# HP Software Professional Services Global Delivery Centre India benefits by implementing ISO 27001

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## Information Security scenario

Information security, is the practice of defending information from unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction.

Information security underpins the commercial viability and profitability of enterprises of all sizes and the effectiveness of public sector organisations.

Due to advances in technology and communication, it is increasingly difficult to ensure that information is provided in such a way that its integrity is ensured.

In an information-sharing environment, awareness of information security is paramount. Not all information is public. Some information, particularly information that is sensitive or confidential in nature, must be kept private.

ISO/IEC 27001 is the only auditable international standard which defines the requirements for an Information Security Management System (ISMS). The standard is designed to ensure the selection of adequate and proportionate security controls.

## HP Software Professional Services Global Delivery India Center

Professional Services Global Delivery Center, India is part of the HP Software Professional Services Business Unit. PS–GDC India operates from Bangalore and Chennai locations with staff strength of approximately 271.

PS–GDC India provides end to end professional services to HP's customers including

Implementation Services of HP Software Products.

Originally, HP SW PS GDC INDIA organization had considered its staff members temporarily located onsite as out-of-scope. After the BSI Pre-Assessment audit, HP SW PS GDC INDIA implemented the onsite controls as mentioned below.

## Onsite Information Security Controls

In addition to the institutionalization of offshore information security controls, the organization decided to institutionalize onsite information security controls. Their professionals are deployed onsite at multiple locations that are directly associated with their respective project(s) and are required to comply with the Customer and HP Information

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Security Policies and procedure. Additionally, their people managers have the responsibility to ensure that their consultants are aware of and follow information security requirements and procedures, and take corrective and preventive actions when performance has not been met.

We identified information security requirements and risks, made the decision for the treatment of risks and then selected appropriate onsite security controls and implemented them to ensure that their risks are reduced to an acceptable level, and that these are subject to relevant national and international legislation and regulations.

Controls that were considered essential for the onsite team from HP software Professional Service Global Delivery INDIA Centre were:

- Human resources security
- Communications and operations management
- Access control
- Information security incident management
- Business continuity management
- Compliance

Having implemented these onsite controls and creating awareness amongst their onsite professionals, we received positive feedback from them on the institutionalization of these controls for preservation of confidentiality, integrity and availability of customers and HP's information. The awareness level amongst their staff on information security requirements has also increased.

## Benefits Derived from ISMS

Institutionalizing Information Security management System ISO 27001 has been very beneficial to the organisation for various reasons mentioned here:

1. Their customers can feel confident of their commitment to keeping their information safe.
2. Set them apart from their competitors and in the marketplace
3. Ensured their compliance to ISO/IEC 27001:2005 standard
4. Reduced the risk of cost of single or several security breaches. This is an aspect key to their business stakeholder confidence.
5. Demonstrated to competent authorities that the organization observes all applicable laws and regulations.
6. Their customers / prospects are already asking whether they are an ISO 27001 certified organization or not.
7. Demonstrated commitment at all levels of the organization towards integrity of information
8. Ensured a more dependable availability of both hardware and data
9. Enlightened them with a better knowledge of information systems, their weaknesses and how to protect them.
10. Improved employee awareness of security issues and their responsibilities within the organization.
11. Regular ISMS audits will help the organization to continually use, monitor and improve their management system and processes.
12. Ensured compliance to HP's Standards of Business Conduct (SBC).