

EXECUTIVE SUMMARY:

ArdentMC sought to gain ISO certification in the 20001:2018 standard. Many of the RFPs they were responding to gave preference to organizations who had the certification. Lacking a resource that understood the standard, Arrowhead was contacted to perform an initial gap analysis of where ArdentMC was meeting the standard and what changes would be necessary to address where they were not.

The gap analysis was completed successfully providing the ArdentMC team with clear visibility on the work needing to be performed, how it mapped to the standard's requirements, and a proposed project schedule to accomplish the necessary changes. The deliverables Arrowhead produced on this project were received very positively leading to an additional gap analysis for the 27001:2013 standard as well as a request for implementation services to get both projects across the finish line. Through the collaborative efforts, ArdentMC was able to implement the necessary processes and fully certify both standards in less than 6 months (including external audits).

THE CHALLENGE: HIGHLY COMPETITIVE ENVIRONMENT

ArdentMC works within the government contracting sector. By nature, all potential business deals with the government run through a tight RFP process. Inside this process, "would be" vendors are ranked with a preference points system. Points are given for a myriad of reasons: Hubzone certified, veteran owned, CMMC certification, ISO compliance, etc. As vendors rank higher in points, they are much more likely, and in some cases guaranteed, to be chosen as the winning bid.

ArdentMC desired ISO certifications for both service management (ISO 20001:2018), and security management (ISO 27001:2013) as expedient as possible in order to secure more contracts. However, their resources and knowledge available for implementation of these systems was not sufficient.

THE SOLUTION: ISO GAP ANALYSIS SERVICES

Arrowhead Consulting was contacted for an initial discussion on ArdentMC's desire to get ISO 20001:2018 certified. In this discussion, it was determined that their most logical next step was to have a gap analysis performed to understand the breakdown of work involved in getting certified.

ARROWHEAD PROJECT ROLES:

Project Manager and ISO Advisor: Jon Land

Project Advisor and Internal Auditor: Kris Reynolds

Gap Analysis Benefits

- Detailed understanding of the ISO requirements
- High visibility work break down
- Schedule template to address concerns in logical order

SCOPE OF WORK INCREASED TO INCLUDE ISO IMPLEMENTATION:

ISO Implementation Services Benefits

- Creation of processes in line with industry best practices
- Ability to keep internal teams focused on their day-to-day business
- Expedited deliverables

The gap analysis was completed successfully providing the ArdentMC team with clear visibility on the work needing to be performed, how it mapped to the standard's requirements, and a proposed project schedule to accomplish the necessary changes. The deliverables Arrowhead produced on this initial project were received very positively leading to an additional gap analysis for the 27001:2013 standard as well. Due to ArdentMC's limited employee resources as well as Arrowhead's increasing familiarity with the company and project, Arrowhead was contracted to create content and execute the implementation plan that had been created.

RESULTS:

Over the next 3 months, the ISO team (made up of Arrowhead and Ardent team members) worked feverishly to produce documentation and processes as well as effectively train and release them to the organization. The final 3 months were occupied with internal/external audits and corrective actions to solidify the birth of the new systems in place. Through the collaborative efforts, ArdentMC was able to implement the necessary processes and fully certify BOTH standards in less than 6 months.

"I worked with Kris and his staff to gain ISO certifications. They are very professional and the guidelines they provided were everything we needed to successfully implement the requirements! I would not only recommend Arrowhead, but I would hire them again!"

– Christy Fultz, Senior Project Manager at Ardent MC