

Case Study

ISO 22301 Business Continuity Management

Customer: Elsevier

Industry: Information solutions

Services: ISO 22301 Business
Continuity Management

Challenges:

- ▶ Ensuring all 8,000 employees across 24 countries understood the importance of the program and the role they played.
- ▶ Not only achieving certification but continuously managing and maintaining it throughout the year.

Outcomes:

- ▶ Gained certification to the ISO 22301 Business Continuity Management Systems.
- ▶ The business continuity programme is owned and fully integrated into the organisation as an embedded management process.



The challenge

Our long-term client Elsevier is a world leading publisher of science and health information, providing information solutions that focus on publishing scientific, medical and technical literature.

They have made business continuity management and pandemic response a priority since 2003 when they started working with CyberCX. They then wanted to take it a step further and gain certification to ISO 22301 Business Continuity Management Systems and then continue to maintain the programme, embedding it into the business.

The organisation is a global business with locations spanning across 24 countries and more than 8,000 employees so a key challenge was to ensure that all employees understood the importance of the program and the role they played.

Achieving certification in February 2016 was the first milestone for Elsevier. Since then the organisation has retained certification and continuously managed and maintained the program over the years. We worked closely with our client to ensure they were able to successfully retain the certification and pass any 'check-point' audits which are carried out annually.

"We've been engaging CyberCX to assist with our Business Resiliency Programme for over a decade. Our long-term relationship with them has enabled us to trust their expertise to create and maintain an innovative and mature global resilience program. This was proven when we won the 2019 BCI Americas Resilience Team of the Year award. We highly recommend CyberCX as an exemplary businesses resiliency partner who will ensure your business is empowered and protected."

— Zohar Zacks, Senior Director,
Business Resilience, Elsevier

Our approach

A governance structure

We established a governance structure outlining roles and responsibilities within the program and defining program leadership. As a result, business continuity functions are now owned and maintained by each business unit and overseen by the Senior Director, Business Resilience.

Support whenever it's needed

With a strategy in place and responsibilities assigned it allows our client to continue the management of their program with expert advice and guidance from us. We can be as hands on or hands off as they need, and with CyberCX employees based in the UK, US and Australia, we can be available whenever they need us.

The Business Continuity program that we manage with Elsevier consists of key services: incident management, risk assessment, business impact analysis, plan development and maintenance, exercising and pandemic planning. The program uses the ISO 22301 as the framework which ensures the plans follow best practices and are aligned to the standard's requirements.

Employee feedback

Throughout the year we run interactive business continuity exercises. This allows employees to provide input and feedback so we can adapt the program to suit them and their needs.

An annual strategy

A strategy is developed each year to create baseline objectives for the management system and what we intend to achieve over the following 12 months. From here a roadmap of operational activities can be generated and responsibilities assigned between ourselves and the client to ensure seamless coordination of the business continuity management system (BCMS).

Training and Awareness

We provided training and awareness to business unit leaders, department managers and staff, who were then able to deliver the same message and training to their teams. This meant everyone in the business was aware of the program and what it meant for them.

Business continuity as business-as-usual

The aim has been to integrate the BCMS into day-to-day operations of the organisation and introduce business continuity as a business-as-usual activity. Pandemic planning, incident response and business continuity enable an integrated response that fitted into the business needs.

The outcome

The initial implementation and ongoing relationship has formed a long standing partnership. We have both established and continue to maintain the global resilience program with our client, whilst working together to identify and understand new threats and changing landscapes. As a global business our experts are available around the clock to provide support whenever it is needed.

As a result of CyberCX working with this client their business continuity is owned and fully integrated into the organisation as an embedded management process.

About CyberCX

CyberCX is a leading independent cyber security services company with offices across the UK, US and Australia, unifying the most trusted cyber security brands and the experts who built them.

CyberCX delivers end-to-end cyber security services and the best cyber security talent with the most comprehensive range of cyber security services to business, enterprise and government.

Contact us to find out how CyberCX can help you to ensure your organisation's critical operations continue to run during a crisis.



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