



ABC TECHNOLOGIES

ISMS SCOPE

TABLE OF CONTENTS

TABLE OF CONTENTS	2
1. INTRODUCTION	3
2. SCOPE STATEMENT	3
3. SCOPE BOUNDARIES	3
4. RESEARCH AND JUSTIFICATION OF WHAT ASSETS AND BUSINESS PROCESSES ARE INCLUDED AND EXCLUDED FROM THE SCOPE	5
5. RESEARCH AND JUSTIFICATION REGARDING THE SIZE OF SCOPE	5
REFERENCES.....	6

1. INTRODUCTION

In the rapidly changing world of business, where technology and information are key, it is crucial to protect sensitive data and ensure the strength of information systems. ABC Technologies, formerly known as ABC Printing, is a company based in Yorkshire that has undergone a transformation led by its founders, Paul Evans and Sally McCarty. Originally focused on printing, the company has now embraced technological innovation, expanding into 3D graphics and software development.

With a strong belief in the power of information technology and an understanding of the challenges posed by an ever-evolving industry, ABC Technologies has experienced significant growth. This growth, especially in software development and Customer Relationship Management (CRM), required a strategic response to strengthen the organization's security. The decision to adopt the ISO/IEC 27001 standard and implement an Information Security Management System (ISMS) was crucial.

ABC Technologies recognizes that in today's interconnected digital era, protecting information assets is not just necessary for business but also a commitment to clients and stakeholders. The implementation of ISMS is driven by a proactive approach to mitigate risks, secure critical data like product source code and financial information, and ensure the confidentiality, integrity, and availability of information across its software division. This case study explores ABC Technologies' journey towards implementing ISMS, highlighting the

2. SCOPE STATEMENT

"The scope of this information security management system (ISMS) focuses on protecting important information assets, which include CRM software source code, CRM software activities, company financial and accounting data, human resources data, the customer database, the product development plan, softprod which is a database that entails information on ABC products, server platforms, physical locations, software and licenses, IT hardware and all contracts of ABC technologies. This scope makes sure the security, confidentiality, and integrity of these assets are in accordance with statement of acceptability version 1.0 which will serve as a reference point for the organization approach to information security at any point in time.."

ABC Technologies emphasizes its commitment to clients, stakeholders, and the wider business community by establishing this scope, demonstrating its dedication to maintaining a secure and resilient information environment. The implementation of the ISMS initiative is a strategic step towards not only mitigating risks but also building trust, instilling confidence, and adapting securely to the evolving information technology landscape.

3. SCOPE BOUNDARIES

In this isms scope there are three boundaries to be considered which include, Organization boundary, information system boundaries and physical boundaries.

Organizational Boundaries

The CRM software team, these are people who manage the software activities in the organization.

- The CEO - Sabina who was hired to manage all the firm's activities.

- Paul Evans who serves as the president,
- Vice President Sally McCarty,
- The Secretaries/Receptionist Lea Johnson and Andrea Stevenson.
- Sales Supervisor - Chris Roge.
- Salespersons - Marie Alves, Mathieu Martin and Kim Luoge.
- Customer Service Supervisor- Eric Lewis.
- Marketing Supervisor - John Rodick.
- Web Designer - Julia Robinson.
- Support Technician - Billy Davis.
- Manager Software Development - Sam Gold.
- Analyst- Debby Martinez.
- Supervisor Information Security - Alan Brown.
- Quality Control Analyst - Paul Lee.
- Programmer - Mick Harris.
- IT Supervisor - William Clay,
- Network Supervisor - Peter Ly.
- Network Technicians - Richard Feringa and Patrick O'Grady.
- Supervisor IT Support - Fred Jones.
- Support Technicians - Francis Smith, Reese Taylor, and Malcom Porter

Information Systems Boundaries

Within the scope of ABC Technologies' ISMS, the information systems boundaries include:

Certainly, here's another reshuffled arrangement:

- Windows 10 Operating System (this are used on the company's desktop computers) • Laptops
- ABCloud Store Data
- Network Infrastructure (e.g., routers, switches, hubs)
- Softprod
- Central File Server
- Database Software
- CRM Software (developed by ABC Technologies)
- Web Development Software (used for the corporate website)
- VPN Software (for remote network access for employees)

Physical Boundaries

Physical boundaries pertain to the physical infrastructure and locations where ABC Technologies information and information systems are stored, processed, and transmitted.

The physical boundary is the geographical locations where the company operates out of. Locations primarily includes Leeds and Bradford. The physical boundary ensures the protection of physical assets within these locations as well as ways and measures to safeguarded them.

In addition to these offices, ABC Technologies also utilizes data centers located in different parts of the world. These data centers are used to host and manage the organization's information systems. They are

strategically located in the UK, USA, and India to provide efficient and reliable services to customers across various regions.

4. RESEARCH AND JUSTIFICATION OF WHAT ASSETS AND BUSINESS PROCESSES ARE INCLUDED AND EXCLUDED FROM THE SCOPE

ABC Technologies, a leading company in the tech industry, understands the importance of safeguarding its competitive advantages. One way they achieve this is by including the source code of their CRM software. This ensures that their intellectual property remains protected and prevents any unauthorized changes to the software. Preserving the source code also plays a crucial role in maintaining the integrity of CRM software activities. By doing so, ABC Technologies can ensure that their software operates smoothly and efficiently, providing their clients with a reliable and trustworthy tool.

In a study conducted by Olayah et al. (2022), it was emphasized that preserving the source code of CRM software is not just a technical matter but also a strategic imperative. It helps in maintaining client confidence, as they can trust that ABC Technologies is committed to protecting their information and delivering high-quality services. By prioritizing the preservation of their CRM software source code, ABC Technologies demonstrates their dedication to long-term competitiveness. They understand that by safeguarding vital information resources, they can continue to thrive in an increasingly competitive market. The source code of CRM software is essential for ABC Technologies to preserve their competitive advantages. It ensures intellectual property protection, prevents unauthorized changes, and maintains client confidence.

Financial and accounting data is fundamental to business operations. Ensuring the confidentiality and integrity of financial information is critical for compliance, financial stability, and preventing fraudulent activities. This involves making sure that all financial data is handled in a way that complies with regulations, manages cybersecurity risks, and learns from past incidents, like the Equifax data breach in 2017. This breach had serious consequences for both the company's finances and reputation, as pointed out by Smith (2017). That's why it's crucial to prioritize the protection of clients' financial data and take a comprehensive approach that includes cybersecurity procedures, as emphasized by Kafi and Akter (2023). By doing so, ABC Technologies can ensure that their financial information remains secure and safeguarded.

Exclusions

Divisions outside the Software Activity scope, such as 3D Graphics, Printing, and other non-software-related operations, are excluded to maintain clarity and focus on specific information security concerns within the defined division. Assets and processes that do not directly impact the security of the Software Activity division, such as non-critical databases and peripheral systems, are excluded to streamline the ISMS and allocate resources efficiently. Assets and processes common to the entire organization but unrelated to the Software Activity division, like general administrative processes, are excluded to prevent unnecessary complexity and resource allocation.

5. RESEARCH AND JUSTIFICATION REGARDING THE SIZE OF SCOPE

To ensure a smooth and efficient implementation, ABC Technologies has adopted a strategy of having a limited scope in its Information Security Management System (ISMS). This approach, in line with the guidelines from PECB, prioritizes clear boundary definition to encourage adoption and gain support from the organization. By focusing on essential services, systems, people, sites, and procedures, this limited scope strategy aims to have an immediate impact and ongoing support. The ISMS aims to deploy quickly

by concentrating efforts on designated teams, departments, data, services, and software activities (Asosheh et al. 2013). This focused strategy not only aims to restore customer trust promptly but also safeguards critical assets for long-term security benefits.

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