

CASE STUDY

Tower Hamlets Community Housing Policy Management as a Service Implementation

Overview

Tower Hamlets Community Housing (THCH) is a charitable housing provider managing over 3,000 homes exclusively in the London Borough of Tower Hamlets. The organisation comprises of 120 people covering management, office and estate services roles.

THCH embeds Value For Money (VFM) as a core principle, which means that all of its plans, targets and performance are based on a strategic VFM framework. In recent years the organisation has embraced new technology such as the Office365 suite to deliver greater efficiency and VFM savings.

The logo for Tower Hamlets Community Housing (THCH) features the letters 'THCH' in a bold, sans-serif font. The 'T' and 'H' are dark grey, while the 'C' and 'H' are a vibrant magenta color.

BACKGROUND

New technology meant flexible working practices could be put in place which assisted THCH's overall customer service capability and responsiveness. In deploying new technology, the organisation invested in a range of security controls to protect it from threats, and focused on developing a cybersecurity awareness culture.

CHALLENGES

David Sheehan (Head of IT at THCH) recognised that IT Policies were key to improving the organisation's cybersecurity awareness and risk profile. However, with no formally documented and approved policies in place there was some significant work required to address this. Without the right guidance in place there was the potential for a security incident to occur and confidential data to be exposed.

SOLUTION

After engaging with PPS and becoming familiar with their Policy Management as a Service solution, THCH

"I assessed our requirements in the area of IT Policies and it was very evident that we had a lot of work to do if we were to draft content that was easy to read and understand, whilst being aligned with best practice. My estimate was that it would take 12-18 months to do this exercise in house and that was time we didn't have, particularly as we were immersed in deploying new technology. I began researching options and identified Protocol Policy Systems (PPS) as a specialist provider in this area."

BENEFITS

The Premium Version of Policy Management as a Service allows an organisation to deliver up to date IT Security Policies in under 5 weeks, eliminating the overhead of creating and maintaining those policies in-house. All the hard work of gaining expert knowledge, developing, and maintaining policies to keep them current and mapped to standards such as ISO, PCI-DSS, CE+ is taken care of by PPS experts on behalf of THCH. The content of the service is uniquely tailored to reflect the organisations IT and business environment .

A range of administration options make managing user engagement and policy content very easy. Examples:

- Onscreen Policy Acknowledgement and Acceptance for users.
- Policy Review reminder service.
- My Policies page - each user can see the acceptance status of their policies.
- Report on compliant and non-compliant users
- Stakeholder mode allows for the capture of feedback and input regarding policy wording
- Enrol 3rd parties so that they can review and accept your IT Policies.

"Policy Management as a Service has provided us with an excellent means to deliver and maintain IT Policies for the team at THCH. The ability to call upon assistance for subject matter input from PPS and know that for the duration of our subscription that the policy and standards content is kept up to date allows us to focus our attention on delivering further efficiencies and VFM savings"



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