



Case Study

Landspítali-University Hospital (LSH) is the first University hospital in the Nordic countries to receive an approved security certification in accordance with the ISO/IEC 27001 Information Security Standard.

“This is an important milestone which promotes greater security in the hospital’s work on behalf of patients, their relatives and employees”, says Björn Zoëga CEO of Landspítali-University Hospital.

Three departments in the IT Division of the Hospital have received security certification in accordance with the Security Standard ISO/IEC 27001 from the British Standards Institution (BSI).

A milestone of great importance for international co-operation. Landspítali-University Hospital is the largest health institution in Iceland and among the country’s largest workplaces, employing 5000 employees. The Hospital provides medical services in many different fields and is engaged in research in clinical and nursing specialities. Three departments in the IT division of Landspítali-University Hospital received certification in accordance with ISO/IEC 27001 in February 2006. This is the first time that an IT Division in a university hospital in the Nordic countries has received such certification. This milestone is of great importance for the Hospital’s international co-operation and increases its credibility and competitive position.

DEMANDS

- Of internal customers
- External customers (patients)
- Continuous access to service
- Up to 100% up-time of systems
- Net available all the time – “Medical grade network”
- Up-time 99.997% or 99.9999%
- Servers and data storage – double
- Working stations active and access to systems
- Backup, virus protection, preventive maintenance
- Data security and access issues



*“Professionalism, equality, respect, security and knowledge, applicable equally to information matters as to other operations within LSH”
- says Björn Zoëga, CEO of Landspítali-University Hospital.*

IT is a key component in the operation of the Hospital

The IT Division of LSH (UTS) is a part of the Office of Technology and Assets (STE). IT is seen as one of the Hospital’s most important components for achieving results in its operation, second only to human resources. Electronic clinical records, integration of systems and information security are among the IT Division’s most important projects. In addition, there are numerous information systems for accounting and the operation of the Hospital. IT is involved in almost all fields within the Hospital. There are over 20 information systems used in the clinical operations in the Hospital, and the goal is to merge the majority of these systems into one electronic clinical records system.

Why security certification?

The clients of the Hospital, i.e. the patients, their relatives and employees, require continuous access to services, up to 100% up-time of systems, security for personal information and access controls to information. In order to ensure that these issues are managed effectively, the decision was made to seek certification from professionals in this field.

The professional and specialised consultancy of Stiki ehf. made all the difference

In the autumn of 2002, Icelandic Ministry of Health established a large pilot project for the implementation of information security in Icelandic health institutions. Participants in the project were LSH, the State Social Security Institute, the East Iceland Health Care Institute and the health care service centres in the Reykjavík metropolitan area. Stiki ehf. was asked to be the Ministry's consultant on the project. Stiki specialises in consultancy services in the field of information security. Soon thereafter, the decision was made at LSH to apply for certification in accordance with the security standard ISO/IEC 27001 under the guidance of Stiki. In September 2005, an application was submitted to the BSI, which was confirmed for the above mentioned departments in March 2006. The professional and specialised consultancy services provided by Stiki were crucial for the success of the project. Also of great importance was the determination evidenced by the management of the Hospital and the support provided by the Government.

The active participation of employees is a key issue

Information security depends on the active participation of all employees, and this was the key to success. The employees of the IT Division of the Hospital fully understood the importance of the project. The employees joined in making sure that the project advanced quickly and surely, and their commitment and passion was evident in the successful implementation. Moreover, it must be said that the benefits of the implementation for the Hospital are already in evidence in the greater uniformity and more efficient services than were previously the case.

A milestone of importance to all Icelanders

The benefits that the hospital has gained from the certification include a more secure operating environment, confirmation that approved security rules are used, improved awareness of security, more effective management and rules of procedure, less likelihood of damages and, last but not least, more effective utilisation of funds.

An independent audit has also confirmed to third parties that the appropriate methods are being used to protect information, attesting that the operation of the Division is trustworthy with regard to information security.

Data protection laws taken seriously

Certification pursuant to ISO/IEC 27001 is also a general confirmation that the protection of information is taken seriously by the institution. In business relations, the ISO/IEC 27001 certification can ensure an advantage over competitors and increase the confidence of customers. Although the Act on the Protection of Privacy makes no requirement for certification, certification in accordance with ISO/IEC 27001 confirms that the institution endeavours to protect sensitive information. The Act also specifies that "security assessment and security measures taken in the processing of personal data shall be in accordance with standards that the Data Protection Authority decides shall be followed".

This milestone and the decision of the Hospital are, of course, of great importance to all Icelanders, as it promotes increased security and improved health care services as economically as possible.

What is certification?

Certification is confirmation by a third party that operating procedures comply with stated criteria. An organisation can be certified in part or in whole. The scope of the operations to be certified must be known, and the certification is limited to those activities. Certification is accredited if the certifying party has been validated by a government-recognised accreditation body. One example of such a government-recognised accreditation body is the United Kingdom Accreditation Service (UKAS). The British Standards Institution in London is an accredited certification body. Certification is not accredited if the certification body itself has not been validated by a government-authorised accreditation body.



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STIKI operates an Information Security Management System and a Quality Management System that fulfills the requirements of the standards ISO/IEC 27001 and ISO 9001 as certified by the British Standards Institution, BSI.

