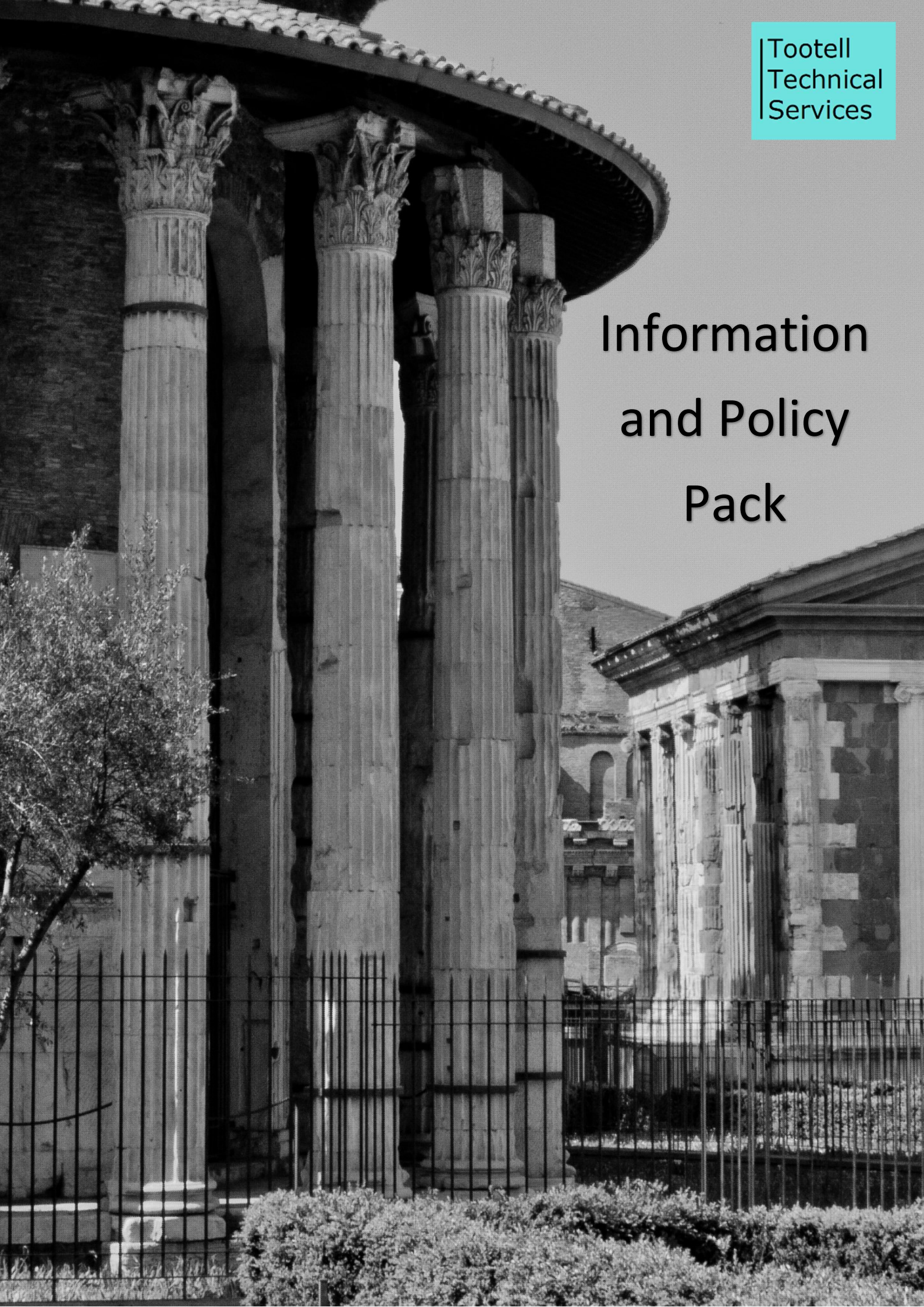

Tootell Technical Services

Information and Policy Pack

Tootell Technical Services

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Introduction

Welcome to Tootell Technical Services!

This Information and Policy Pack summarises the context and services of Tootell Technical Services (TTS) plus information for prospective clients relating to the business, our policies, and our services.

Further information, including news and information sheets can be located on our website.

If you require further information, please use the contact information below.

On behalf of TTS, may I thank you for your interest in our services.

Dave Tootell MSc. CQP MCQI

Managing Director

March 2024

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Company Overview

Based in Alton, Hampshire, Tootell Technical Services (TTS) is owned and run by Dave Tootell MSc CQP MCQI.

TTS specializes in supporting micro, small and medium-sized businesses and organisations helping to support them to meet their client requirements.

In short, TTS provides

- internal auditing services for your business
- business system reviews
- process improvement
- supply chain assessment and auditing
- document proofreading
- independent gap analysis and preparation for ISO certification

Dave Tootell is also a 3rd party auditor/assessor for two UKAS-accredited certification bodies providing conformity assessment against ISO 9001, ISO 14001 & ISO 45001.

Striving to be regarded as a leading quality management consultancy our mission is to consistently deliver at the highest standards while ensuring our services meet specific client requirements every time. To achieve these goals, TTS has aligned its business management system with the CQI Profession Map focusing on three key factors: *strong governance* to translate our aims into action, robust *systems of assurance* to ensure everything stays on track, and a *culture of improvement* so we keep getting better.

We deliver our consultancy solutions with a professional attitude of tact, diplomacy, pragmatism, and ethical sensitivity. We believe in providing cost-effective and value-adding solutions for your business. Quality is about allowing organisations to be able to perform for their stakeholders - and we are here to help. All our services are bespoke and tailored to meet clients' specific needs. Together, we can determine suitable solutions to your requests to assess, maintain or improve your quality management system.

Tootell Technical Services is a proud member of the Federation of Small Businesses

Vision

To be regarded as the leading quality management consultancy in Hampshire and beyond.

Mission

To consistently deliver high standards of service and exceed customer expectations while delivering services that meet specific requirements every time.

To achieve these goals, TTS has aligned its business management system with the CQI Profession Map as follows:

Context

- to understand all customer-specific requirements to establish client/stakeholder needs, views and expectations to deliver consistent results
- establish appropriate methods to understand, measure and deliver all legal, regulatory, societal, and sector-related requirements
- TTS is committed to complying with all environmental legislation by determining and addressing environmental aspects to minimise environmental impact by implementing a full life-cycle environmental policy to prevent pollution and to reduce waste, energy consumption, use of office consumables and transport emissions

Governance

- ensuring that all TTS policies, processes, and plans are aligned with stakeholder expectations
- removing variation and minimising operational risk while at the same time maximising efficiency
- understanding the needs and expectations of all workers and other interested parties employed or used by TTS

Leadership

- TTS is committed to establishing and promoting a culture of trust and integrity, shared values, fairness, and ethical behaviour at all levels in the organisation, and an organisation-wide commitment to quality
- TTS is committed to providing safe and healthy working conditions and providing a framework for Occupational Health & Safety objectives
- working proactively with all stakeholders to resolve any service performance issues

Assurance

- develop and implement appropriate methods to ensure an effective balance between self-assurance and independent assurance
- monitor and address risks and opportunities

Improvement

- TTS is committed to the continual improvement of the business management arrangements ensuring appropriate focus on quality, environmental & OH&S arrangements
- Use appropriate tools and techniques to evaluate QMS performance and identify improvement priorities
- Maintaining continual professional development

Cyber Security Policy

Aim

This policy confirms Tootell Technical Services' commitment to cyber security. It provides a practical and pragmatic approach to cyber security in a sole trader business and provides confidence to clients are appropriate controls and measures are in place at Tootell Technical Services to appropriately protect and manage sensitive information. Our commitment includes registration with the Information Commissioner's Office.

TTS shall uniquely identify all desktop & laptop computers, mobile phones, and other equipment.

- Installed applications shall be updated regularly (patching) ensuring devices can be tracked, locked, or wiped as required.
- TTS equipment shall not be connected to unknown Wi-Fi hotspots, instead tethering to mobile phone secure data shall be employed

TTS shall manage all computers and network devices employing appropriate technical controls and good practices

- ensuring unnecessary software is removed or disabled
- authenticate users before allowing Internet-based access to commercially or personally sensitive data
- change any default or guessable account passwords for something non-obvious
- remove or disable unnecessary user accounts
- employ Firewalls in line with best practice and manufacturer's instructions
- maintain antivirus software ensuring updates are undertaken as soon as possible
- employing two factor authorisations
- ensuring computers and network devices are properly configured to reduce inherent vulnerabilities

Password-based authentication shall be employed, including

- all default passwords shall be changed
- lock accounts after no more than 6 unsuccessful attempts
- limit the number of guesses allowed in a specified time-period
- set a minimum password length of at least eight characters including special character or as required
- employ controls to avoid choosing obvious or predictable passwords
- not permitting reuse of the same password

Essential data shall be backed up employing the following approach

- continually identifying and managing essential data
- employing cloud storage for holding the original copy of essential data as part of a paperless BMA
- ensuring data backups are not permanently connected to the device holding or linked the original copy
- ensuring data is backed up at a minimum weekly periodicity
- data backups are protected by password and/or encryption

References

1. Cyber Security Small Business Guide. National Cyber Security Centre. October 2020
2. Cyber Essentials: Requirements for IT infrastructure. National Cyber Security Centre. V2.2, April 2021