SRI LANKA INSTITUTE OF INFORMATION TECHNOLOGY

Enterprise Standards and Best Practices for IT Infrastructure

Assignment

4th Year 2nd Semester 2014

Name   : Meegama C.I

SLIIT ID   : IT13011680

GitHub Link   : https://github.com/chamath93

Practical Session   : WE Tuesday

Practical Number   : Benefits and costs of implementing ISO 27001 standards for a chosen organization.

Date of Submission :

Date of Evaluation   : _____

Evaluators Signature   : _____

Etisalat Sri Lanka

Introduction

Etisalat Srilanka is one of the main telecommunication providers for Srilanka, with an estimate customer of 3 million subscribers.
The UAE based operator Etisalat, began its operations in Sri Lanka on 25th February 2010, after acquiring 100% stake of Tigo, a subsidiary of Millicom International Cellular. The company was previously Sri Lanka's first cellular network, then known as Celltell which inaugurated its operations in 1989, and changed its brand name to "Tigo" in 2007. Etisalat is fully owned and operated by the Emirates Telecommunication Corporation in UAE. It has extended operations in Egypt and Saudi Arabia in the Middle East and further into Asian markets such as Pakistan, Afghanistan and Sri Lanka, recording over 167 million subscribers across 16 countries offering opportunities for synergy with our other operations in the region.

Etisalat is consistently providing not only the widest coverage and an unprecedented service, but also a host of other Value Added Services. We are dynamic and treat our customers as our own, and consider customer service as our first priority.

Why Etisalat Sri Lanka need to implement Information Security Management System (ISMS)

Since Etisalat Srilanka is a main ISP in the country, many customers/subscribers use their services in the telecommunication activities. Call, Text, Internet, VAS are one the the main services provided by Etisalat Sri Lanka to their customer. These services should be provided to the customers with integrity and confidentiality. Availability also acts a main role because customers must be able to use the service whenever he/she wants the service. All the customer information, call charges, rates, service requests goes through Etisalat Sri Lanka exchange servers. As a result these information should be protected internally and externally both I in order to make the customer satisfied as well as to upraise the company's value.

Why Benefits of Implementing an ISMS for Etisalat Sri Lanka with ISO 270001 standardization

- Protects the information through Integrity, Confidentiality and Availability
- Safeguard your valuable data and intellectual property.
- ISO 270001 certification increases the company validity and reputation.
- Build trust internally and externally.
- ISO 27001 could be indeed a unique selling point
- If the organization must comply to various regulations regarding data protection, privacy and IT governance then ISO 27001 can bring in the methodology which enables to do it in the most efficient way.
- Avoid the financial penalties and losses associated with data breaches
- Satisfy audit requirements.
- Securing the subscribers information while achieving subscribers' privacy.
- Avoid Employee related security breaches
- Improves the Business Continuity and Disaster Recovery.
- Ensure the awareness of the subscriber towards ISMS and reduce potential risks

Cost of implementing an ISMS for Etisalat Sri Lanka with ISO 270001 standardization

- Cost of literature and training - Implementation of ISO 27001 requires changes in your organization, and requires new skills. You can prepare your employees by buying various books
- Cost of external assistance - If you don't have a project manager with deep experience in ISO 27001 implementation, you'll need someone who does have such knowledge
- Cost of technology - The biggest challenge was usually how to use existing technology in a more secure way.
- Cost of employees' time - employees have to spend some time figuring out where the risks are, how to improve existing procedures and policies or implement new ones, they have to take some time to train themselves for new responsibilities and for adapting to new rules
- Cost of certification - If you want to obtain public proof that you have complied with ISO 27001, the certification body will have to do a certification audit – the cost will depend on the number of man days they will spend doing the job
- Updating the existing security policies, standards, procedures, guidelines of the organization.