



# SLIIT

COMPUTING

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BUSINESS

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A Business Case for an Information Security  
Management System (ISMS) based on the  
ISO/IEC 27000 series standards (ISO27k) for  
***Sri Lanka Telecom***

**ESBP II Lab 05**

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## **Introduction of the Sri Lanka Telecom**

Sri Lanka Telecom is a telecommunications services provider in Sri Lanka and one of the country's largest companies with an annual turnover in excess of Rs 40 billion. The company provides domestic and corporate services which includes Fixed and Wireless Telephony, Internet Access and IT services to Domestic, Public sector & Business sector customer.

Sri Lanka Telecom has a history of over 150 years, having started its operations in 1858 with the establishment of the first Telegraphic Circuit between Galle and Colombo. In the same year it established its first international Telegraph Communication between then called Ceylon, and India. Since then, Sri Lanka Telecom has passed several milestones, including: in 1991 Sri Lanka Telecom became a Corporation and in 1997 the Company was privatized with the collaboration of Nippon Telegraph and Telephone Corporation (NTT) and listed in the Colombo Stock Exchange's Milanka Price Index.

In 2008, NTT sold its stake in SLT to Global Telecommunications Holdings N.V. of Netherlands, which currently owns 44.98% stake in Sri Lanka Telecom (SLT) whilst 50.50% is owned by the Government of Sri Lanka and the balance shares remain with the general public.

Sri Lanka Telecom PLC, the nation's number one integrated communications service provider and the leading broadband and backbone infrastructure services provider in Sri Lanka.

## **Why SLT needs an Information Security Management System?**

Today every company need to have a plan to ensure the security of company information assets. Even large or small company.

The ISO 27K, which is the most stringent certification for information security controls, guarantees that ample information security controls and other forms of risk management are in place to enable an organization to assess its risk and implement appropriate controls to preserve confidentiality, integrity and availability of information assets. The certification also ensures that the maintenance for customer services meet international standards. The scope of certification spans across the company's IT Operations including Systems Administration, Billing, Operational Support Systems, System Development, Network & End User Support, Network Operations such as SLT NOC and island-wide broadband network operations including IP-VPN/MPLS/Data services & Internet Service Provider (SLTNET) Broadband Services, Internet Data Centre (SLT iDC), Network Management & Network Security, Disaster Recovery Centre and core support services such as Power & AC operations and physical security management.

## **Benefits of implementing an Information Security Management System based on ISO/IEC 27000 series standards (ISO27k) at Sri Lanka Telecom.**

Information has now become a truly business critical asset. Protecting this asset through developing robust information security strategies and implementing effective information security management system (ISMS) is a key management responsibility.

The benefits of implementing an ISMS will primarily result from a reduction in information security risks. Specifically, benefits realized from the adoption of the ISMS family of standards include:

1. Demonstrates credibility, trust and confidence of SLT's customers.
2. Greater awareness of security
3. Prevention of unauthorized alteration of critical information
4. Ensures the right people, processes, procedures and technologies are in place to protect information assets
5. Improved information security awareness of the SLT.
6. Meeting international benchmarks of security.
7. Allows regular assessment process which helps an organization to continually monitor and improve the system
8. Provision of a common language and conceptual basis for information security, making it easier to place confidence in business partners with a compliant ISMS, especially if they require certification against ISO/IEC 27001 by an accredited certification body.
9. Protects information in terms of confidentiality, integrity and availability
10. Shows commitment to information security at all levels throughout.
11. Prevention of confidentiality breaches
12. Better visibility of risks amongst interested stakeholders and competitors.

## **Benefits of standardization**

Sri Lanka Telecom knows security should be managed differently. ISO standards suit is being actively developed and maintained by the standards bodies, reflecting new security challenges. Such as BYOD and cloud computing.

1. Provides a security baseline, almost universally required information security controls on which to implement specific additional controls .
2. Avoids having to specify the same basic controls repeatedly in every situation.
3. Based on globally recognized and well respected security standard-brand value.
4. It is generally applicable and hence reusable across multiple department, function, business units and organization.

## **ISMS costs.**

- 1) Credibility, trust and confidence of your customer
- 2) Plan the implementation project
- 3) Find a suitable project manager to implement ISMS for the SLT.
- 4) Find a suitable project manager (usually but not necessarily the person who will ultimately become the CISO or Information Security Manager)
- 5) Hold regular project management meetings involving key stakeholders
- 6) The optimization of the implemented ISMS processes and services.
- 7) To install the ISMS BOC needs a centralized server which connects to its branches.