

ISO member



BSI – United Kingdom

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with **Phil Caisley**, *Head,
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In 2009, BSI, ISO
member for the
UK, extended its
involvement in

ISO's IT Strategy Implementation Group (ITSIG). BSI's interest lies in two main areas: content formatted to support the development of digital products and visibility of the standards pipeline and improving the workflow management of international committees. BSI believes that ITSIG projects provide significant benefits to all ISO members from both an operational efficiency and cost reduction perspective. As a long-term customer of OpenText, BSI has been providing a bespoke version of eCommittees. BSI used the renewal of the ISO Central Procurement Agreement (CPA) as an opportunity to join. Under the terms of the agreement, BSI can now actively engage with CPA members for a harmonized eCommittees system across the standards industry and access a greater number of OpenText products. We see this as a key time for ISO members to engage in ITSIG and its projects, to help transform the data handling and publishing environment for standards users, whilst minimizing duplication of overheads.

Shirley Bailey-Wood, Operations Director, BSI.

The following examples of standards in this field published by ISO (and IEC) in 2009 serve to emphasize the wide scope of its ICT work:

- ISO/IEC 19772:2009, *Information technology – Security techniques – Authenticated encryption*
- ISO/IEC 27000:2009, *Information technology – Security techniques – Information security management systems – Overview and vocabulary*
- Additional parts of ISO/IEC 9995, published under the general title, *Information technology – Keyboard layouts for text and office systems*
- Additional parts of ISO/IEC 23000, published under the general title, *Information technology – Multimedia application format (MPEG-A)*.

ISO itself is successfully responding to market-driven requirements by modernizing its own processes – notably through the use of information technology – to ensure efficient and timely work on, and delivery of, relevant standards. The following are examples from 2009:

- The ISO Concept Database (ISO/CDB), a state-of-the-art development for making the content of standards available in the form of an accessible database, as opposed to separate documents
- The Web and voice conference tool, a practical tool for saving experts' valuable time and resources by allowing them to join a meeting from their computer.

ISO people



True customer
focus requires
working closely
together with
ISO customers,
to make sure that
their wishes and
requirements are

taken into account when improving and developing future ISO IT tools. It is important to proactively discuss with all the customers; the ISO Members and all users of ISO IT services.

As Manager of the International User Services, my daily work includes supporting the users participating in the worldwide standardization process, and helping them with their questions and problems. Providing prompt and effective support and training to the users, to ensure that they can continue to progress with their work, is the key.

Kirsi Silander, Manager, International User Services, ISO Central Secretariat.