

**J.M.U.B.Jayasekera**

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**Enterprise Standards and Best Practices for IT Infrastructure**

Lab Assignment 05

**Introduction**

**Sri Lanka Telecom Mobitel**

Mobitel was one of the foremost mobile service providers in Sri Lanka, beginning operations using first generation cellular technology - Advanced Mobile Phone System (AMPS)/ Time division multiple access (TDMA).Mobitel again established its dominance of the mobile communication   industry by being one of the first ten mobile service providers in the world to launch a 3.5G HSPA network in 2007.Mobitel was also the first service provider with a super 3.5G network in South Asia. Mobitel currently standing with a customer base of over 5 million Mobitel continued with its strategy positioned around value innovation and customer centricity, making the best out of the technology being used, distribution systems, product portfolio and value added services with heightened acumen focused on customer needs and interests.

**Why it’s important of Information Security Management System (ISMS) to Mobitel?**

Mobitel which is currently standing with a of over 5 million customer base and that make huge move to have an efficient Information Security Management System with purpose of protect the confidential information of their customers. Also it will more helpful for the Availability, Integrity and Confidentiality of the Information of the Organization. [Confidentiality](https://en.wikipedia.org/wiki/Confidentiality) ensures that the information protecting from unauthorized parties. So it convinced that customer information protected and it help to develop the organizational image. [Integrity](https://en.wikipedia.org/wiki/Data_integrity) ensure that the information protecting from modification by unauthorized users. [Availability](https://en.wikipedia.org/wiki/Availability) ensures that making the information available to authorized users. The availability factor improve customer care of the organization which can make good customer oriented market in Sri Lanka. Other than the above factors it will improve the profitability and cash-flow, business continuity, minimization of damages and losses and competitive edge of the Telecommunication Industry.

**Benefits of ISMS**

Mobitel can gain many benefits by implementing an Information Security Management Systemin the company.

* Supports compliance with the telecommunication regulations and laws.
* Build up trust, confidence and credibility of its clients.
* Make Greater awareness of its security
* Provide competitive advantage within the Telecommunication industry in Sri Lanka
* Improve the image of the company.
* Develop the customer trustiness about the company.
* Improve Confidentiality, integrity and availability of assets
* Enhanced customer satisfaction that improves client retention.
* Keeps confidential information of users secure and make good reputation to the company.
* Allows for secure exchange of information.
* Protects the company, assets, shareholders and directors
* Shows commitment to information security at all levels throughout your organization • Reduces staff-related security breaches.

**Costs of ISMS**

* A considerable amount of resources need to develop the Information Security Management System.
* Cost of training to the working staff in the company about the ISMS.
* If the internal training not enough the company need to get the external assistance. So it will be a cost to the company.
* The cost of certification audit.
* Cost of Project Management and Update Cost.

## The cost of technology that spent on the hardware/software use to develop the ISMS.

* The cost of regular project management meetings involving key stakeholders.
* Risk of failing to achieve the certification.
* The cost to find the proper project manager to the company.
* Update cost of new security policies, standards, procedures and guidelines.
* The cost that spent o the inspection and visits that accredited by the ISO/IEC 27001 certification body.