security Management System supporting all operations of Northern Ireland Court Service. This in accordance with the latest version of the Statement of Applicability.
Northern Lighthouse Board	UK	Information security in relation to the IS department controls supporting provision of aids to navigation around the Scottish and Isle of Man coasts. This is in accordance with Statement of Applicability V1.
Northgate IS	UK	The Information Security Management System supporting the activities of payroll administration, hosting of payroll systems, data centre activities and Administration and Management of Accreditation Scheme for appointment of Domestic Energy Assessors. This is in accordance with the Statement of Applicability, version P0800/105 dated July 2008.
Northrop Grumman Information Technology Ltd, Solihull and Hendon.	UK	Activities including and associated with: a) the UK control elements of the IDENT1 programme and b) programme management, development, systems deployment and support for NG internal and external customers. Statement of applicability V21.
Northwest Development Agency	UK	The provision of a Information Security Management System for the implementation and delivery of IT systems and supporting technical and management infrastructure by the NWDA department. This is in accordance with the latest issue of the Statement of Applicability.
Nuffield Hospitals	UK	Management and usage of the Patient Administration System, together with the services provided by the Central IT function. (Statement of Applicability - Version 2)
Olympus UK Ltd	UK	The marketing, distribution, installation/development, servicing and technical support of photographic equipment, microscopes, business equipment, clinical diagnostics (including instrumentation, reagents, robotic sample handling and

Organization	Country	Scope
		consumables) and healthcare process solutions. All in accordance with Statement Of Applicability Version 5.0, Dated February 2007.
Opportunity Links	UK	Information security coverage of live customer systems and data. This is in accordance with the latest version of the Statement of Applicability.
Opt2Vote Ltd	UK	The Information Security Management System supporting all operations of Opt2vote Limited including the design, development and provision of election management services to the public and private sectors worldwide. This is in accordance with the Statement of Applicability, Version 3, dated 05/06/2008.
Optimum-MBA	UK	Activities including and associated with the HQ based provision of project support and management consultancy services to government & commercial customers. Statement of Applicability v3.01.
Orange PCS, Bristol and UK Offices, Development Centres, Data Centres, Call Centres, Retail Outlets and Switch Sites	UK	Information security management of all activities relating to the provision of mobile telephony and network services within the UK. (In accordance with Statement of Applicability version 2)
OTM Ltd	UK	Provision of transactional mailing services, including associated printing and enveloping for public sector and private sector companies worldwide. Security cheque personalisation printing in accordance with APACS Standard 55:2006. Statement of Applicability issue 1.
Outcome Technologies Ltd	UK	The operation of an information security management system relating to an outcomes solutions provider: providing software, scanning, form processing and data hosting services for outcomes studies in the healthcare arena, i.e. clinical, pharmaceutical, medical devices, physician and government agency environment. This is in accordance with the Statement of Applicability SOA000 Issue 6.0 dated 07.12/2006.

Organization	Country	Scope
Pace Micro Technology Plc	UK	The provision of Information Security System for the Pace Micro Technology Saltaire; including the design and development of home and office digital gateways for video, data and voice applications and the control of out-sourced manufacture and customer support for such products. This is in accordance with the latest Statement of Applicability
Panacea Services Ltd, London	UK	The management of information security in relation to activities associated with the sales and support of IT business solutions services, in accordance with the Statement of Applicability, July 2007
Panasonic Manufacturing UK Ltd	UK	The Information Security Management System relates to all business aspects of Panasonic Manufacturing UK Ltd including, Home Appliance Division, Television Design Centre UK, Panasonic Computer Products Europe and Panasonic Projector Systems Europe -CS. This is in accordance with the Statement of Applicability document ISMDOC 0009/07, Issue 2, dated 06 August 2007.
Paradise Computing Ltd	UK	The Information Security Management System in relation to the provision of application hosting services. This is in accordance with the latest version of the Statement of Applicability.
PayPoint Network Ltd	UK	The Information Security Management System relating to the operation by PayPoint Network Ltd of systems for the collection of customer payments and the dispensing of cash through the PayPoint branded network of retailer terminals and ATM's. This is in accordance with the latest version of the Statement of Applicability.
PDMS Business Solutions	UK	Information Security management activities of PDMS covering managed services, development and support of bespoke applications software and related consultancy. In accordance with Statement of Applicability V2.

Organization	Country	Scope
Peacock Graphics Ltd. T/A Peacock Design Print Ltd	UK	Graphic Design and Print Services (The Certificate references the client's Statement of Applicability dated January 2007, Issue B)
Pearson Advertising & Marketing Ltd	UK	The information security management system for the provision of marketing, digital and recruitment services in accordance with the statement of applicability version 2.
Pearson Driving Assessment Ltd	UK	The Information Security Management System in relation to the development and provision of electronic test solutions for various customer testing programmes, including the provision of test publishing, assessment centre, contact centre activities and Pearson Professional Centres. Additionally, contact centre activities for a key internal customer. This is in accordance with the Statement of Applicability Issue 3.0 December 2007.
Pendragon Global Consulting	UK	IT consultancy including web hosting, infrastructure, architecture and support; Assessed in accordance with the Statement of Applicability, Version2, dated 5 January 2006.
Pitney Bowes Management Services	UK	The Information Security Management System relating to the design and provision of specialist Facilities Management solutions in the field of mail, office services and administration. It covers the following locations PBMSUKROI Head Office & Southwark DSC. This is in accordance with the current revision of the Statement of Applicability.
Policy Administration Services Ltd	UK	Information assets and systems used by staff and authorised users for the design, delivery and management of financial services and related products. Including personal computers, laptops, network components, the supporting IT LAN infrastructure and manual and paper based systems handling all categories of information. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Portsmouth Commercial Port	UK	The Information Security Management System in relation to management of information, technical facilities and commercial data relevant to the operations of Portsmouth commercial port. This is in accordance with the Statement of Applicability Issue 3, dated 6 June 2006.
Premier Motor Auctions Leeds Ltd	UK	The Information Security Management System in relation to the provision of Government auctions of vehicle registration numbers. This is in accordance with the Statement of Applicability - Version 3 dated September 2005.
PRI Ltd	UK	The Information Security Management system in support of the management of the Liberty Online Payment Solution. This is in accordance with the latest version of the Statement of Applicability.
PricewaterhouseCoopers	UK	The scope of the certification is limited to the services provided by the Global Information Team (CIG), providing data management including application development, administration, data access, publication storage and support. This is in accordance with the latest version of the Statement of Applicability.
PricewaterhouseCoopers LLP	UK	The certification covers the Information Security Management Systems for the activities of PricewaterhouseCoopers Client Financial Management team's cheque printing process. This is in accordance with APACS Std 55 requirements and the latest version of the Statement of Applicability.
PricewaterhouseCoopers LLP	UK	The Information Security Management System for the activities of the Information Technology Security Group of PricewaterhouseCoopers LLP. This incorporates the management of Advisory Services, Security Compliance and Technical Security Services and general office management. This is in accordance with version 3.0 of the Statement of Applicability.

Organization	Country	Scope
PRIMIS	UK	The Information Security Management System in relation to the provision of feedback, support, training and data quality in relation to submitted clinical data from GP surgeries and PCT's. This is in accordance with the latest version of the Statement of Applicability.
Q A S	UK	The Information Security Management System in relation to all information collection and dissemination systems and process including the supporting mechanisms by which data is managed, transferred and stored - whether paper based or electronic. All personal identifiable data held within the organisation. Persons, including staff members, students and visitors. The scope of the ISMS is limited to those areas of QAS's operation that are based in London. This is in accordance with the current version of the Statement of Applicability.
Ramesys (E-Business Services)	UK	The Secure Development and Supply of IT Solutions and Services Specifically: Assimilate – a collaborative web-based learning platform for the Education market. Managed Services including helpdesk, system and advanced support, hardware maintenance, service management, outsourcing and co-location. Infrastructure Services encompassing technical consultancy, design and implementation services, project management and training. Licensing and Hardware fulfilment solutions. Consultancy Services including business consultancy and related technical consultancy
Real Time Engineering Ltd	UK	The Information Security Management for the business activities associated with the design, development, distribution and support of bespoke software and solutions, systems integration and the provision of consultancy services, in accordance with Statement of Applicability dated 26th February 2006.
Red Island Consulting Limited	UK	The secure management and operation of systems required to deliver information security consultancy and accredited training courses in accordance with Statement of Applicability version 6.

Organization	Country	Scope
Red Squared plc, Altrincham	UK	The management and secure operation of computer systems and services, local and remote; their connections to customers via dedicated wide-area communications systems or the Internet, as defined within Statement of Applicability version 7.
Redbridge Management Services Ltd	UK	Information security relating to hardware, software, paper documentation and supporting media for client-facing information, client owned and supplied Information and internal processing facilities. Sites within the scope of certification are unit 2 Newhouse Farm Industrial Estate, Chepstow and office 1.4 Epic Centre, Nuneaton. Certification is based on SOA version 2 dated 16 August 2006.
redweb Limited	UK	Hardware, software and information processing assets and systems as defined in the Statement of Applicability dated 30/6/06 in support of WEb design and devleopment.
Reed & Mackay Travel Ltd	UK	The information security management of: Hardware; Software; Paper documentation and supporting media; Remote access; Client facing and supplied information; Data processing facilities; The scope covers Reed and Mackay's Business Travel and Event Management operations at the Head Office located at 26 Old Bailey, London, EC4M 7QH and also at the IT Development office in Colchester located at 8 AbbeyGate One, Whitewell Road, Colchester, CO2 7DF. ISMS Control Objectives (SOA) version 1.1
Reed Managed Services	UK	The security management of all information collection and dissemination systems and processes, including the supporting mechanisms by which data is managed, transferred, and stored (whether paper or electronic). It includes all data held within the computer systems, network, paper records, or image systems. It also includes business information that is essential for the operation of the system. This is in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Resourcing Solutions Ltd	UK	The Information Security Management System in relation to the provision of engineering and technical recruitment services for the railway and constructions industries. This is in accordance with the Statement of Applicability issue 1.1, July 2006.
Retail Decisions Europe Ltd	UK	The Information Security Management system supporting the provision of payment card fraud prevention and risk management. This is in accordance with the latest version of the Statement of Applicability.
Reuters Limited	UK	The Information Security Management System in relation to the provision and management of processes, activities and dependencies associated with the systems and infrastructure that support Reuters' products and services. This is in accordance with the latest version of the Statement of Applicability, at the locations listed on the Appendix to this certificate.
Rocketscience, Middlesbrough, Cleveland	UK	Activities including and associated with the information security management of the provision of business to business, and business to customer services including client data research, database management and development, client campaign services including fulfilment, artwork and graphic design, database cleansing, telemarketing, data mailshots and mailsorting in accordance with Statement of Applicability dated February 2007.
Royal Mail	UK	
RR Donnelly	UK	Secure cheque production and associated processes, in accordance with the Statement of Applicability of 20 January 2006.

Organization	Country	Scope
RR Donnelly Global	UK	The Information Security Management System relating to the receipt and preparation of information for either scanning for the transmission of images or the transaction processing of data and the provision of associated information services, including archiving and retrieval services. This is in accordance with the latest version of the Statement of Applicability.
RSLSteeper, Rochester	UK	Rochester led activities including and associated with: a) the provision of secure IT infrastructure (network, communications, servers, desktops, and office application) and associated services (helpdesk, HR and physical security) for corporate use. b) the secure development, support and hosting of the Meditech IT services (applications, helpdesk, and training) for both corporate and customer use Software development in accordance with TickIT Statement of applicability V 1.5.
RW Pierce and Co. Ltd	UK	
SAIC Ltd	UK	Information security management in relation to the provision of development and support of IT systems, development and support of IT infrastructure, associated project management and consultancy services, and IT services to internal and external customers. This is in accordance with Statement of Applicability Version 1.
Sapphire Technologies Ltd	UK	The information security management of Sapphire Technologies Ltd activities associated with the provision of information security services to clients, including computer forensics, technical consultancy and development of secure software applications: in accordance with the Statement of Applicability of February 2006.

Organization	Country	Scope
SAS Software Limited	UK	THE SAS UK ISMS INCORPORATES ALL BUSINESS ACTIVITIES MANAGED FROM THE MARLOW HEADQUARTERS
Savvis UK Ltd	UK	The Information Security Management System that supports the EMEA operation of a global network services and managed hosting services provider. This is in accordance with the latest version of the Statement of Applicability.
Score Group, Glenugie, Peterhead, Aberdeenshire	UK	Provision of a secure IT Infrastructure for Score Group plc in accordance with Statement of Applicability Revision 2.
Scotforms Computer Stationery Ltd	UK	The Information security management system in support of the Manufacturer and stockists of bespoke single and multi-part printed and continuous and non-continuous computer forms, books, pads and single sheets, mailer forms, multi-part sets, labels, tickets, listing paper, standard computer forms and general printed matter: also the supply of office supplies and equipment to customers specified requirements. The printing of security Cheque books in accordance with APACS Standard 55. The above were assessed in accordance with the Statement of Applicability dated 30th June 2006.
Scottish Qualifications Authority, Glasgow	UK	Activities including and associated with the information security management relating to the production of the National Qualifications Examination Papers in Ironmills Road, Dalkeith and the Street Works Qualification Register in Hanover House, Glasgow. The applicable Statement of Applicability is: Scottish Qualifications Authority, ISO27001 Statement of Applicability
Secure IT Disposals Limited	UK	The Information Security Management within the provision of Secure data disposal at customer and company premises. This is in accordance with Statement of Applicability dated 05/03/2007.

Organization	Country	Scope
Security Print Solutions Limited	UK	The Information Security Management System in relation to the development, design, manufacture and print of continuous stationery and security print products to the printing trade. This is in accordance with the Statement of Applicability Version 4.
Sense Internet Limited	UK	Information security management associated with the technical support and the design and development of web, e-mail and mobile solutions. Statement of Applicability at version 2.
Serco Geografix Ltd.	UK	The Information Security Management System relating to the design, production and supply of equipment and software used in electronic curfew. This is in accordance with the Statement of Applicability version 1.0.
Serco Integrated Transport	UK	The information security activities relating to project management, consultancy and technical services, system and software design, development, integration, installation, maintenance and support of intelligent transport systems, in accordance with Statement of Applicability dated March 2007.
Serco Integrated Transport, Stockton-on-Tees	UK	The management of information security in relation to operation as an IT service provider for the supply of recruitment services and training services. In accordance with Statement of Applicability v 2.
Serco Solutions	UK	The management of information security in relation to the operation of the "service desk" (Statement of applicability version 2)
Serious Fraud Office	UK	The information security management system relating to the investigation and prosecution of serious fraud. This is in accordance with the latest version of the Statement of Applicability.
Severn Trent	UK	ISO 27001:2005; SCOPE OF SUPPLY: INFORMATION SECURITY IN THE TECHNOLOGY AND SERVICES OPERATE AT THE MONKSPATH FACILITY. THE CENTRE OPERATES 24 X 7 SERVICES

Organization	Country	Scope
		ENCOMPASSING SERVICE DESK, INCIDENT MANAGEMENT, RELEASE MANAGEMENT, PROBLEM MANAGEMENT, CONFIGURATION MANAGEMENT, CHANGE MANAGEMENT, CAPACITY MANAGEMENT, BUSINESS CONTINUITY AND AVAILABILITY MANAGEMENT. THESE SERVICES ARE SUPPLIED FOR MAINFRAME, MID-RANGE, DESK TOP AND NETWORK SYSTEMS.
Siemens Financial Services	UK	
Singularity Ltd.	UK	
Smith & Ouzman Ltd	UK	The Information Security Management System relating to security printing, design, platemaking, personalisation, finishing and mailing of high secure data. This is also in compliance with the requirements of APACS Std 55. This is in accordance with the Statement of Applicability Version 2.0 dated 03/11/2006.
Sopra Group Ltd	UK	The Information Security Management System in relation to the design and development of Information Systems and associated services. Provision of Business Consulting services, Testing Solutions and Information Security services. This is in accordance with the latest version of the Statement of Applicability.
Sowerby Centre for Health	UK	The information security for the provision, development and supply of a clinical guidance knowledgebase for clinicians and patients. This is in accordance with the Statement of Applicability ISM A001 dated 9/5/2008.

Organization	Country	Scope
Specialist Computer Holdings plc, Birmingham	UK	The secure protection of information assets relating to the provision of Managed Services - Service Desks and Data Centre Services - secure management of hosted customer systems, supported by the central provision of IT Services. Statement of Applicability v2.0.
Specialist Schools and Academies Trust	UK	Day to day Information Services Operations, supporting the Specialist Schools and Academies Trust; assessed in accordance with the Statement of Applicability of 20 February 2006.
St Andrew's Membership Services Ltd	UK	The Information Security Management System in relation to all operational, technical, networking, desktop, administration and management functions within:- Call Centre, Data Processing, Business Development, Claims, Model Office and the provision of related services by group functions This is in accordance with the latest version of the Statement of Applicability.
Steria Limited	UK	Information security relating to support and maintenance of SAP Production Operations provided by Steria Limited for Royal Mail Group as part of the Prism Alliance of CSC, British Telecom and Steria in accordance with the latest Statement of Applicability
Steria Ltd, Hatfield	UK	Security management of a range of IT consultancy and systems integration projects provided from within the Secure Area at Hemel Hempstead for Government and related organisations. (Statement of Applicability Version 1)
Stockton on Tees Borough Council	UK	The Information Security Management System in relation to the business activities of ICT Services at Municipal Buildings, Stockton-on-Tees for the provision of information technology services to the Stockton on Tees Borough Council. This is in accordance with Statement of Applicability version 3.0.

Organization	Country	Scope
Stralfors Plc	UK	The production and printing of bespoke business forms and labels. The production of personalised cheque and payment books, computer personalisation of continuous stationery and various security printing to customer specified requirements. The production of quality printed gaming products under high security conditions. This is in accordance with the Statement of Applicability Issue 1 dated 17/01/08, incorporating the requirements of APACS Standard 55. This registration was previously certified under BSI Certificate IS 96956, originally issued from 08/02/2008.
Sunderland City Council	UK	The Information Security Management System in relation to the business activities of the ICT Unit at Moorside Park, Sunderland for the provision of information technology services to the Sunderland City Council. This is in accordance with version 2.6 of the Statement of Applicability.
SunGard Vivista Ltd	UK	The development and provision of IT and Communications Systems and Services including Managed Services.
SurfControl On-demand Ltd	UK	Provision of IT services, including MailControl and WebDefence services in accordance with the Statement of Applicability version 1.6 dated 20th March 2007.
Sutton & Merton Primary Care	UK	The Information Security Management System related to the provision of IT services including: desktop, infrastructure support, service desk and management of key applications including clinical information services, voice services and data to GP surgeries in accordance with the Statement of Applicability version 2.
Symantec-LIRIC Limited	UK	The ISMS covers all activities and supporting interfaces associated with the secure provision of remotely managed services to clients from its locations in Europe, the U.S.A., and

Organization	Country	Scope
		Australia. It includes all assets that provide the connectivity between the Security Operation Centre (SOC) terminals and their clients, up to and including the connection to Symantec's ISP.
Sysmex UK Limited	UK	Information security management system relating to the provision of sales and support services for medical equipment. This is in accordance with the Statement of Applicability version 4.
Systems Consultants Services Ltd	UK	The Information Security Management System in relation to the provision of consultancy services. This is in accordance with the latest version of the Statement of Applicability.
Target Group Limited	UK	Target Information Security Management System covers the provision of a secure and resilient IT infrastructure and data centre, supplying scalable business services to Target departments and Target's Outsource (Service Management) customers including Electronic Document Management. This encompasses all hardware and software, communications, disaster recovery, business continuity and physical infrastructure such as physical security, air conditioning and power management and protection. This is in accordance with the latest version of the Statement of Applicability.
Technophobia Ltd	UK	The provision of an Information Security management system for the design and management of Ecommerce applications, internet applications, web development and consultancy products. This is in accordance with the Statement of Applicability document reference Wiki intranet latest amendment 28/9/06.
TelecityRedbus	UK	The management of information security in relation to the provision of data centre hosting and managed services. Statement of Applicability v2.0.

Organization	Country	Scope
Telehouse Int Corp of Europe - London	UK	THE BUSINESS PROCESS MANAGEMENT AND THE INFORMATION SECURITY OF THE CUSTOMISED IT HOUSING AND MANAGEMENT SERVICE PROVIDED BY TELEHOUSE EUROPE
Telehouse Int Corp of Europe - Paris	UK	THE BUSINESS PROCESS MANAGEMENT AND THE INFORMATION SECURITY OF THE CUSTOMISED IT HOUSING AND MANAGEMENT SERVICE PROVIDED BY TELEHOUSE EUROPE
Telehouse Int Corp of Europe - Paris 2	UK	THE BUSINESS PROCESS MANAGEMENT AND THE INFORMATION SECURITY OF THE CUSTOMISED IT HOUSING AND MANAGEMENT SERVICE PROVIDED BY TELEHOUSE EUROPE
The Bunker	UK	The management of information security relating to the provision of ultra secure, ultra available managed hosted and data centre solutions. This is in accordance with the latest version of the Statement of Applicability.
The Central Office of Information	UK	The Information Security Management System supporting the activities of the IT Department of Central Office of Information, based in London (Statement of Applicability Version 2).
The Central Office of Information, London	UK	The Information Security Management System supporting the activities of the IT Department of Central Office of Information.
The Centres of Clinical Excellence	UK	The Management of clinical records by the centres of Clinical Excellence, including the supporting IT and Human Resource Processes. This is in accordance with the latest version of the Statement of Applicability.
The Chatham Archive and Document Storage Company Limited	UK	Provision of a supply and secure warehousing and archiving facility for customer supplied hard copy documentation. The provision of a document retrieval and supply service. The provision of a secure shredding service. All in accordance with Statement of applicability dated December 2006.

Organization	Country	Scope
The CORGI Group	UK	The Information Security Management System in relation to the business of providing registration of gas installing businesses, marketing, technical provision and publication of information and all other commercial activities. This is in accordance with the latest version of the Statement of Applicability.
The Horder Centre	UK	The management of information security for The Horder Centre, a specialist independent orthopaedic hospital, protects medical, personnel, financial, contractual and demographic data. This is in accordance with the latest version of the Statement of Applicability.
The National Computing Centre Ltd	UK	The management and operation of a secure environment for membership/accreditation services, project management, consultancy services and internal communications for NCC as defined in the current Statement of Applicability, Issue 9.
The Nesco Group, Winsford, Cheshire	UK	The management of information security in relation to operation as an IT service provider for the supply of recruitment services and training services.
The Number (UK) Ltd	UK	The Information Security Management System relating to the provision of directory enquiry services in accordance with the Statement of Applicability, Version 1.3-UK-Feb-07.
The Ogilvy Group Holdings Limited.	UK	Provision of information security at the Ogilvy office at Canary Wharf, London, who supply advertising, CRM, interactive communications and public relations services in accordance with the controls detailed within BS 7799 - 2:2002. and related Statement of Applicability v 1.0.
the Pensions Regulator, Brighton	UK	The secure configuration and management of information assets that are used and supported by the Pensions Regulator's Support Executive (excluding the Programme Management Office, Scheme Return and Levy Services) Brighton. Statement of Applicability Version

Organization	Country	Scope
		3.0 Applies.
The Planning Inspectorate	UK	The provision of a secure IT Infrastructure and Services to The Planning Inspectorate. Statement of Applicability Version 1 applies.
The Royal Bank of Scotland	UK	
The Simian Group	UK	The distribution of hardware and accessories for computer and storage networking and storage training. This is in accordance with the latest version of the Statement of Applicability.
The Stationery Office	UK	The central provision of corporate IT systems and services to internal and external customers, such as the provision of IT operations and infrastructure services, software development services, web hosting services and the provision of e-commerce services. This is in accordance with the Statement of Applicability, version 2.1.
The Technologies Group	UK	Design, development, installation and support, in a secure environment, of applications software and network services for public and private sector organisations. Assessed in accordance with the statement of Applicability version 1.2
The Treasury Solicitor, London	UK	The information security management system supporting the provision of corporate Information Technology services to Litigation, Advisory, DOCS and Bona Vacantia divisions, based at One Kemble Street, London (SoA - version 3)

Organization	Country	Scope
The Walton Centre NHS Trust	UK	The information security management system that covers the development, delivery, management and support of the network infrastructure within The Walton Centre NHS Trust. This is in accordance with the Statement of Applicability version 1.6
The Wrekin Housing Trust	UK	The Information Security Management System relating to the provision of information services to the Wrekin Housing Trust by the ICT Consultancy Department, in accordance with the latest version of the WHT ICT ISMS Statement of Applicability.
Think Secure	UK	The provision of an Information security system for security consultancy, design and implementation of network solutions, IT managed service. This is in accordance with the latest version of the Statement of Applicability.
Thomas Miller & Co Ltd	UK	Activities including and associated with the central management of the global IT infrastructure and applications. Statement of Applicability version 2.1.
Tigerprint	UK	Information security management for the design and supply of greetings and giftware products to Marks & Spencer, including the protection of related client information. This is in accordance with Statement of Applicability Version 7.
Title Research	UK	The management of information systems that provide the IT infrastructure for Title Research's core business of applied Genealogical Research and supporting services. This is in accordance with the latest version of the Statement of Applicability.
TOMMIE Systems Ltd	UK	The Information Security Management System relating to the design, development, electronic marketing and support of web based, online business applications and websites in accordance with the latest version of the Statement of Applicability.

Organization	Country	Scope
Traffic Information Services (TiS) Limited	UK	Operation and management of the National Traffic Control Centre for England to provide timely and accurate travel information for road users and other interested parties within a secure environment, in accordance with Statement of Applicability v5.
Trends Business Research Ltd	UK	The Information Security Management System in relation to the provision of economic research and data analysis, management consultancy and strategy to government organisations and business. This is in accordance with the statement of applicability dated 12/4/06.
Trustis Limited, Newbury	UK	The operation of the Trustis Trust Service Centre in accordance with Statement of Applicability (version 1).
TUV NEL Ltd, Glasgow	UK	Information Security Management of the activities relating to the provision of EK Operations, Emissions Monitoring, Management Consulting, Business Support, HR, Finance and Business Support and IT Services at the premises of TUV NEL Ltd at East Kilbride, in accordance with Statement of Applicability v1.
UCAS	UK	The Information Security Management System relates to all business aspects of UCAS' operation including UCAS, NMAS, GTTR and CUKAS. This is in accordance with the Statement of Applicability issue V5.1 dated October 2007.
UCLES Cambridge Assessment	UK	The Information Security Management System in relation to the internal provision of a main data centre, help desk operation and secure printing of certificates in accordance with the latest version of the Statement of Applicability.
Ultima Business Solutions Limited, Reading	UK	Information security management for the provision of managed services that monitor and maintain servers, firewalls and VPNs. Statement of Applicability version 1.

Organization	Country	Scope
Unisys Limited	UK	The information security management systems in the provision of system integration, project management and consulting to the UK public sector. This is in accordance with the Statement of Applicability version 9, April 2007
Unisys Limited	UK	The management of information security of the business in the provision of outsourcing, business continuity, disaster recovery and bureau services to Unisys clients and Unisys internal organisations. This is in accordance with the Statement of Applicability version 2 dated 13/03/07.
University of Gloucestershire	UK	The provision of an information security management system relating to the all the operations and services provided by the University of Gloucestershire. This is in accordance with the latest version of the Statement of Applicability.
Vados Systems Limited	UK	The operation of an information security management system supporting the research, design, development and distribution of specialist communications equipment. In accordance with Statement of Applicability Version 2 28/05/06.
Vangent Limited	UK	The Information Security Management System in relation to the development of technology systems and the provision of business processing outsource services for the commercial/public sector. This is in accordance with the latest version of the Statement of Applicability.
Vega Group PLC	UK	The registration covers the Information Security Management System for the provision of ICT Services to the Vega UK Offices with the exclusion of software development.
Ventura	UK	The operation of an information security management system to protect the information assets for the DWP and Child Maintenance Options contracts, and the physical security and access controls at Ventura Park in accordance with the contracts Statement of Applicability.

Organization	Country	Scope
Verio Europe	UK	The UK, French, German & Spanish activities for the management of information security covering a) the build, deployment and support of Rapid Rollout and modular hosting systems and b) the provisioning and support of shared hosting systems
Vertex Data Science Ltd	UK	Management of information security relating to the provision of outsourced services including customer and employee lifecycle management, technology and systems, front and back office administration and data and debt management, to both public and private sectors in accordance with Statement of Applicability, version 1.0
Virtusa India Pvt. Ltd.	UK	The Management of Information Security in Design, Development, Testing and Maintenance of Software and Organization Specific Software Platforms. This is in accordance with the Statement of Applicability, Version 3.2 dated 29th Apr 08.
Vital International Ltd	UK	The Information Security Management System relating to the provision of internet service provider (ISP) data centre operations. This is in accordance with the latest version of the Statement of Applicability.
Voca Limited	UK	Activities including and associated with the Operational delivery, maintenance and support of secure payment clearing services for the UK's national banking system. Statement of applicability V1.0
Vox Generation Ltd	UK	Activities including and associated with the development and delivery of speech recognition and multimodal software solutions for telephony and internet based services. Statement of applicability V1.01 November 2006.
Watson Business Solutions Ltd	UK	The Information Security Management System in relation to the provision of consultancy services (including Risk Management, Security, Forensics and business consultancy). This is in accordance with the latest Statement of Applicability.

Organization	Country	Scope
Watt Gilchrist Ltd	UK	Provision of ODIN , a digital asset and high volume project management system designed to support a global supply chain in accordance with ISO27001:2005 and Statement of Applicability version 1.0.
Welsh Assembly Government	UK	The Information Security Management System supporting the provision of Corporate IT Services, the provision of RPD services and the provision of Finance services in relation to the payment of the Single Farm Payment Scheme EU farm subsidy in Wales using the CAPIT system.
Welsh Health Supplies	UK	The Information Security Management System in relation to the contracting, procurement, supply and distribution of goods and services to the NHS (and other Public Sector bodies) in Wales in accordance with the WHS ISMS Statement of Applicability Version 2.0 dated 18/04/2006.
Winning Moves Ltd, Stone	UK	The management of information security in relation to the design and provision of management consultancy, training, and software development services relating to, but not limited to, business improvement, benchmarking and innovation including the provision of technical support. This is in accordance with Statement of Applicability Version 1.
Wokingham Borough Council	UK	The provision of an information security management system supporting Building Control department. This is in accordance with the latest version of the Statement of Applicability.
WSP Uk Plc	UK	THE SECURE PROVISION OF IT SERVICES TO ALL WSP SITES IN THE UK FROM LONDON AND LEEDS SITES
XE XGS Service Delivery	UK	The Information Security Management System supporting the delivery of imaging, hosting and repository services to Xerox Global Services' clients. This is in accordance with the current version of the Statement of Applicability.

Organization	Country	Scope
Xerox Global Services	UK	The Information Security Management System supporting the Product Lifecycle and creative services conducted within Xerox Global Services: Global Knowledge and Language Services Europe (GKLS). Process outsourcing for the authoring, localisation and translation, production and distribution of clients product, service, communication and promotional documentation in all media. This is in accordance with the latest version of the Statement of Applicability.
Yell Limited	UK	The information security management system that covers the Yell Information Services function within the UK. This includes the information security management team based in the Bridge Street Reading office and the data centres at Queens Walk and Newbury. This is in accordance with the Statement of Applicability, version 11.2
Zeda Ltd, Nottingham & Stirling	UK	Information security management activities related to the provision of managed services, remote infrastructure management (Ruddington), software system testing, system integration services, and associated consultancy. This is in accordance with Statement of Applicability v2.
ACM Advanced Currency Markets SA	Switzerland	Financial operations, currency trading, foreign exchange market on-line.
ACM Advanced Currency Markets SA	Switzerland	Financial operationns, currency trading, foreign exchange market online
Reuters SA	Switzerland	The provision and management of processes, activities and dependencies associated with the systems and infrastructure that support Reuters' products and services. This is in accordance with the Statement of Applicability, Global-ISMS-005, Version 1.0

Organization	Country	Scope
Reuters SA	Switzerland	
Serono International SA The Information Technology Function	Switzerland	
T-Systems Schweiz AG	Switzerland	
Würth Finance International B.V.	Switzerland	Worldwide Information Technology Services in the Life Sciences Industry including: - e-Business solutions - Infrastructure Architecture - Hosting Services - IT Customer Service - IT Productivity for Employees - Governance and Resource Management Assessed in accordance with the Statement of Applicability version 02 dated 9 October 2006
Würth Finance International B.V.	Switzerland	
2NetIT oHG	Germany	Design, consulting and implementation of IT-services based on a datacenter with high availability
abs Fondsplattform GmbH	Germany	IT-Service Plattform mit Rechenzentrum, Betriebsumgebung und ihre angeschlossenen Prozesse inklusive Fondsdatenerfassung, Zeichnungsscheinerfassung und Provisionsabrechnung
ACP IT Solutions GmbH	Germany	Ganzheitliche Betreuung im Service-, Projekt- und Produktgeschäft von IT-Lösungen für interne und externe Kunden, von der Beratung und Planung individueller IT-Lösungen und Services bis zur Beschaffung von Hard- und Software

Organization	Country	Scope
ActiveBilling GmbH & Co. KG	Germany	Billing & Collection (Bill Management, Bill Presentment, Finance & Accounting)
Affinion International GmbH	Germany	Development, implementation and delivery of programmes and services for membership marketing and loyalty activities according to the latest version of the Statement of Applicability.
All for One Systemhaus, Oberessendorf	Germany	Remote Maintenance for Clients in Case of Derangement, Migration, Training and Customizing
arvato Systems, Gütersloh	Germany	Operation and Technical Support / Consulting of Hosting & SAP Services on Client Server Architectures and the Provision of a Highly Available Network
Atos Origin GmbH	Germany	Konzeption, Implementierung und Betrieb von Rechenzentren, Servern, Netzwerken, Clients und Applikationen sowie zugehörige Dienstleistungen
Atos Origin GmbH, Essen	Germany	Business Unit Managed Operations Germany: "Data Centre and IT Infrastructure Management for Design, Build, Operation of Servers, Networks and Applications" at the Data Centres mentioned in the Annex
Atos Worldline Processing GmbH	Germany	The ISMS of Atos Worldline Processing GmbH applies to all Business Process Outsourcing services of AWP as well as to the related Software Development activities, Hosting services and supporting functions. This is in accordance with the Statement of Applicability, Version 1.00 dated 31st January 2006.
atsec information security GmbH	Germany	The Provision of Information Security Services, Including Accredited I.T. Testing and Evaluation Laboratories

Organization	Country	Scope
BASF IT Services Holding GmbH	Germany	Betrieb der Rechenzentren in Ludwigshafen
Bayer Business Services GmbH	Germany	IT-based managerial and administrative services, human resources management, scientific, legal and media services as well travel management
BCC Business Communication Company GmbH	Germany	Planning, implementation and operation of datanetwork and network solutions according to the latest version of the Statement of Applicability
BEIT Systemhaus GmbH	Germany	Providing of IT Services; Continuous Security Management and operation of IT Applications / Data Centers / Networks / Infrastructure; Statement of Applicability version 1.2 dated 25-Jan-2008
Berolina Schriftbild GmbH & Co. KG	Germany	Manufacturing of Printer Conyummies and Service Supplier for IT-Printers
BMW AG	Germany	Product development process PEP for developing and testing of vehicles including the concerned central and distributed IT-functions
Bundesdruckerei GmbH, Berlin	Germany	Provision of IT services to support the business processes of the Bundesdruckerei to keep the required security level of the organization
Casinoland GmbH	Germany	Betrieb des Internet-Casinos der Casinoland GmbH
Cenit AG Systemhaus	Germany	IT Consulting, IT Services, Software Development

Organization	Country	Scope
CeramTec AG Innovative Ceramic Engineering	Germany	Entwicklung, Fertigung und Vertrieb von keramischen Komponenten für den Einsatz in der Medizintechnik development, production and distribution of Ceramic components for the application in medical technology
Computacenter AG & Co. oHG, Kerpen	Germany	Information Technology Services Germany; Configuration Center; Data Erasure Process in the Service Center
CSP GmbH & Co. KG	Germany	Softwareentwicklung, IT-Dienstleistungen und alle Unterstützungsprozesse
DAK, Hamburg	Germany	Provision of Data Processing Services for Administration and Control of Healthcare Services of the DAK and other Mandators at the Data Center of Hamburg Headquarters
Defense AG	Germany	Delivery of turn-key solutions for IT-infrastructures with focus on preparation, planning, design, implementation, operation as well as optimization of security solutions
Deutsche Post PrintCom GmbH	Germany	Digitaldruck-, Kuvertierung- und verbundene Dienstleistungen
Diehl Informatik GmbH	Germany	Development, implementation, operation and support of IT-Services
Dragenopharm Apotheker Püschl GmbH	Germany	IT integration, management of information security, data security, data integrity and computerised support for pharmaceutical development, production, analytics and quality of solid forms for the pharmaceutical section and healthcare

Organization	Country	Scope
Easynet GmbH	Germany	The Information Security Management System in relation to the development, provision and support of IP, telecommunication and hosting solutions for business. This is in accordance with the latest version of the Statement of Applicability.
EDAG Engineering + Design AG	Germany	#NAME?
EURO-LOG AG	Germany	IT-solutions, software modules and services for procurement and distribution of logistics
FIDUCIA IT AG Karlsruhe	Germany	EDV-Dienstleistungsunternehmen für Banken und mittelständische Unternehmen
Frankfurter Volksbank, Frankfurt/Main	Germany	IT Department
Franz Obermayer Datentechnik GmbH & Co KG	Germany	Information security management on consulting, training, development, realization of IT projects, support, monitoring and data centre operating
Fujitsu Siemens Computers GmbH	Germany	IT Service Management International
GE Healthcare Technologies, Dornstadt	Germany	Europe-Middle-East-Africa (EMEA) Integrated Information Solutions (IIS) Remote Operations Center (ROC), sites Dornstadt (D) and Buc (F), providing remote access to EMEA engineers

Organization	Country	Scope
GEA Renzmann & Grünewald GmbH, Monzingen	Germany	Development, Design and Production of Heat Exchangers and Pumps for Process Equipment and Power Generation
Global Switch FM GmbH, Frankfurt am Main	Germany	Design, build and operating of computing centres with highest reliability, effective safety monitoring with the goal of highest availability of critical customer-driven IT infrastructures
Gluth Systemtechnik GmbH, Straubing	Germany	Konstruktion, Herstellung und Vertrieb von Sondermaschinen
Gobal Access Internet Services GmbH	Germany	Rechenzentrumsleistungen, Firmenvernetzung, Internetanbindung, Managed Services (Dienste) im Bereich Backup, DNS, Hosted virtual Infrastructure, Storage, Gateway Security, Business Continuity, Hosted Exchange
Gobal Access Internet Services GmbH	Germany	Rechenzentrumsleistungen, Firmenvernetzung, Internetanbindung, Managed Services (Dienste) im Bereich Backup, DNS, Hosted virtual Infrastructure, Storage, Gateway Security, Business Continuity, Hosted Exchange
GSKV GmbH	Germany	Entwicklung, Realisierung und Service von IT Dienstleistungen im Gesundheitswesen
Hewlett-Packard GmbH	Germany	The ISMS of HP Services EMEA Delivery Operations applies to all IT Service Management processes and associates that belong to: Enterprise Applications Operations Data Center Facilities Remote Management Centers Network Services Infrastructure Management Services Global Service Desk IT Infrastructure Services TK-Delivery including: the IT environment with all data, system tools, services, systems, and networks used to support customer systems, relevant business transaction with internal and external companies and

Organization	Country	Scope
		organizations, all HP workers, business partners, service provider, consultants, suppliers, temporaries and other contractors in regard to information assets and the resources it manages. This is in accordance with the latest version of the Statement of Applicability.
HP Managed Software Solutions	Germany	The ISMS of HP Managed Software Solutions covers all processes and includes all employees and technologies related to the business.
IBM DEUTSCHLAND BUSINESS SERVICES GmbH (IT DELIVERY Germany)	Germany	THE PLANNING, DESIGN, IMPLEMENTATION AND OPERATION OF COMPLEX IT INFRASTRUCTURE SERVICES AND SOLUTIONS USING THE FULL SCOPE OF OUR LOCAL AND GLOBAL CAPABILITIES
IKB Deutsche Industriebank AG, Düsseldorf	Germany	Financial service for medium-sized companies, sites Düsseldorf and Hamburg
infra fürth dienstleistung gmbh	Germany	Rechenzentrum mit IT-Dienstleistungen
Insolution Technologies	Germany	IT-Dienstleistungen, IT-Beratung,, Netzwerktechnik und -sicherheit, Konzeption und Betrieb von Rechenzentren / IT-Infrastrukturen, Hosting von Daten und Anwendungen
INTEC Industrie-Technik GmbH & Co. KG	Germany	Engineering, technology and management services for aerospace industry and motor vehicle industry
IZB Informatik-Zentrum München – Frankfurt a. M. GmbH & Co. KG	Germany	Security management with emphasis of business and support processes for LB rating services. Statement of Applicability: Version 2.0 dated 28-Nov-2006

Organization	Country	Scope
KDDI Deutschland GmbH	Germany	Business processes of Corporate KDDI Internet Services (KDDIInet), Hosted Internet Mail and Security Services, Global Networks and IP VPN Services, provided by the Infrastructure Group
Kommunale Informationsdienste Magdeburg GmbH, Magdeburg	Germany	IT Services for Administration, Economy and Banks, Outsourcing, Consulting, Provision of Training
KPMG IT Service GmbH	Germany	Information Technology Services Facility Management
LambdaNet Communications Deutschland AG	Germany	Telecommunication services for network operators, service providers and corporate customers
Lotterie-Treuhandgesellschaft GmbH	Germany	The Information Security Management System in relation to the provision of lottery and betting services for the Free State of Thuringia, covering the primary business processes for the operation of lottery and betting activities, the payment of prizes, together with the supporting business processes and assets at the location in Suhl (Froehliche Mann Strasse 3b, 98528 Suhl). This is in accordance with the latest approved version of the Statement of Applicability.
Lotterie-Treuhandgesellschaft mbH Hessen, Wiesbaden	Germany	Provision and performance of lottery and betting services under governmental license for the federal state Hessen covering the primary processes for the operation of the lottery and betting activities, the control and auditing and the payment of prize money together with the secondary business
LOTTO Hamburg GmbH	Germany	The provision and performance of lottery and betting services under governmental licence for the federal state Freie und Hansestadt Hamburg covering the primary processes for the operation of the lottery and betting activities, the control and auditing and the payment for

Organization	Country	Scope
		prize money together with the secondary business. This is in accordance with the Statement of Applicability version 2.0.
Lotto-Toto GmbH Sachsen-Anhalt	Germany	The provision of lottery and betting services, under governmental licence, for the federal state of Saxony-Anhalt, covering the primary processes for the operation of lottery and betting activities, the calculation and payment of prize money, together with the secondary business and project support excluding the tourism department. The location is Magdeburg. This is in accordance with the Statement of Applicability, dated 20 February 2007.
Lufthansa Cargo AG	Germany	This information security management system (ISMS) of Lufthansa Cargo AG covers the division F/IO “Application, Infrastructure and Services“ including the departments (F/IO-H; F/IO-A; F/IO-X; F/IO-I) at the location Frankfurt and Hamburg.
MSH Medien System Haus GmbH & Co KG	Germany	Implementation and Operation of IT-Systems and Application
nordIT GmbH	Germany	Betrieb und Betreuung von Anwendungen, wie z. B. SAP, Navision, unserer Kunden anforderungsgerecht, zuverlässig, durchgängig und mit garantierten Verfügbarkeiten
Nordwestlotto Schleswig- Holstein GmbH &	Germany	The provision of lottery- and betting services under governmental license for the federal state of Schleswig-Holstein covering the primary business processes for the operation of lottery and betting activities, the calculation and payment of prize money together with the secondary business processes and assets at the location in Kiel (Andreas-Gayk-Strasse 19/21). This is in accordance with the current version of the Statement of Applicability.

Organization	Country	Scope
noris network AG	Germany	IT-Outsourcing, IT-Outtasking, Vertrieb, Konzeption, Betrieb von RZ-/Infrastrukturen IT-Outsourcing, IT-Outtasking, Sales, Design, Data Center Operations and Infrastructure
NRG Deutschland GmbH	Germany	Sales of products and solutions for enterprise wide office communication; professional services and support; consulting regarding cost and process optimization. Statement of Applicability version 1.0 dated 11.06.2007
ORGA GmbH, ORGA Consulting GmbH	Germany	EDV-Dienstleister für Outsourcing und Beratung IT service provider for outsourcing and consulting
perdata Gesellschaft für Informationsverarbeitung mbH	Germany	Rechenzentrumsbetrieb und Support von IT-Systemen
PhonoNet Gesellschaft für Handelsdienstleistung mbH	Germany	Interchange and clearing by electronic documents
Pixelpark AG, Berlin	Germany	Information Security Management System (ISMS) of Business Unit Information Technology according to Statement of Applicability, Version 1.4 - 23.02.2005
POET Service GmbH	Germany	ASP und Managed Services
Postbank Systems AG, Bonn	Germany	IT-Service Provider for Postbank Group and "Betriebs-Center für Banken" in Germany
Saarland-Sporttoto GmbH	Germany	Information Security Management in game provision, play order acceptance, identification and processing of winning bets at lottery operation

Organization	Country	Scope
Saechsische Lotto GmbH	Germany	The Information Security Management System for the provision of lottery and betting services, on behalf of the federal state of Saxony, covering the primary processes for the operation of lottery and betting activities, the payment of prizes, together with the supporting processes including all relevant assets at the location in Leipzig, Oststraße 105. The scope of the ISMS does not cover external companies located at the site of Saechsische LOTTO-GmbH. This is in accordance with the latest version of the Statement of Applicability.
SAP AG	Germany	SAP Information Technology provides IT solutions, technology and support for critical business applications to SAP clients; Statement of Applicability: Version 1.2 dated 14-Jul-2006
sds business services GmbH	Germany	This information security management system (ISMS) of sds business services GmbH covers all processes and includes all employees and technologies related to the service “SAP technical operations within dedicated customer VLANs” located in Mülheim an der Ruhr.
Secaron AG	Germany	Information Security Consulting
Services for Business IT Ruhr GmbH, Gelsenkirchen	Germany	Services in the field of information processing with an emphasis on the following: consulting, implementation, realisation and operation of standard-software, e-business solutions, IT-infrastructure
SEW-EURODRIVE GmbH & Co KG (Werke Bruchsal, Graben-Neudorf, Haguenuau, Forbach Cedex)	Germany	Information Technology Services - Development, Implementation, Operation and Support of IT-services
Siemens AG	Germany	IT Service Management and Outsourcing worldwide

Organization	Country	Scope
Siemens AG	Germany	Utilization of the Siemens Remote Service infrastructure (SRS) at Siemens AG, Medical Solutions, European Sales and Service Customer Services and in the Regional Organization Med Customer Services Germany
SIEMENS AG Medical Solutions Customer Services SRS	Germany	Design, Development and Operation of Siemens Remote Service (SRS)
Siemens IT Solutions and Services GmbH & Co OHG	Germany	IT Service Management and Outsourcing worldwide
Sonopress GmbH	Germany	Betrieb einer Datentransferplattform
SpaceNet AG	Germany	Rechenzentrum, Betriebsumgebung und Hosting sowie die angeschlossenen Entwicklungsprozesse einschließlich der Common Services der IT
Staatliche Lotterieverwaltung	Germany	The Information Security Management System in relation to all lottery gaming activities as well as all gambling activities of the Bayerische Spielbanken including the related business processes and assets at the main location in Munich. This is in accordance with Statement of Applicability, V1.1, 16.06.2008.
Staatliche Toto-Lotto GmbH Baden Württemberg	Germany	Information security management in game provision, play order acceptance, identification and processing of winning bets at lottery operations
Steria Mummert Consulting AG	Germany	Industry specific services in the areas of management consulting, organizational development, systems integration

Organization	Country	Scope
Strato Rechenzentrum AG	Germany	Development and operation of internet products and internet services, including the appropriate data centers
Sulzer GmbH, Stuttgart	Germany	Analyse, Planung, Entwicklung und Betreuung von Softwaresystemen
SupplyOn AG	Germany	Services für die sichere standardisierte Kommunikation in Einkauf, Vertrieb, Logistik, Entwicklung und Qualitätsmanagement in der Automobil- und Fertigungsindustrie; services for a secure standardised communication in sourcing, sales, supply chain management, collaborative engineering and quality management in the automotive and manufacturing industry
TBB INTREX Systems GmbH	Germany	Softwareentwicklung und IT-Consulting
TDS Informationstechnologie AG	Germany	Geschäftsbereich ITO (IT - Outsourcing) Business Field ITO (IT - Outsourcing)
Teleconnect & Service GmbH	Germany	IT consulting, process optimisation, project management, implementation, integration, support and managed services for ITC solutions in customer contact environments as well as fixed and mobile
ThyssenKrupp Nirosta GmbH, Krefeld	Germany	Data Center Operations in Krefeld
ThyssenKrupp Services AG	Germany	Information Security Management System for the core process „Controlling and coordination of ThyssenKrupp Segment Services“ including all supporting processes; Statement of Applicability: Version 1.1 dated 30-November-

Organization	Country	Scope
		2007
ThyssenKrupp Stainless AG	Germany	
ThyssenKrupp VDM GmbH, Werdohl	Germany	IT-Services ThyssenKrupp VDM GmbH
Toto-Lotto Niedersachsen GmbH	Germany	Development, design, marketing, sales, operation and support of lotteries in accordance with the latest statement of applicability
T-Systems International GmbH, Frankfurt	Germany	ICT Solutions for business customers (Developing, allocating and operating)
T-Systems Solutions for Research GmbH	Germany	IT-Service Provider within the Field of Science, Research and Education
up to data professional services GmbH	Germany	Produkte, Dienstleistungen, Applikationsentwicklung und Support im Datenbankumfeld Products, professional services, application development and support for databases
Verio Europe BV, Frankfurt & Regensburg	Germany	Activities including and associated with a) the build, deployment and support of Rapid Rollout and modular hosting systems and b) the provisioning and support of shared hosting systems Statement of applicability V8.0.
Versorgungskasse für die Beamten der Gemeinden und Gemeindeverbände	Germany	Entire Organization

Organization	Country	Scope
Westdeutsche Lotterie GmbH & Co. OHG	Germany	Design, marketing, sales, operation and support of lotteries. Service provider for internet games. This according to the latest version of the Statement of Applicability.
Wilhelm Karmann GmbH, Osnabrück	Germany	Development and production of complete vehicles and vehicle parts, body in white components, roof systems and manufacturing engineering for OEMs at Osnabrück and Rheine
Williams Lea Print Solutions GmbH	Germany	Digitaldruck-, Kuvertierung- und verbundene Dienstleistungen
Wincor Nixdorf International GmbH	Germany	Bereitstellung und Betrieb von IT Dienstleistungen (einschließlich der erforderlichen Prozesse und Technik)
ZF Friedrichshafen AG, Friedrichshafen	Germany	Data Center Operation for all Divisions of the ZF Group
ZF Lemförder Fahrwerktechnik AG & Co. KG, Lemförde	Germany	Development and production of chassis components and axle systems for vehicles up to 3.5 tons
ZF Lemförder GmbH, Lemförde	Germany	Development and production of chassis components and axle systems for vehicles up to 3.5 tons
ZF Lenksysteme GmbH	Germany	Implementation, processing, customizing and support of operating processes within the group data center of ZFLS
AgrarMarkt Austria	Austria	Technology and Informatik Department

Organization	Country	Scope
Allgemeines Krankenhaus der Stadt Wien Universitätskliniken	Austria	Information security management
Allianz Elementar Versicherungs-AG	Austria	The IT Service Management System that covers the provision of a business transaction system by the department of Information Management for internal and external customers.
Arbeitsmarktservice BetriebsgmbH & Co KG	Austria	The Information Security Management System in relation to all lottery related activities, which include the operation of gaming products (draw games incl. TOTO-games, instant games, passive games, Internet gaming), all supporting processes and assets of the Austrian Lotteries at two locations on Rennweg 44 and 46, A-1030 Vienna and Marie-Curie Straße 4, A-2700 Wiener Neustadt. Services supplied to other business corporations are excluded from the scope. This is in accordance with the latest version of the Statement of Applicability.
Austrian Lotteries	Austria	Directorate General V
Brennercom Tirol GmbH	Austria	
Bundesministerium für Finanzen Sektion V, Abteilung V-1-AP	Austria	
Bundesrechenzentrum GmbH, Vienna	Austria	

Organization	Country	Scope
Bundesrechenzentrum IT Solutions GmbH, Vienna	Austria	
CQR Payment Solutions GmbH	Austria	
Elektronische Datenverarbeitung GmbH	Austria	
Energie AG Oberösterreich Data GmbH	Austria	
Fabasoft AG Fabasoft International Services GmbH Fabasoft R&D GmbH Mindbreeze Software GmbH appl.strudl Software GmbH Fabasoft Distribution GmbH Fabasoft Austria GmbH Fabasoft Institute of Technologie GmbH	Austria	The scope of validity of Fabasoft's certification specifies the requirements of comprehensive information security management in respect of all IT and business processes and all sensitive information of the company.
GRZ IT Center Linz GmbH Logis IT Service GmbH Racon Software GmbH	Austria	
Kapsch BusinessCom AG	Austria	

Organization	Country	Scope
Kapsch TrafficCom AG	Austria	IT-Department
Kommunalkredit Austria AG, Vienna	Austria	
MAGNA STEYR Fahrzeugtechnik AG & Co KG	Austria	Business area T-KOM Services technical competence centers
ÖBB Infrastruktur Bau AG	Austria	OMV Solutions IT – Competence Center Infrastructure (CCI)
OMV Solutions GmbH	Austria	
Raiffeisen Informatik GmbH in Vienna	Austria	The Information Security Management System in relation to All business and support processes as well as all assets required by these processes. Covered locations are the offices at Mooslackengasse 17, Vienna and Prof.-Dr.-Stephan-Koren Strasse 10, Wiener Neustadt. This is in accordance with the latest version of the Statement of Applicability.
SEC Consult Unternehmensberatung GmbH	Austria	
Selected Services Beratungs- Vertriebs- und BeteiligungsgesmbH	Austria	E-business and mobile business solutions und services in information and communication technology

Organization	Country	Scope
Siemens IT Solutions and Services GmbH	Austria	Service & Network Operation
Telekom Austria AG	Austria	Security management for the core process "Trading with materials" including all supporting processes. Statement of Applicability Rev. 1.0 dated 02-April-2007
ThyssenKrupp Materials Austria GmbH	Austria	Sales & Servicemanagement, IT Operations, Network Services and support-units (Business & Systems Architecture, Controlling, Corporate Office, Finance, Human Resources Management, Legal Affairs, Marketing & Communications, Procurement)
T-Systems Austria GesmbH	Austria	
VERBUND-Austrian Power Grid AG	Austria	Infrastructur area, Business office area without Identity-Management department, Administration area, staff section personnel service, Basis Infrastructur area & Facility Management in the range of quality security, Project management and Process management area in the customer service area.
Wiener Krankenanstaltenverbund, Informationstechnologie (KAV-IT)	Austria	

### Appendix I. ISO Events Timeline

1947	1950	1951	1952	1953	1954	1955	1956	1957	1958	1959	1960	1961	1985	1989	1991	1994	1995	1996	1997	1998	1999	2000	2001	2002	2003	2004
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1947	Foundation of ISO
1950	
1951	Increasing number of developing countries joined ISO
1952	
1953	
1954	
1955	
1956	
1957	DEVCO established
1958	
1959	
1960	
1961	
1985	Vienna Agreement
1989	Lisbon Agreement
1991	The Vienna Agreement
1994	Considerable growth of ISO memberships
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1996	
1997	
1998	
1999	
2000	
2001	
2002	
2003	
2004	The ISO Strategic Plan 2005-
	2010

## Endnotes

<sup>1</sup> *Dictionary of Information Science and Technology*, Mehdi Khosrow-Pour, Page 327,328, Information Resources Management Association, Idea Group Inc., USA, 2007.

<sup>2</sup> *Dictionary of Information Science and Technology*, Mehdi Khosrow-Pour, Page 336,337, Information Resources Management Association, Idea Group Inc., USA, 2007.

<sup>3</sup> *Dictionary of Information Science and Technology*, Mehdi Khosrow-Pour, Page 599, Information Resources Management Association, Idea Group Inc., USA, 2007.

<sup>4</sup> [National Telecommunications and Information Administration](http://www.its.blrdoc.gov/fs-1037/dir-032/_4743.htm), [Online] Available at [http://www.its.blrdoc.gov/fs-1037/dir-032/\\_4743.htm](http://www.its.blrdoc.gov/fs-1037/dir-032/_4743.htm) , [Accessed on 16th May 2009].

<sup>5</sup> *Dictionary of Information Science and Technology*, Mehdi Khosrow-Pour, Page 334, Information Resources Management Association, Idea Group Inc., USA, 2007.

<sup>6</sup> *Dictionary of Information Science and Technology*, Mehdi Khosrow-Pour, Page 361, Information Resources Management Association, Idea Group Inc., USA, 2007.

<sup>7</sup> *PC Magazine Website*, [Online] Available at [http://www.pcmag.com/encyclopedia\\_term/0,2542,t=IEC&i=44735,00.asp](http://www.pcmag.com/encyclopedia_term/0,2542,t=IEC&i=44735,00.asp) [Accessed on 16th May 2009].

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- <sup>8</sup> *ISO (International Organization for Standardization) Website*, [Online] Available at [http://www.iso.org/iso/iso\\_catalogue/catalogue\\_tc/catalogue\\_detail.htm?csnumber=42103](http://www.iso.org/iso/iso_catalogue/catalogue_tc/catalogue_detail.htm?csnumber=42103) [Accessed on 16th May 2009].
- <sup>9</sup> *Dictionary of Information Science and Technology*, Mehdi Khosrow-Pour, Page 319, Information Resources Management Association, Idea Group Inc., USA, 2007.
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<sup>43</sup> Statement of Applicability

<sup>44</sup> Lufthansa Cargo: *This information security management system (ISMS) of Lufthansa Cargo AG covers the division F/IO “Application, Infrastructure and Services” including the departments (F/IO-H; F/IO-A; F/IO-X; F/IO-I) at the location Frankfurt and Hamburg.*

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