ISO27001 Toolkit
Completion Instructions

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1 Welcome to your CertiKit toolkit

Thank you for buying this ISO27001 information security management system toolkit from CertiKit. These completion instructions are intended as an overview to the structure and tailoring of the toolkit and describe how best to approach your implementation on the way to certification (if that is your desired end goal).

Your toolkit is made up of an implementation guidance folder, eight management system folders and four Annex A control folders. Each of these folders provides all the documents and forms you need to help you through the implementation process. At first glance, this can look a little overwhelming: where do you start?

We recommend you review the following documents thoroughly before you start to use your ISO27001 toolkit:

- *Toolkit Completion Instructions (this document)*
- *ISMS Overview (this can be found in Folder 00. Implementation Resources)*
- *CERTIKIT ISO27001 Implementation Guide (in Folder 00. Implementation Resources)*

But before we look at what is inside your toolkit, here is the support included and an overview of our available complementary services.

1.1 Toolkit support and services

1.1.1 Email support

We understand you may need some extra support and advice, so this is why we offer unlimited email support for as long as you need after buying this toolkit.

1.1.2 Toolkit updates

This toolkit includes lifetime updates, which means whenever there is a revised toolkit (usually when a new version of the standard is released, or when there is a significant amendment), you will receive an email notification and the new toolkit will be available to download.

1.1.3 Review of completed documents

If you need that extra piece of mind once you have completed your documentation, our experts will review up to three of your documents to check everything is in order and complies to the ISO27001 standard.

1.1.4 Exclusive access to customer discussion group

Complying to the ISO27001 standard can be a daunting journey, which is why we offer a range of support channels to suit you. This includes our toolkit discussion group on LinkedIn, which you can find a link to join on your purchase receipt.

1.1.5 Video library

Your toolkit purchase comes with access to the ISO27001 video library, which gives guidance on everything from getting started to the certification audit – and all steps in between.

The library can be accessed via your online CertiKit account, which was created when you purchased the toolkit.

Simply login to your account at certikit.com/account-login. Then, in the top right corner, you will see the Video Library tab. Click this to view the video library. If you are unsure of how to access your online CertiKit account, our website FAQs can help.

1.1.6 Implementation Consultancy

Our ISO consultants have successfully helped many organizations prepare for their certification audits. Our flexible consultancy options are available to assist your project however you need.

Our clients use our consultancy in the following ways:

- Ad-hoc hours or days to cover a few specific areas
- Weekly or monthly meetings to keep the project moving forward
- Documentation writing to speed up the process
- A fully managed project to get you to certification fast

We're often asked to assist with the key stages such as Scope, Gap Analysis, Risk Assessment and even integrating multiple management systems. We can create a phased proposal for you to choose what meets your timescale and budget constraints. Find out more about our consultancy services here.

1.1.7 Internal audits

In order to meet the requirements of clause 9.2 of the ISO27001 standard certification audit you need to have evidence of a completed internal audit of your management system by a qualified auditor. If you haven't got an internal auditor within your organization or resource to train one, then outsourcing your internal audit is the best option.

From full pre-certification audits to ongoing survielance audits, our qualified auditors can help you achieve the requirements of the standard. Find out more about our internal auditing services here.

Please Note: CertiKit are not a Registered Certification Body and cannot provide you with a formal management system certification. All services are conducted remotely via MS Teams by our consultants in the UK time zone, and are only available to organizations +/- two hours of the UK time zone.

1.2 ISMS Overview

The *ISMS Overview* provides a high-level view of the toolkit and is divided into four main sections which reflect the order of the ISO27001 standard: Plan, Do, Check and Act. Beneath each heading are sub-headings, which reflect both the names of clauses of the standard and those of the main folders in the toolkit.

Beneath each sub-heading is a list of all the documents and forms in that folder. We have numbered all the documents, but do not feel that you have to use them in that order. Also, you may not need to use every document, depending on your organization.

1.3 ISO27001 Implementation Guide

This is the main document that will help you to implement the standard from a starting position where there is little in place. Again, the exact order you follow will depend on your organization and factors such as its size and culture, and the country and industry in which it operates.

But you can view the guide as a pointer to where to start and a rough indication of the order in which to approach the main building blocks of your service management system.

The implementation guide is divided into three main sections.

1.3.1 Introduction

This part of the document introduces you to both the toolkit itself and the ISO27001 standard, explaining the benefits of certification and looking in more detail at each of the sections.

Though the toolkit can be used by organizations of all sizes, we include guidance for smaller ones, and then look at where to start with your project. There is guidance on which documents will be needed to begin to plan your project.

1.3.2 Using the CertiKit ISO27001 Toolkit

The second part of the guide refers to the structure of the ISO27001 standard and how it may be interpreted. It describes how the documents in the toolkit will help you to put your information security management system in place and demonstrate conformity to the requirements of the standard.

We look at each section of the standard individually and, beneath each section heading, list all the toolkit documents you will need to complete your ISMS.

1.3.3 Advice for the audit

Assuming your organization wants to become certified to the standard, it will need to undergo a two-stage process performed by an external auditing body. This section examines the self-certification option along with third-party certification, looking at some of the various accreditation bodies across the world. The guide looks at what needs to be done to get ready for the audit, how to prepare for audit day and what will happen on the day – and afterwards.

Now we have set the scene, let's go into a bit more detail about how to use your ISO27001 toolkit.

2 Working with your toolkit documents

The toolkit documents have been created in Microsoft Office and are compatible with every version of the program from 2010 onwards. We have used Microsoft Word for most documents, plus Excel for spreadsheets and PowerPoint for slide presentations.

We have also worked hard to ensure that the documents can be opened and edited with Google Docs, Google Sheets and Google Slides – and that they can be used both on PC and Apple Mac computers.

As you implement each area of the process, you will need to review the contents of each document in detail to make sure it is relevant to you.

If you want to change any aspects, go ahead. Just check first in the guidance notes at the start of the document – and in the standard document itself – to make sure you do not remove anything that is explicitly required.

2.1 Microsoft Word documents

2.1.1 Read and then remove the cover pages

The cover and implementation guidance pages (generally pages 1 to 4) are included to provide specific information about the document, as well as to meet our legal and contractual obligations. Once you have read this part of the document, feel free to remove it from your final version.

2.1.2 Replace the CertiKit logo

You will need to remove the "your logo here" CertiKit image on the front page of each document and replace it with the logo of your organization.

Click on the CertiKit image and hit the Delete key. Then click on the Insert tab followed by the Pictures button. Navigate to your logo, select it and then click Insert. Your logo will appear and can then be scaled to fit by clicking on the image and dragging the corners. If you prefer, you can copy and paste your logo from another document.

2.1.3 Replace the generic terms

The main generic term used in the toolkit is "Organization Name". This is held in a custom field called Organization Name in each document, and the value of this field is initially set to [Organization Name].

To change this field:

1. Update the document property to reflect your organization name. To do this (in Word 2010 onwards):
   a. Click on: File > Info > Properties > Advanced Properties (see Figure 1).
   b. Click the Custom tab and select the Organization Name field from the Properties box (see Figure 2).
   c. In the Value box, change [Organization Name] to your own name (shown as "Your Company" in Figure 3) and click the Modify button.
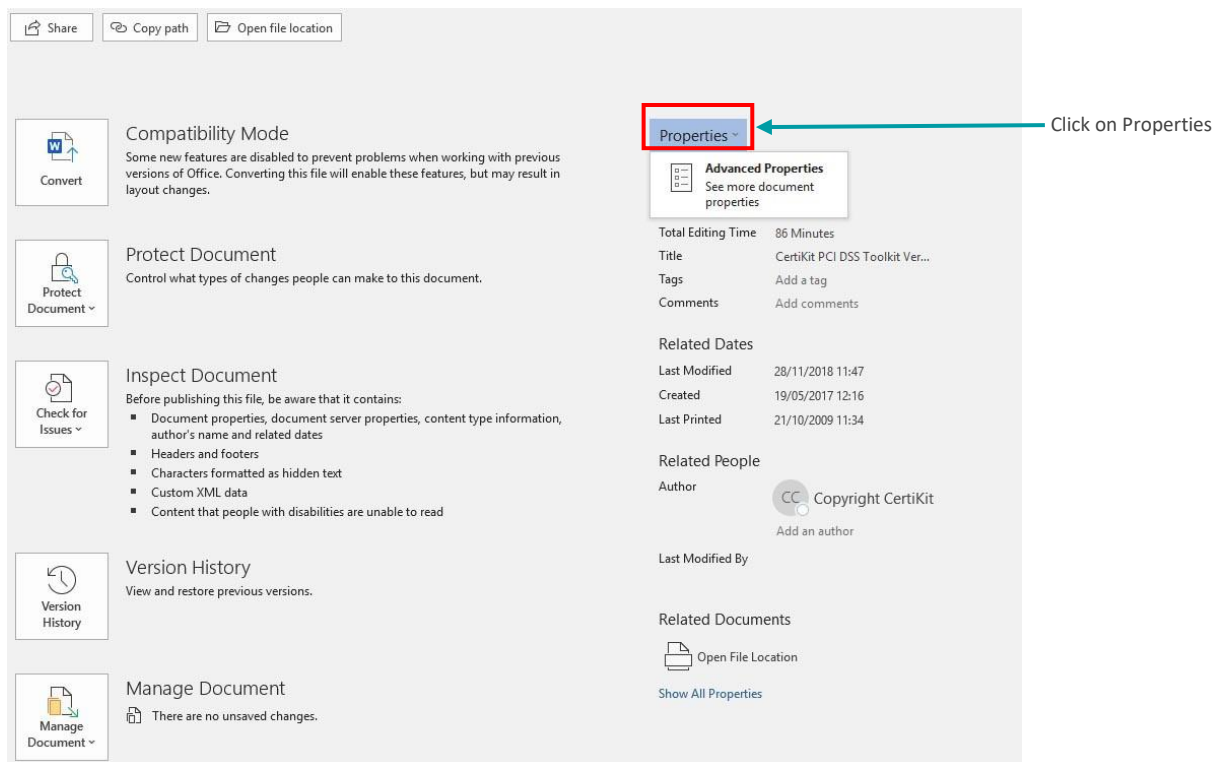   d. Click the OK button.

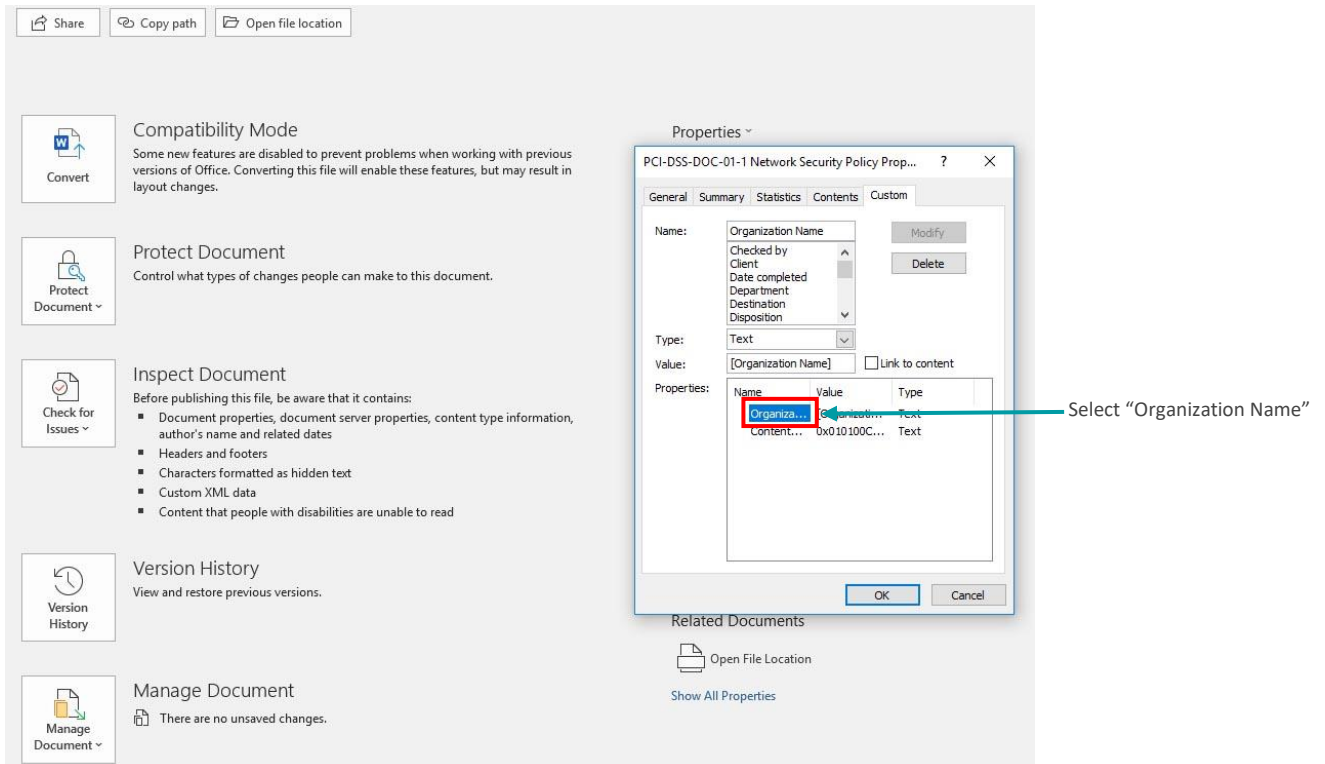*Figure 1: Navigating to Advanced Properties*

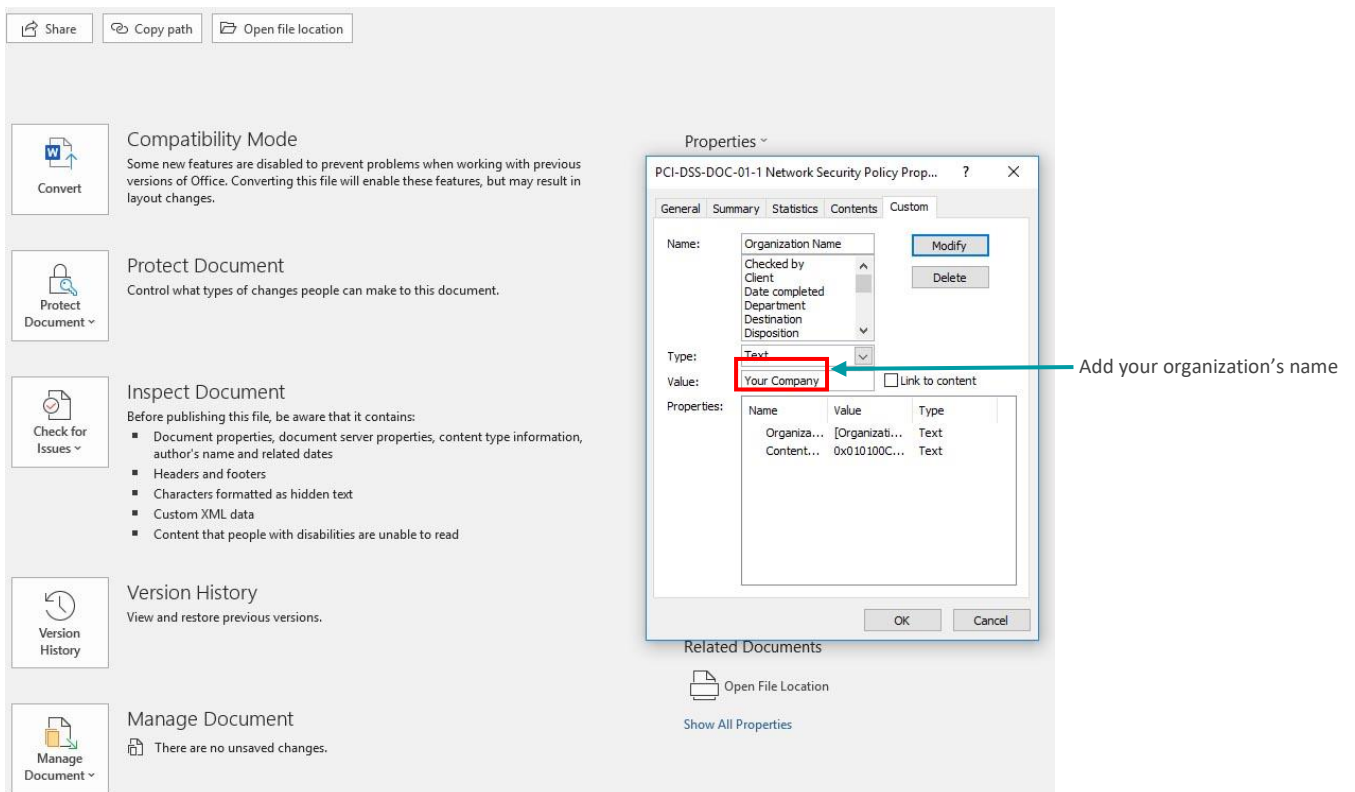*Figure 2: Selecting the Organization Name field*

Figure 3: Changing the value to "Your Company"

2. Press Ctrl-A on the keyboard (hold down the "Ctrl" key and press the "A" key at the same time) to select everything in the document. If using a Mac, this is Command A.

Press the F9 key to update all fields in the document. If using a Mac, right click (if enabled) or Control-click and select Update Field.

Additional fields such as "IT Service Desk" are used in some documents. These can be updated in the same way. If you wish to permanently convert the fields in a document to text, so that they are no longer updateable, you will need to click into each occurrence of the field and press Ctrl-Shift-F9.

If you would like to make all fields in the document visible, go to File > Options > Advanced > Show Document Content > Field Shading. Set this to "Always". This can be useful to check that you have updated all fields correctly. There are a few places in some documents where additional role names or other entities are used. These are highlighted for manual replacement in each document.

2.1.4 Replace the example text

Any text highlighted in yellow may need to be replaced. In many cases, example text has been used to illustrate the kind of entry that should be added. This is specific information about your business operation or organization, and so cannot be standardised. Other text may be [highlighted in yellow and placed in square brackets]. This indicates a message such as an instruction.

Highlighted text in tables gives an indication of the format and type of information needed. These tips should be used where possible, replacing the highlighted contents with your own. Highlighted text is also used in some Excel spreadsheets and PowerPoint presentations.

2.1.5 Changing the look of the documents

We have chosen a modern, simple and clean toolkit design to help customers work their way through the documents with ease. However, we also appreciate that some customers may want to change the *look* of the documents. Some customers will have their own branding and will use their own Microsoft Word style sets and themes.

Others might want to change the look to a lesser degree. To do this, click on the Design tab, click on the Themes button and then select one of the built-in themes from the menu. Doing so will change colours, fonts and spacing.

If, after choosing new styles and colours, you then decide you want to revert to the CertiKit branding, simply reapply our theme. This is called *CertiKit Theme* and can be found in the Implementation Resources folder.

2.2 Microsoft Excel Workbooks

Our spreadsheets come with a Guidance tab, which contains similar information to that in the first four pages of the Microsoft Word documents, outlined earlier in this guide. As with the Word documents, the spreadsheets were designed using CertiKit's preferred colour scheme and fonts. These can also be tweaked to suit your own branding.

To change a spreadsheet's colour scheme, select the Page Layout menu, click the Colours button and then choose from the palettes available. To change the theme, which also covers colours, along with fonts and text size, click the Themes button and choose from the various Themes options.

If, after choosing new styles and colours, you then decide you want to revert to the CertiKit branding, simply reapply our theme. This is called *CertiKit Theme* and can be found in the Implementation Resources folder.
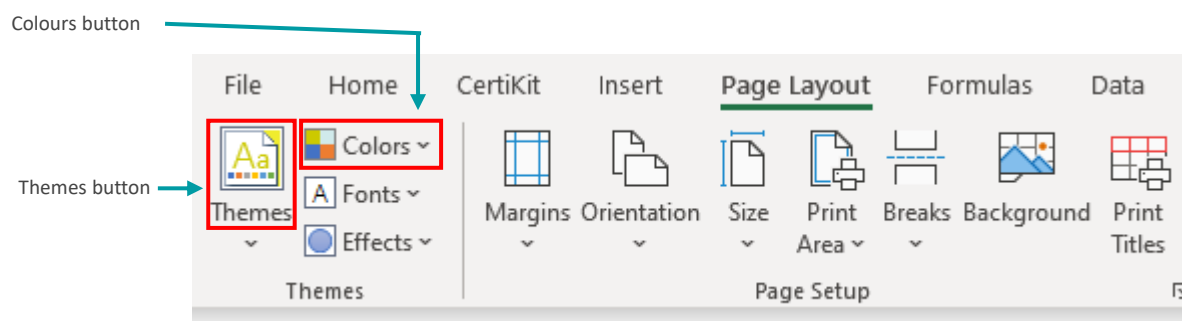

Figure 4: Themes and Colours buttons

Some of our spreadsheets contain tables and slicers – the latter used to filter data in certain table columns. To choose a different table colour scheme, click in the table, select the Table Design menu tab and choose a different style. The same applies to the slicers at the top of the screen. Click in one slicer, then hold down the Shift key and click on the rest, one by one. Doing so will select them all. Then click on the Slicer menu tab and select a different style.

Some table cells are populated with various options. For instance, they might ask you to pick a number between one and five – or to choose an option such as low, medium or high.

Choosing one of these options will then automatically populate other areas of the spreadsheet, as well as generating various charts and graphs. See the "General guidance" section on the Guidance tab for more details specific to each individual spreadsheet.

2.3 Microsoft PowerPoint Presentations

PowerPoint presentations are included in most of our toolkits. Some are aimed at top management to broadly cover the subject matter. Other, more detailed, presentations are intended to be used as a training material for staff.

The slideshows in this toolkit are designed in the Depth theme, which is already installed with Microsoft Office and can be found here on the Design tab of PowerPoint:
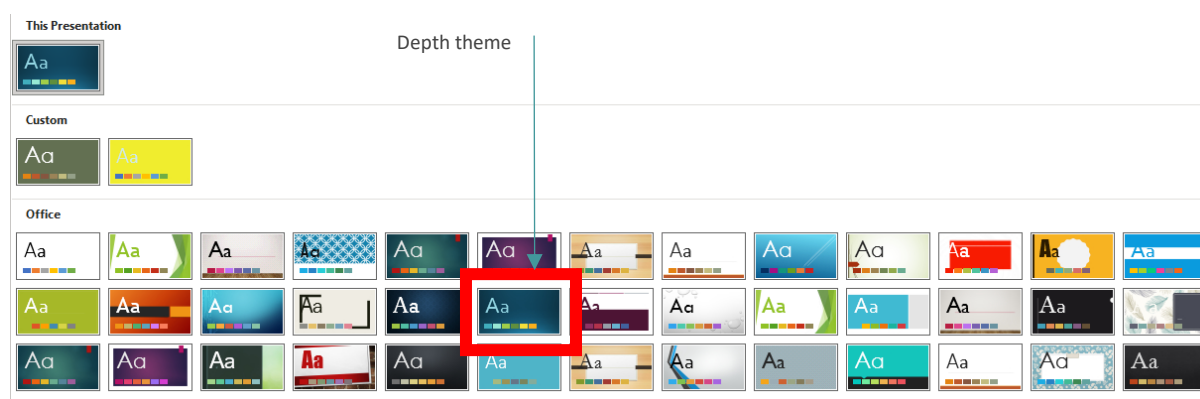

Figure 5: The Depth theme, among other pre-loaded themes on the Design tab

The colour scheme can be changed simply by choosing a different variant, also on the Design tab, here:
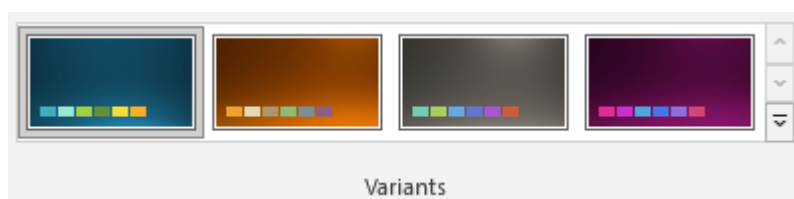

Figure 6: Different colour variants within the Depth theme

You may want to change the look of the slideshow entirely by selecting a different theme – or by using one of your own to match your organization's brand.

We have also designed our presentations using SmartArt and Design Ideas. Again, the layout design can be changed by choosing different SmartArt styles on the Review tab, here:
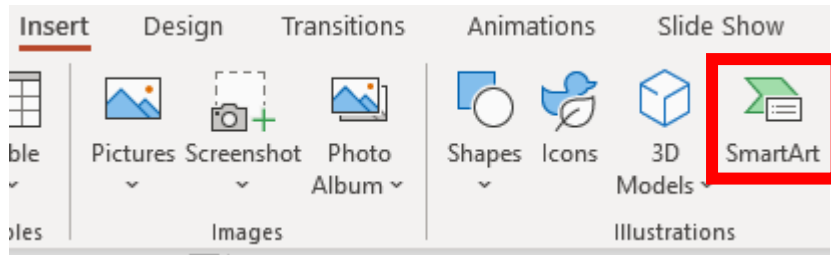
Figure 7: The SmartArt section, on the Insert tab
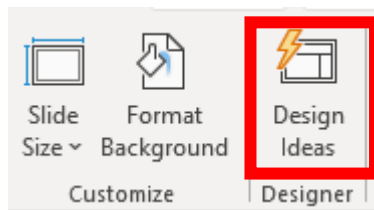
Design Ideas can be found on the Design tab, here:

Figure 8: The Design Ideas button, on the Design tab

To summarize, changing a PowerPoint theme will give you different colours, fonts and basic layouts, whereas SmartArt and Design Ideas will give you a variety of graphics, icons and the ability to use images.

3 Compatibility with non-Microsoft environments

3.1 Apple Macs

Although the toolkit documents have been written and designed on PCs, we are aware that many of our customers prefer to use Apple Macs. With this in mind, we test our toolkits on Macs before release.

With our Microsoft Word toolkit documents, we recommend opening them in the downloadable version of the program, rather than the online version of Word.

The same applies to our Microsoft Excel spreadsheets – although be aware that slicers used on some of them will not work on Macs. The PowerPoint presentations, however, work perfectly.

3.2 Google G Suite

While our toolkits are mainly intended for use within a Microsoft environment, the compatibility of our Word, Excel and PowerPoint documents with Google's G Suite has been tested as part of our product development procedures. At the time of testing, all documents were successfully opened using Google Docs, Google Sheets and Google Slides, with a PC or a Mac.

However, due to compatibility limitations between the two office suites, G Suite users may experience some formatting issues involving borders, headers, colours and spacing in documents and spreadsheets. We have tried to limit these issues to give as good an experience as possible for G Suite users. Additionally, some more advanced features we use in Microsoft Office, such as Excel pivot tables, charts and slicers, and Word fields, may not convert well.

The level of compatibility available changes regularly as the two companies develop their products, so things may further improve over time. In summary, if you choose to use the toolkit documents in G Suite, we believe most of the functionality of the documents in the toolkit remains broadly the same.

4   Feedback

We love to receive feedback about our products as this helps to make them even better. If you do not have a specific query but would just like to let us know what you think, email us at feedback@certikit.com. You can also leave a more public review at reviews.co.uk.

Thanks again for buying a CertiKit toolkit, and we wish you all the best in your work.