Service Overview

SynAck Solutions provides ongoing ISMS support for ISO 27001-certified organisations, ensuring your management system remains effective, compliant, and continuously improving between certification milestones. We cover ISO 27001 (ISMS requirements), ISO 27002 (control guidance), ISO 27017 (cloud security), and ISO 27018 (cloud PII protection) — helping you prepare for audits, resolve non-conformities, and extend ISMS coverage to new domains.

Business Value

- Maintain ISO 27001 certification through well-prepared surveillance and recertification audits
- Resolve non-conformities efficiently with expert root cause analysis and corrective action
- Optimise controls against ISO 27002:2022 guidance, reducing overhead while improving security
- Extend ISMS coverage to cloud environments using ISO 27017 and ISO 27018 controls
- Drive measurable continual improvement through structured objectives and metrics
- Reduce internal resource burden with specialist ISMS expertise on demand
- Ensure your ISMS evolves with new threats, organisational changes, and regulations

What's Included

- Surveillance and recertification audit preparation with readiness assessment and mock audit
- Non-conformity resolution: root cause analysis, corrective action planning, and verification
- Internal audit program management: planning, execution, and reporting per ISO 19011
- Management review facilitation with structured inputs and documented decisions
- ISMS documentation review: policies, procedures, risk registers, Statement of Applicability
- Risk assessment refresh with updated threat analysis and treatment plan adjustment
- Control optimisation review against ISO 27002:2022 control guidance
- Cloud security control mapping and gap analysis (ISO 27017/27018)
- ISMS scope review for organisational changes (acquisitions, new services, cloud migration)
- Security metrics and KPI framework for continual improvement measurement

Scope

The service covers ongoing operation, maintenance, and improvement of an established ISMS, tailored to your certification cycle and improvement objectives.

- ISO 27001:2022 — all clauses (4–10) and Annex A controls within certified scope
- ISO 27002:2022 — organisational, people, physical, and technological controls guidance
- ISO 27017:2015 — cloud-specific security controls for providers and customers
- ISO 27018:2019 — PII protection in public cloud environments
- ISMS governance: risk management, internal audit, management review, improvement
- Integration with other management systems (ISO 9001, ISO 22301) where applicable

What's Excluded

- Initial ISMS implementation or first-time certification (see ISMS Implementation)
- Certification body audit fees and certification costs
- Penetration testing, vulnerability assessments, or technical security testing
- Procurement, licensing, or implementation of security technologies
- Legal advice on regulatory or contractual obligations
- Full-time ISMS management or outsourced ISO services

Methodology

Our methodology follows the PDCA cycle underpinning ISO 27001 and ISO 19011 auditing guidelines. Internal audits use risk-based sampling prioritising high-exposure controls. Risk assessments follow ISO 27005 with current ACSC and ASD threat intelligence. Control reviews benchmark against ISO 27002:2022 attributes.

Engagement Timeline

Augmentation is delivered as a retainer aligned to your three-year certification cycle, supporting surveillance audits at six or twelve-month intervals. A typical annual program includes two internal audit cycles, one management review, one risk assessment refresh, and advisory hours. Individual activities run two to four weeks.

Get Started

Contact SynAck Solutions to discuss your ISMS maintenance and improvement needs. We will review your certification status, audit schedule, and objectives, then propose a tailored augmentation program.

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