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1. SCOPE

This document outlines the scope of the Information Security Management System (ISMS) for Technet. It defines the boundaries, applicability, and extent of the ISMS within the organization.

2. TERMS AND DEFINITIONS

- **ISMS**: Information security management system
- **Scope**: Defines the applicability of a management system
- **Legal Entity**: An organization or unit that has legal standing in the eyes of the law, capable of entering contracts, owning assets, and being held liable. Examples include parent companies, subsidiaries, and joint ventures.
- **Process**: A series of actions or steps taken to transform input int a desired result.
- **Physical Site**: A specific geographic location where the organization conducts its operations. Examples include headquarters, branch offices, data centers, and manufacturing facilities.

3. RELATED DOCUMENTS

The following documents are related to this policy:

- Information Security Policy

4. SCOPE OF THE ISMS

Technet, established in 1998, is a global technology enterprise specializing in software development and IT consulting services. The company operates in North America, Europe, and Asia and serves clients across various sectors, including finance, healthcare, and retail. Technet offers a portfolio of services and products such as custom software solutions, cloud services, and cybersecurity consulting.

The scope of the Information Security Management System (ISMS) for Technet encompasses the following domains:

- **Organizational Scope:** This includes all relevant legal entities, departments, divisions, and processes that are critical to the management and protection of information assets within the organization.
- **Physical Scope:** This covers all sites, facilities, and physical locations where information assets are stored, processed, or transmitted, including any associated physical security controls.
- **ICT Scope:** This includes all information and communication technology (ICT) platforms, systems, networks, and related infrastructure that support the processing, storage, and transmission of information within the organization.

4.1. Organizational Scope

Legal Entities

The ISMS applies to the following legal entities within the organization:

Name	Address	Category
Technet	*Whitefield, Bangalore*	*Parent Company*

Organizational Units

The ISMS applies to the following organizational units within the organization:

- Human Resources and Talent Management
- Customer success and support
- Finance and Accounts
- Information Security
- IT Infrastructure
- Product Development
- Administration
- Quality Assurance

Processes

The ISMS applies to the following processes within the organization:

- **Product Development**: This is the core process involving the design, development, and updating of the SaaS product. It includes conceptualizing new features, coding, testing, and deploying updates. Effective product development ensures the product meets market needs and remains competitive.
- **Information Security**: This process involves risk management, security operations center (SOC), incident response team and Access management.
- **Customer Success and Support**: This process focuses on assisting customers in using the product effectively and addressing any issues or queries they may have. It's crucial for retaining customers and includes onboarding, support services, customer education, and feedback collection.
- **IT Infrastructure**: This involves Infrastructure and Network management, server and storage management, IT Support/helpdesk and database administration.
- **Quality Assurance**: This process involves Application testing, security testing and process validation.
- **Finance and Accounting**: This process includes managing financial aspects, including budgeting, accounting, billing, and financial reporting and ensures compliance with financial regulations and effective management of cash flow.
- **Human Resources and Talent Management**: This process includes recruiting talent, employee onboarding, training and development, performance management, and maintaining a positive and compliant company culture.
- **Administration:** This process includes physical security, visitor management and access control to office premises.

4.2. Physical Scope

The ISMS applies to the following physical sites and facilities:

Please add the applicable sites that are within the scope of the ISMS. Consider all sites and facilities such as Headquarters, Branch Offices, Regional Offices, Data Centers, Warehouses, Field Site, Retail Office, Manufacturing Site, etc.

Physical Sites

Site Name	Address	Note
Mumbai Office	*Thane, Mumbai, India*	*Main office*
Bangalore Office	*Whitefield,Bangalore, India*	*Satellite Office*

Remote Working Locations	-	Remote Working is allowed – see remote work policy

4.3 ICT Scope

The ICT scope specifies information and communications technology that is within the scope of the ISMS. The boundaries between components outside and inside of the scope are described as well.

The following ICT assets are included within the ISMS scope:

- **Hardware**: Servers, workstations, mobile devices, network devices (routers, switches, firewalls), storage systems, and backup devices.
- **Software**: Operating systems, business applications, databases, middleware, and security management tools.
- **Network Infrastructure**: Local Area Networks (LAN), Wide Area Networks (WAN), internet gateways, VPNs, wireless networks, and cloud infrastructure.
- **Communication Systems**: Email servers, VoIP systems, messaging platforms, and other communication tools.
- **Cloud Services**: Software-as-a-Service (SaaS), Platform-as-a-Service (PaaS), and Infrastructure-as-a-Service (IaaS) solutions used within the organization.
- **Data Repositories**: Databases, file servers, and cloud storage environments used for storing, processing, and transmitting information.
- **Third-Party Systems**: Any outsourced or third-party managed ICT services or infrastructure that impact information security.

The scope of the Information and Communication Technology (ICT) within the ISMS is defined by the following boundaries and interfaces.

Physical Boundaries
The ICT assets are located in office buildings, on-premise data centers, cloud provider locations.

Logical Boundaries

The logical boundaries include networks, systems, applications that are used to handle specific types of data or functions. The data flows between internal systems, external third parties, cloud services.

Third-Party Boundaries:

Third-party boundaries include services managed by Azure and AWS that provide cloud services, data processing, infrastructure management.

Exclusions from the ICT Scope

None of the items are excluded from the ISMS ICT scope: