



A CASE STUDY

# Essex Online Partnership:

MetaCompliance improves Compliance Culture and User Awareness within EOLP



## INTRO

The Essex Online Partnership (EOLP) is a combination of public sector organisations working together on ICT projects across Essex. The partnership consists of County, District, Borough and Unitary Councils, the Police and the Fire and Rescue Services, working together in a way that helps improve the efficiency of local services.

The EOLP was formed in 2002, initially working together to support the development of integrated and accessible local services to Essex citizens and businesses in support of the E-Government initiative. Since then, the EOLP has developed to support the key objective of delivering cost effective ICT solutions where partnership working is essential.



## THE PROBLEM

The EOLP had just formulated a set of best practice Information Security Policies which addressed the Government Connect (GCSx) Standard, PCI DSS, ISO27001 and Data Protection Act 1998.

They needed to be able to disseminate accurate policies to all employees and be able to evidence that each member had read and understood their content. Existing traditional methods of engaging staff clearly **didn't work** and there was little or no evidence that staff were aware of their responsibility and accountability for Information Security.

## THE SOLUTION



The EOLP were first introduced to MetaCompliance through the **Opportunities through Technology Group (OTTG)**. Chelmsford Borough Council had previously selected MetaCompliance's Advantage solution as the leading solution that could assist their specific requirements in the areas of information assurance, user awareness and policy compliance. Following a Proof of Concept of Advantage, Chelmsford Borough Council decided to introduce the solution to the other members of the EOLP.

### The benefits of deploying Advantage at Essex Online Partnership:

- An increase in user understanding and awareness which brings an improved culture of IT security to the organisation.
- The protection of corporate infrastructure from malware and viruses.
- 100% participation in policies, surveys and eLearning.
- Return on investment will be realised from the product being used across the partnership using special pricing.
- The ability to cost effectively obtain employee agreement to IT security and compliance policies across the organisation.
- The ability to demonstrate to regulators and customers that EOLP is CoCo compliant.
- Minimising the risk of data leakage.

## THE RESULT

MetaCompliance was very well received by the EOLP members. The solution allowed for flexibility in its deployment and integration with each of the individual member's IT infrastructure, regardless of the size of the employee infrastructure.

The key benefit of the strategic purchasing approach to the EOLP members is the establishment of an Essex-wide **special price list**. Each member within the EOLP has their own procurement processes and policies. MetaCompliance has demonstrated an understanding of the group's objectives and has supported all of the members to the highest standards.

MetaCompliance has proven to be an innovative software development organisation with a major focus on the development of their product offerings, ensuring that their key deliverables are in line with market requirements in the current economic climate. As Chelmsford Borough Council has gone through a Proof of Concept, it was a great way for the members to see the real and tangible benefits of automating policy compliance and user awareness.



## MetaCompliance Deliverables:

# 100%

100% response from  
ALL user types.



Demonstrable compliance via  
secure audit and reporting.



User accountability via  
automated self-certification.



The automated repeatable  
processes that are the key to  
sustainable compliance.



A blended programme which  
includes delivery of eLearning,  
policies and risk assessments.



The measurement of IT security  
posture with MetaCompliance  
risk assessment and survey.

**“MetaCompliance Advantage allowed  
us to begin to fulfil our duty of care  
in relation to Information assurance.”**

**- Lee Hession**

Chairman, Essex Online Partnership