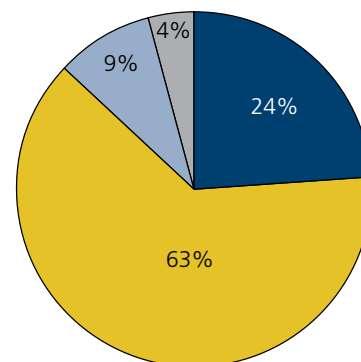


How does an information security management system help my business?

87% of respondents stated that implementing ISO/IEC 27001 had a positive or very positive outcome.

“Although we have only recently gained certification to ISO/IEC 27001, there are at least three recent incidences where we have won contracts as a result of certification.”

Very positive	24%
Positive	63%
Neutral	9%
Don't know	4%
Negative	0%
Very Negative	0%



A wide range of internal and external benefits were delivered following the adoption of ISO/IEC 27001 and implementing an information security management system (ISMS):

- Ability to meet compliance requirements increased for 60% of organisations
- Number of security incidents decreased for 39%
- Down time of IT systems decreased for 39%
- Ability to respond to tenders increased for 43%
- Relative competitive position increased for 47%

Internal and external customer satisfaction increased:

- 51% of organisations saw an increase in external customer satisfaction following the implementation of an ISMS
- 40% saw an increase in internal customer satisfaction
- 66% noted an increase in the quality control of information security processes and procedures and 40% a reduction in the level of risk

ROI and Sales increased despite an increase in the cost to develop and support IT:

- Despite 32% and 38% of organisations seeing an increase in the cost of IT development and support 31% identified an increase in sales and 26% a return on investment from the adoption of the ISMS standard
- 38% of organisations found implementing an ISMS simple and 37% fast

A similar percentage of organisations found the process of certification to be simple and cost effective, 39% and 38% respectively.

Respondents were located across the globe and represented the full spectrum of organization size and industry

- The top three responding countries were Japan, Germany and the United Kingdom
- 53% of respondents had 250 employees or fewer and 9% employed more than 10,000 staff

- 65% of respondents operated from five or fewer locations with 10% operating from more than 50
- The top five industries were: IT; professional/business services; financial services; manufacturing and telecommunications

Senior management support is key to success

- 93% of organizations considered the endorsement of senior management to be highly important
- 66% of organizations took a top down approach to implementation
- Some key drivers for adoption include: an increase in quality of service; achieving competitive advantage and meeting regulatory requirements.

About This Data

This data is summary of responses from 645 organisations that had implemented the international standard for information security ISO/IEC 27001. Respondents completed an online questionnaire during early 2011.

About BSI

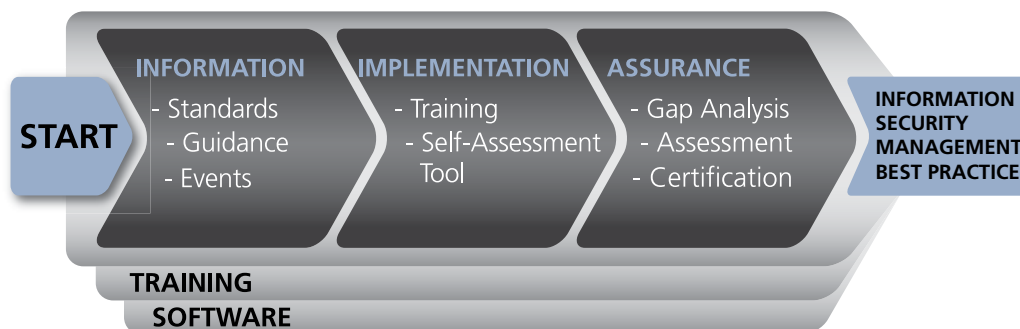
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- Global brand and reputation
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- We understand and partner with our customers
- Better quality of service
- Full solution offering from standards through to certification and beyond.



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British Standards Institution

PO Box 6221
Kitemark Court
Davy Avenue
Milton Keynes
MK1 9EP

T: +44 (0)845 080 9000
F: +44 (0)1908 228180
E: certification.sales@bsigroup.com
www.bsigroup.co.uk/ISO/IEC27001



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