SCIENCE MUSEUM GROUP

Reliance acsn
Specialists in IT Security Management

Perfecting the science of co-managed IT security

At a glance

The Science Museum Group is devoted to the history and contemporary practice of science, medicine, technology, industry and media.

Its collections are the largest, most comprehensive and most significant in their field anywhere in the world.

The Science Museum Group incorporates the Science Museum, the Science Museum Library and the Wellcome collections of the history of medicine at South Kensington; the National Railway Museum at York; the National Media Museum at Bradford; Locomotion: the National Railway Museum at Shildon; and Concorde 002 with its associated exhibition at Yeovilton.

Situation

- Compliance requirements of the Security Policy Framework
- Perceived increase in IT security threats
- Actual IT security vulnerabilities exposed by penetration testing and health checks
- Lack of internal client resources
- Long-term plan to achieve ISO/IEC 27001

Solution

- Co-managed IT security service
- Continued regular health checks of the client's infrastructure plus application testing of new and updated Science Museum Group websites
- Increased rigour in change management
- All IT security needs covered, from day-to-day issues to strategic planning

Benefits

- Increased IT security expertise and improved protection from IT security breaches
- Lower cost compared with adding internal resources
- Business protection, compliance and peace of mind

The highest IT security standards, with flexible resources and controlled costs

Situation

As a public body responsible for a family of museums, The Science Museum Group not only manages the museum buildings and collections but also the group's IT infrastructure, websites, applications, corporate activities and commercial enterprises.

The Science Museum Group's status as a public body means it must comply with the Security Policy Framework (SPF) introduced by the UK Government in 2008. The SPF includes both best practice guidelines and mandatory requirements.

"The SPF has a very strong IT section around information security and risk. It made us think very carefully and redouble our efforts in IT security," says Julian Payne, Head of ICT at The Science Museum Group.

"Around the same time, we became acutely aware that increasing use of wireless technologies and sophisticated mobile phones was increasing our network vulnerabilities," adds Payne.

A more structured approach to IT security

Against this backdrop, The Science Museum Group also decided to plan for ISO/IEC 27001 accreditation - the Information Security Management Systems (ISMS) standard.

To achieve all of its goals, they needed to approach IT systems security in a more planned, proactive, and structured way. RelianceACSN had been working with The Science Museum Group since 2003 and had built a strong relationship. However, the security infrastructure was managed internally at The Science Museum Group by one person and the security role often conflicted with other prioritised activities and day-to-day responsibilities. Further, there were recurring issues highlighted in RelianceACSN health check reports that indicated exposure to IT security breaches.

A principal area to be addressed concerned Change Control of the security components. One option to address these problems was to employ more administrators with the appropriate skills to maintain and manage the security infrastructure; however, this would be an expensive approach.

Solution

By 2008, RelianceACSN had been working with The Science Museum Group for five years and was seen as part of their team.

As an alternative to an expensive increase in their internal headcount, RelianceACSN proposed a co-managed service. The service would provide high-level security expertise under a shared management approach between The Science Museum Group and RelianceACSN.

Julian Payne explains: "RelianceACSN's people were, and still are, held in high esteem at The Science Museum Group and the fit was very good. Our relationship simply evolved. We accepted RelianceACSN's proposal for a co-managed service because it enabled us to improve our IT security expertise and standards while keeping our costs down."

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Added expertise and a flexible resource

To deliver the service RelianceACSN introduced a dedicated virtual team of technical consultants. The team immediately set about providing the expertise and flexible resource needed on a daily basis, remedying the known vulnerabilities, and monitoring and protecting their infrastructure. RelianceACSN continued to carry out regular health checks of their infrastructure and also application tested new and updated Science Museum Group websites to ensure that no security weaknesses were introduced.

According to Payne: "We used to make changes to our infrastructure on our own but felt vulnerable relying on just our own skills. RelianceACSN are excellent at the change management process, which is key for us. Their superior knowledge and adherence to best practice means we now benefit from an extra level of resilience and are far less exposed to IT security breaches."

IT security designed for the future

Payne continues: "RelianceACSN's co-managed service and expertise were critical in helping us comply with the Security Policy Framework – and they have been invaluable in helping us plan for ISO/IEC 27001."

"As well as taking care of day-to-day IT security matters the RelianceACSN co-managed service also covers strategic IT security, which is very important

for them. Strategically, we get constant valuable input from RelianceACSN; we also benefit from annual Infrastructure and Design meetings as part of the co-managed IT security service, so as an organisation we know exactly where we are going in the future." Today the co-managed service continues to evolve to meet their needs. It is delivered on-site as required, through remote co-management over the Internetvia VPN, and backed up by telephone and email support.

Benefits

As well as protecting national assets, The Science Museum Group is deeply involved in the contemporary practice of science, medicine, technology, industry and media.

"Our information is everywhere – on laptops, iPhones, iPads, in our network, in our libraries and other resources, in our ecommerce systems," says Payne.

"It's our lifeblood and we need to protect it and understand what happens if it is compromised, lost or stolen. With the RelianceACSN

co-managed service I know we have the required expertiseand best practice in place to protect our business. I know that RelianceACSN look at all the IT security vulnerabilities in the world, and that the specific expertise The Science Museum Group needs is available when we need it. That gives me and the broader business enormous peace of mind."

High security at a sensible cost "Added to that, the RelianceACSN service helps us meet mandatory compliance requirements, keeps IT security costs at a sensible level, significantly reduces the likelihood of a network or application security breach, and keeps us strategically aware and alert to developments in IT security."

Concludes Payne: "If you asked me to rate RelianceACSN I would give them 10 out of 10. RelianceACSN are never anything less than highly diligent and capable. Their co-managed service is a great fit for us, both in terms of business and personalities, and there is total trust on both sides."
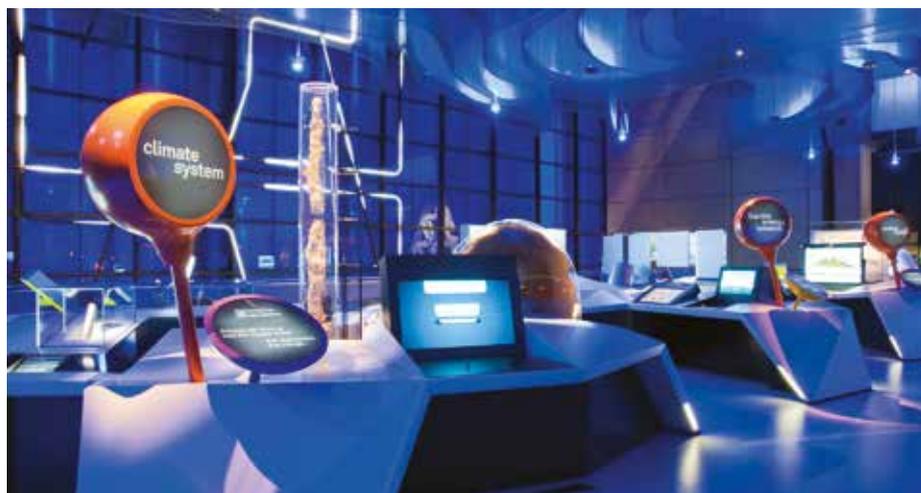
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Our services

We arrange our services into four categories for simplicity but we can help you with almost any IT security management challenge - it's all about what you and your business need.

Our specialist, flexible services are carefully tailored to your requirementsto ensure you get what you need for as long as you want, helping you invest intelligently to keep your business secure and compliant.

Our highly qualified, professional engineers and consultants will ensure that the service you receive is of the highest quality, with outstanding response times, clear reporting and meticulous attention to detail.

DISCOVER AND PREPARE

BUILD AND MANAGE

REPORT AND RESPOND

AUTHENTICATE

"10 out of 10. Reliance ACSN are never anything less than highly diligent and capable. Their co-managed service is a great fit for us… there is total trust on both sides."

SCIENCE MUSEUM

National Railway Museum

FILM NATIONAL MEDIA TELEVISION RADIO MUSEUM WEB PHOTOGRAPHY

Photos: The Science Museum Group's collections are the largest, most comprehensive and most significant in their field anywhere in the world.
Left: The National Media Museum in Bradford aims to be the best museum in the world for inspiring people to learn about, engage with and create media.
Page 2: The National Railway Museum in York enables peopleto explore the story of the railways and their contemporary and future relevance. Page 3: The Science Museum in South Kensington is the leading international museum championing the understanding, enjoyment and prestige of science in modern society.

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