



“MICRO FOCUS Professional Services Global Delivery Centre India benefits by implementing Information Security Management Systems ISO/IEC 27001.” **Deepak Jagannath Bhat** - Manager- Consulting, Information Risk and Continuity Officer

Why ISO/IEC 27001

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, communication and the university’s decentralized nature, it is increasingly difficult to ensure that this 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.

Client Background

Micro Focus is one of the largest pure-play software companies in the world. Micro Focus is uniquely positioned to help customers maximize existing software investments and embrace innovation in a world of hybrid IT—from mainframe to mobile to cloud. Our company is focused from the ground up on building, selling, and supporting software. This focus allows us to deliver on our mission to put customers at the center of innovation and deliver high-quality, enterprise-grade scalable software that our teams can be proud of. We help customers

bridge the old and the new by maximizing the ROI on existing software investments and enabling innovation in the new hybrid model for enterprise IT.

Entco Software India Private Limited is a Professional Services Global Delivery Center, India Legal unit part of the MICRO FOCUS. PS–GDC India which operates from Bangalore and Chennai locations with staff strength of approximately 430.

PS–GDC India provides end to end professional services to MICRO FOCUS’s customers including Implementation Services of MICRO FOCUS Software Products.

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



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MICRO FOCUS SW PS GDC INDIA implemented the onsite controls as mentioned below.

Onsite Controls

Resources deployed onsite multiple locations from PS-GDC INDIA are required to comply with the Customer/MICRO FOCUS Information Security Policies and procedure. MICRO FOCUS people managers have the responsibility to ensure their employees are aware of and follow security requirements and procedures, and take corrective actions when performance has not been met.

The following onsite controls are applicable only for personnel deployed onsite multiple locations that are directly associated with their respective project(s)

1. Human resources security

- i. Sign Non-Disclosure Agreement
- ii. MICRO FOCUS-Standards Of Business Conduct (SBC) and mandatory trainings
- iii. Adhering to the highest ethical standards
- iv. Follow security requirements and procedures
- v. Actively participate in our security programs

2. Communications and operations management

3. Access control

4. Information security incident management

- a. Note and report information security incidents / events and any observed or suspected security weaknesses in systems or services to their immediate managers and the PS – GDC India IRCO and Center Security Management Representative

5. Business continuity management

PS-GDC INDIA Onsite Consultants are responsible to ensure compliance and reporting as per the Onsite Customer/MICRO FOCUS Information Security Policy.

6. Compliance

Resources working offshore at multiple locations in Bangalore and Chennai from PS-GDC INDIA are required to comply with the Customer/MICRO FOCUS Information Security Policies and procedure.

PS-GDC INDIA has implemented and institutionalized Information Security Management System (ISMS) for three years (2013 to 2016) and is compliant to ISO/IEC 27001:2013 Standards and was assessed and re-certified on 8th July 2016 by BSI India auditors for next three years (2016 to 2019). The entire organization is adhering to Information security Policy: "MICRO FOCUS and MICRO FOCUS's Customers are protected by us". The top management leadership team which includes MICRO FOCUS SW PS GDC World-wide Delivery Head, Mr. Mohanram NK and Centre Security Management Representative and PS GDC INDIA Delivery Head, Mr. Gopi Madle ensure multiple things w.r.t. Information Security: the leadership ensure that the information security policy and objectives are

established, ensures integration of the stakeholder requirements, ensure competent resource availability, communicate importance of conformance to ISMS, ensure ISMS objectives are met, direct and support staff to contribute to ISMS, promote continual improvement, and support other managers to comply with ISMS.

Benefits

Having implemented the onsite controls and creating awareness amongst the PS GDC INDIA onsite team, we received positive feedback from the onsite staff on the institutionalization of these controls. As a result the awareness level has increased amongst our onsite staff on information security.

Why BSI?

"BSI is a renowned organization that has been in the business of developing standards for many years. BSI delivers world class expertise, improving products, services and trading relationships globally. BSI have enabled many organizations to set up efficient and effective management systems that allow the senior management to better govern its people, process and technology.

BSI has tremendous experience in the creation and implementation of all types of standards. The BSI audits and trainings give our stakeholders the confidence that the process has been audited to a high standard and the accredited certification demonstrates our commitment" explained Mr. Deepak Jagannath Bhat, Manager-Consulting, Information Risk and Continuity Officer

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