Enterprise Standards and Best Practices for IT Infrastructure

Lab Report

Lab 04 - ISO 27001 Report

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WEEKEND IT

Sri Lanka Institute of Information Technology

B.Sc. Special (Honors) Degree in Information Technology

Specialized in Information Technology

Risk Treatment Plan for Beley's Company

ISO 27001 Security
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Business Case

Executive Summary

This case study concerns the IT security methods and process should implement for Netware Ltd. We have to be pioneers of implementing ISO 27001 security guideline in Super market chain. Company will gain significant improvement after implementing this ISO 27001 and increased the customer relations with that. This case study reveals some important facts to implement. Benefits of implementing this certification are customer base is increased, Customer satisfaction increased, Employee salary details are protected, Better working environment, Buying patterns are protected, predictions are protected. Costs have been incurred relating to the process improvement and resource improvements.

Introduction, scope and purpose

Purpose of this document is to address the audience of Chen Hu (CEO) and some higher management to provide some guide lines to explain methodology to follow the process. Scope of the project is to cover implementation of the ISO 27001 in the company by using resources and the train employees to handle the new process. **Netware** is a grocery chain that implemented in 23 distinct district company has acquired its growth by acquisition and dedication.

Netware Ltd Business Background

Networking service industry is a highly competitive environment. Applications are complex process server creation, cloud environments, company network handling, trouble shooting and deal with costly brand names, those applications customized to international standards chain. Many network companies have used legacy systems since they are focusing on market strategies. Still low priority is given to IT related process and low information security. Netware services developed over time and was independent of one another. As a result it utilizes various database management systems. Including oracle, E-business suite. Main product is CISCO.starting from routers up to network adapters we used are Cisco based ones.

Benefits of implementing ISO 27001

Direct Benefits

Increase Reliability and maintainability in the DB systems

Starting from maintain several networks through remote server support system there is huge risk and problems happen through the systems. It cost lot to maintain this system since there is no direct support for the developer's perspective. There for better to migrate to a new technology. DB system should be migrated to a new technology which is supported by the development company. It will reduce maintain cost. Post certification "Surveillance visits " and recertification audits against the ISO 27001 ensure business is up to date with latest vulnerabilities and best practices.

Highly Secured Applications

Front of Store application is developed from purchasing now – defunct company, Currently Netware has signed with retired programmers from the previous company to develop the system which is in the sense they can access company DB and other application environment . So the security risk is there. Network system purchased from Travor Inc. has security holes since old version is still using in the company were root access permission are simply given to any person in the company. Most of the time HR staff will access this system and user level authorization are poorly maintained there for even normal HR employee also can access the system and its salary details at a any time. General Ledger is also a old system has heritage too old to track .By adapting to ISO 27001standereds help to gain constant information security by implementing policies where necessary , employee compliance with the policies followed by enforceable disciplinary process.

Stranded Application development and maintain Usability

In the common server CMS X-sharp is one of the most critical important systems in the Company.   It predicts the buying and selling patterns Marketing strategies are implemented here. This application was initially provide by the service provider and patched by the X-sharp staff. Coding standards highly violated in this application. There for more complex system and difficult to maintain. Even in house developers consume huge amount of time to fix certain problems. User interfaces are also not simple or attractive. Therefore user s are hesitated to use the system. By implementing ISO 27001 it will constantly carry out audits to asses whether all applications follow coding standards and conduct servers to measure user interaction with the system and will suggest better improvements and training for users .

High Profits

When server CMS system is will implemented according to ISO 27001it will help to manage waste effectively and food R& D system will predict buying strategies correctly with more user interaction and followed by the constant ISO 27001 audits. This will help higher management to make correct decision on correct time and to manage stock and reduce waste of food items and gain more profits.

Indirect Benefits

Better human relations

When highly secured system is available only authorized employees will access confidential information. This will reduce conflicts among other employees like getting to know other salary details etc. By improving coding standard according to ISO27001 and with more usability feature can improve employee interaction with these systems and get the maximum benefits out of it. Following ISO 27001 will help to arrange training according to standard procedure and will increase employee knowledge for better competitive point.

Improvement Risk management and contingency planning

Through ISO 27001 certification process it identifies vulnerabilities and threats to the system which are explained above and will help to reduce those and will help higher management to take necessary action to business continuity.

Enhanced supplier confidence

Network goods and sever maintain industry contains highly confidential supplier information's which suppliers share with only their trusted customers like discount rate provided, new products there are planning to release etc. ISO 27001 provides certification to ensure information confidentiality. This is bold statement and will make out network services from others and will help to attract more customers.

ISO 27001 Costs

Cost of implementing ISO 27001 is modest. First of all need a cultural change. We have to set our employee mind set to adapt to the change. May be we have to let go some employees who are not willing to adapt to the process. Constant training for the Retails staff is needed. Organizing technical workshops to brush up knowledge and to tech about ISO 27001 is needed. Data base server migration to the new technology and initial cost will be somewhat high but the benefits out of it more than that since security and audits saves money and time.

Scope

The Information Security Management System (ISMS) applies to the provision of trusted and managed information security services to internal and external customers of "Netware Ltd" in accordance with the ISMS Statement of Applicability revision 01.