# Purpose

The purpose of this procedure is to record non-conformances to Argus, the Information Security Management System (ISMS) used for managing information security risks at the Electronics Department of NSCL. It describes the process of recording such non-conformances through NSCL’s Trouble Report System.

# Scope

It is applicable to every aspect of information security at the Electronics Department, or to all facets of Argus.

# Definitions

In this document, information security related terms have been marked in *underlined* *italics*. For their definitions, refer to the standard *EE-ISMS-S001 Terms and Definitions*.

# Entry Criteria

* A non-conformance or a potential non-conformance has been detected

# Inputs

* The non-conformance

# Procedure

The following procedure uses NSCL’s Trouble Report System.

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| **Step** | **Role** | **Action** |
| 1 | User | Initiate a Trouble Report, using the NSCL Trouble Report System, explaining the non-conformance. Complete all the required fields. Select *Argus ISMS* as the priority. The Trouble Report System notifies EEDH. |
| 2 | EEDH | Assign investigator(s) to the trouble report. |
| 3 | Investigator | Perform root-cause analysis. Propose an action to correct and/or prevent the non-conformance from recurring. Implement the action and verify the results. Record the results in the trouble report. |
| 4 | Investigator | Once it is determined that the action is effective, close the trouble report. |
| 5 | ISB | Review the corrective and preventive actions during the continuous improvement meetings. |
| 6 | ISB | If more action is needed or the action was not effective, re-open the trouble report. In such case, the Trouble Report System informs the investigator that more action is needed, and the investigator performs further analysis. |

# Outputs

* Preventive and/or corrective actions

# Exit Criteria

* The preventive and/or corrective actions are approved

# Exceptions

All exceptions must be approved by the Electronics Department Head.

# References

* 1. *M01 NSCL Electronics Department ISMS Manual*, NSCL Document Server, Electronics Folder
  2. *P501 Information Security Policy,* NSCL Document Server, Electronics Folder
  3. *Asset Risk Profile, R01-Asset-Risk-Profile.xlsx,* NSCL Document Server, Electronics Folder
  4. *NSCL Quality Policy and Objectives*, NSCL Document Server, QMS Folder

# Revision History

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| --- | --- | --- |
| Revision  Level | Date | Revision Changes |
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# Reviews

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| Reviewer | Review Date |
| Information Security Working Group |  |

**Approved**

**Department Head:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Approval Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Effective Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**