

Fronter

Protecting information in an online learning environment

Fronter is the leading European provider of the Virtual Learning Environment, which is used by millions of teachers and students at thousands of learning institutions around the world. This success has been due to their strong emphasis on user involvement in development and their approach to open technology standards.

Fronter is trusted by its customers, pupils and parents to protect personal information, and provide a safe and secure environment for students and children. One of their largest deployments is for 170 schools with over 130,000 users and this service is managed by CGI.

WHAT FRONTER NEEDED

One of the biggest and growing concerns for Fronter's customers today is electronic security. Fronter chose CGI to be their expert security partner to identify and address the security risks in their business. Fronter also wanted to gain ISO/IEC 27001 certification, the international information security management standard to prove that their online environment was secure. Through the experience of CGI's security team, a high quality but easy-to-use security management system was implemented. This impressed the auditors and helped Fronter achieve the ISO 27001 certification that gives their customers confidence.

THE CHALLENGE

Fronter had built its Virtual Learning Environment with over 100 web-based tools, to make the most of the advantages of the digital world and provide teachers and students with a powerful, convenient online environment. This allows teachers to customise learning and assessment, while learners get their own personal learning environment.

It was very important to Fronter that, with the rising threat of electronic infiltration, their organisation, supply chain and products were secure and that they protected the personal information of their customers.

They also wanted to prove to their current users and prospective customers that they could be trusted with the security of their online information. Fronter requested that CGI helped them gain formal certification to ISO/IEC 27001 and compliance to the EU Data Protection Directive and other relevant regulations such as the UK Government Data Handling rules.

OUR ANSWER

There is no minimum or maximum number of lines for content in this space. Working with Fronter, our team of security experts analysed the information they held, in terms of what was used to run the company and what was

CASE STUDY SECURITY

"The trust that customers place in Fronter is key to our success and our growth. CGI's security credentials are foremost in the market and this reassures our customers that our security has been designed to the very highest standards."

Roger Larsen,
CEO, Fronter

entrusted to them by their customers. Using our own risk analysis method, IRIS, we identified the potential risks the information could be exposed to, both physical and from electronic channels. This allowed us to set in place recommended policies, processes and education to control these risks, building upon their current security foundations.

We brought an in-depth understanding of the personal privacy laws in Europe, including the requirements mandated by the UK Government, for handling personal information. Protecting information relating to children was vital to the success of this project and the relevant personal privacy laws were strictly followed.

The CGI team ensured that the Fronter solution was compliant with both the spirit and the letter of the UK Data Protection Act by having detailed discussions with the UK Information Commissioner.

The resulting information security management system we created enhanced their current security practices, and supported them in a more secure and traceable set of processes. Getting their suppliers to follow these processes as well gave even greater protection of sensitive information. We also created operating procedures, to allow security processes to be undertaken in a consistent and auditable manner, and developed the initial business continuity plan for the Oslo operation.

A SUCCESS STORY

The success of this programme is due to the determination of Fronter to implement a robust approach to protecting data and the expertise of CGI's staff to build security best practices into an easy to use, effective and ISO 27001 compliant information security management system.

Good security practices are now engrained in the DNA of Fronter. The whole business is affected, from physical and personnel controls, through to supplier management, systems development and maintenance, and the delivery of the managed service. The result delivers an assurance to all of Fronter's eight million customers that their personal information is secure, and that their students and children can learn in a safe online environment.

By gaining accreditation to ISO/IEC 27001 Fronter provides new customers the assurance that they are a trusted supplier allowing growth in new market areas. Securing the online world is a challenge many organisations face, Fronter have proven it can be achieved cost-effectively and deliver considerable business benefits.

The project referenced in this case study was delivered by Logica, which CGI acquired in August 2012.

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About CGI

With over 68,000 professionals in 40 countries, CGI fosters local accountability for client success while bringing global delivery capabilities to clients' front doors. Founded in 1976, CGI applies a disciplined delivery approach that has achieved an industry-leading track record of on-time, on-budget projects. Our high-quality business consulting, systems integration and outsourcing services help clients leverage current investments while adopting new technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our average client satisfaction score for the past 10 years has measured consistently higher than 9 out of 10.

Code 022 0813

KEY BENEFITS

- The virtual learning environment is safe and secure for their customers
- The first Pan-European Managed Learning Environment provider to achieve ISO 27001 certification
- In a stronger position to win new customers and increase revenues in new market areas
- The online personal information of students and children is secured.