**Business Case**

**Benefits**

Dialog brings information security under firm management control, allowing direction and improvement where needed. Better information security will reduce the risk (probability of occurrence and/or adverse impacts) of incidents, cutting incident-related losses and costs.

Other benefits of include:

1. A structured, coherent and professional approach

to the management of information security, aligned with other ISO management systems

2) Comprehensive information security risk assessment and treatment according to business *and* security priorities

3) Focuses information security investment to greatest advantage

Demonstrable governance using internationally-recognized good security practices.

4) Technical agreements.

5) System stability, easy to upgrade (Servers)

6) Framework demonstrates legal and regulatory requirements, no law breaking no penalties.

**Costs**

Most of the costs associated with information security would be incurred anyway since information security is a business and compliance imperative. The additional costs specifically relating to the ISMS are mainly:

* Resources needed to design, implement and operate Dialog, including project management for the implementation project
* Changes needed to bring various business processes and activities in line with the ISO standards
* Third party compliance audits (optional – only required if we decide to go for certification, a decision that can be made once the Dialog is working)
* Surveillance Audit.
* Risk Management Committee, Incident Response, Internal ISMS Audit, On-site Certification Audit Support).
* External resources.
* System access control
* System acquisition, development and maintenance
* Physical and environmental security
* Compliance
* Information security incident management
* Personnel security
* Security organization
* Communication and operations management
* Asset classification and control
* Security policies

**Scope Document**

Dialog covers customer details including their personal details, service information and other necessary details. Any part of the process that touches and handles customer details is now within the scope. And all the assets and resources relating to customer detail handling process and the products and services provided under that are within the scope of this process. All these will be considered as the location at Dialog headquarters. The Standards will be covering the customer information, their membership and the other service offers that are provided by the Dialog. All the departments that are related to this process will be included in this standards and guide lines. This scope of the project is not considered and covered the products and services that are provided by the other outlets and branches available in other provisions of the country under Dialog. In accordance with the statement of applicability SOA, this scope is measured and examined to develop the standards ISO 27002.