



Governance and Risk Consultancy Services

Table of Contents

| Sr. No. | Particulars | Page No. |
|---------|--|----------|
| 1 | About Us | 3 |
| 2 | Governance and Risk Consultancy Services | 6 |
| 3 | GRC Services | 8 |
| 4 | Information Security Consulting | 9 |
| 5 | Risk Assessment And Compliance (RACO) | 12 |
| 6 | Business continuity Planning / Disaster Recovery | 15 |
| 7 | Information Security Audits | 17 |
| 8 | IT Service Management Consultancy | 19 |
| 9 | ITSM / InfoSec Training | 21 |
| 10 | Clients | 22 |
| 11 | Testimonials | 24 |
| 12 | Case Studies | |

About Us

Established in 1983, PCS is a celebrated Indian IT solutions provider, delivering cutting-edge and innovative solutions that are tailored for your business objectives. With a global presence in over 20 Offices, 30 Service Centers along with 200+ direct point of presence across India, we help you enhance business performance by leveraging proven processes and technology solutions.



Creating Business Value

PCS has decades of experience in delivering unparalleled customer delight through a distinctive business model. Our model functions on :

- **Unique Pro-Customer Approach**

Our client engagement transcends beyond business associations. We consider our clients as our partners, and offer flexible engagement models to create maximum value. Our teams work with you to understand your business goals and requirements, to help you cost-effectively streamline your operational efficiency and productivity, and achieve competitive edge.

At PCS, customer satisfaction is of utmost importance. Leveraging our culture of thought leadership and constructive ideation, we explore unique and novel solutions to ensure we exceed your expectations. A testimony to this is our wide clientele of prestigious Blue-chip and Fortune 500 companies.

- **Global Partnerships for NextGen Solutions**

We believe that two is better than one. This is why we establish long-lasting partnerships with the leaders in the field of technology to keep abreast of the evolving market dynamics and global trends.

Through symbiotic relationships, we ensure that our products and services are cutting-edge, aligned for the next generation market. We understand your challenges and work with you to deliver cost-effective and pragmatic solutions that meet not only your current requirements, but also your future objectives.

- **Quality Excellence**

We believe in achieving highest quality in all our operations and functions. To ensure superior quality in every parameter of our deliverables, we ensure that our business models surpass and create new global industry benchmarks.

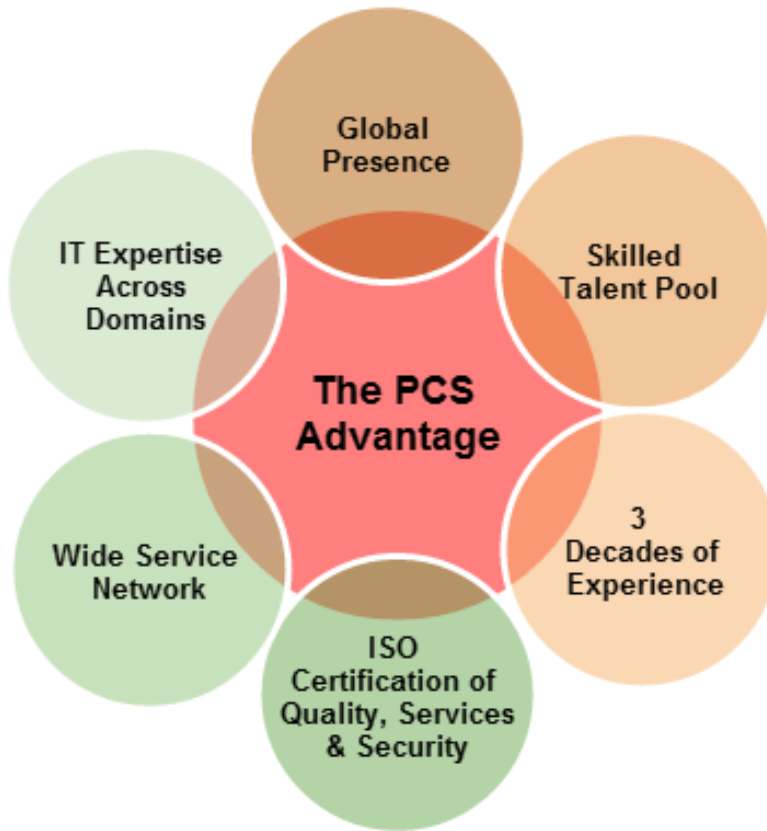
Our processes comply with international best practices such as ITIL (Information Technology Infrastructure Library). In addition, our operations have been ISO certified for excellence in quality, services and security:

- **ISO 20000-1** : IT Service Management
- **ISO 27001** : Information Security
- **ISO 9001:2008** : Quality Management Systems



- **Our Key Strengths**

- Global presence
- Over 3 decades of experience in delivering business-critical, customized, cost-effective solutions
- IT expertise across domains – BFSI, Manufacturing, Media, Retail, Healthcare, Energy, Transportation, etc.
- Wide spectrum of service areas
- Expert talent pool of professional and experienced engineers
- Unmatched Services - ISO 20000-1 Certified
- Robust Information Security – ISO 27001 Certified
- Excellence in Quality – ISO 9001:2008 Certified



Governance and Risk Consultancy Services

In today’s dynamic and complex regulatory environment, PCS helps businesses quickly respond and adapt to changes in regulatory framework with comprehensive Governance & Risk Consultancy Services.

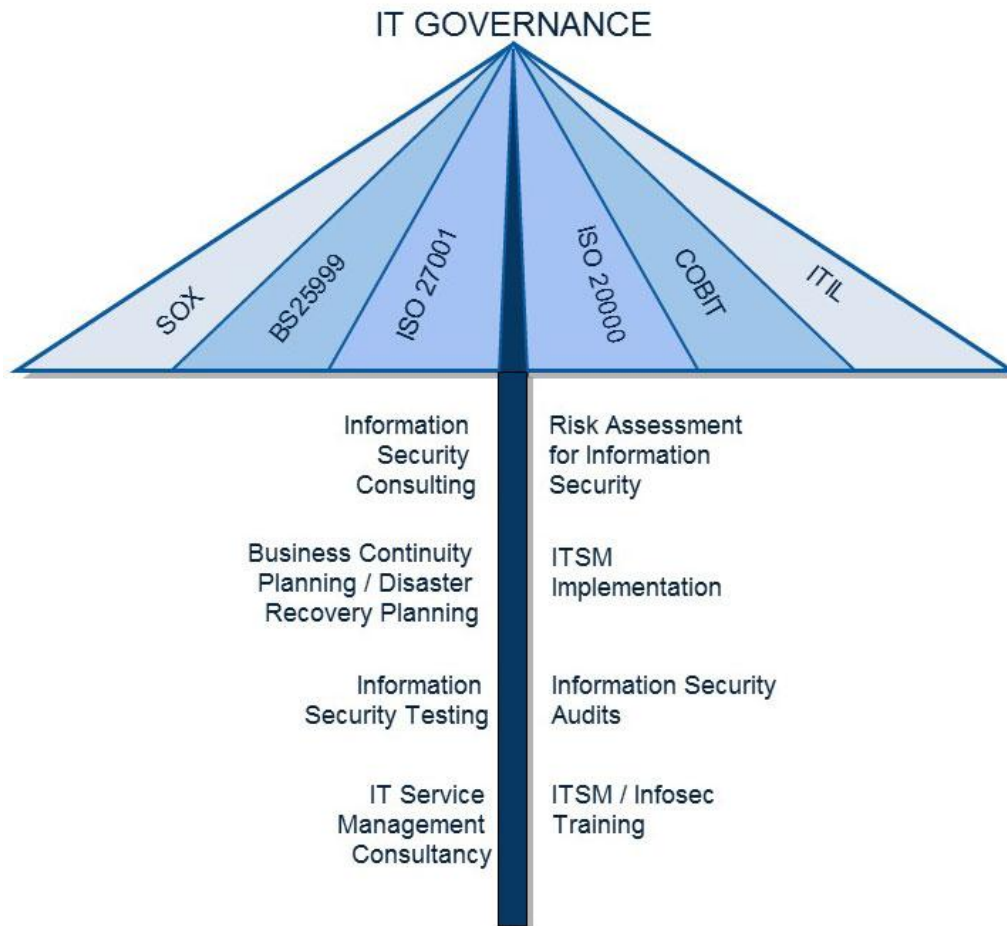
We offer a host of solutions to ensure that your business models and processes comply with industry standards, thereby ensuring maximum value creation for your clients:

GRC Services

Traditional business models and processes are on the verge of becoming obsolete with newer and constant development in technology. In the increasingly complex regulatory landscape, businesses require an intelligent approach for governance and risk management.

PCS offers comprehensive consultancy services for optimum utilization of IT resources. Our services extend from creating awareness and training your employees to implementing best practices and conducting audits.

We help you adhere to international standards and regulations for mitigating risks, maximizing performance and reducing costs.



The PCS Advantage

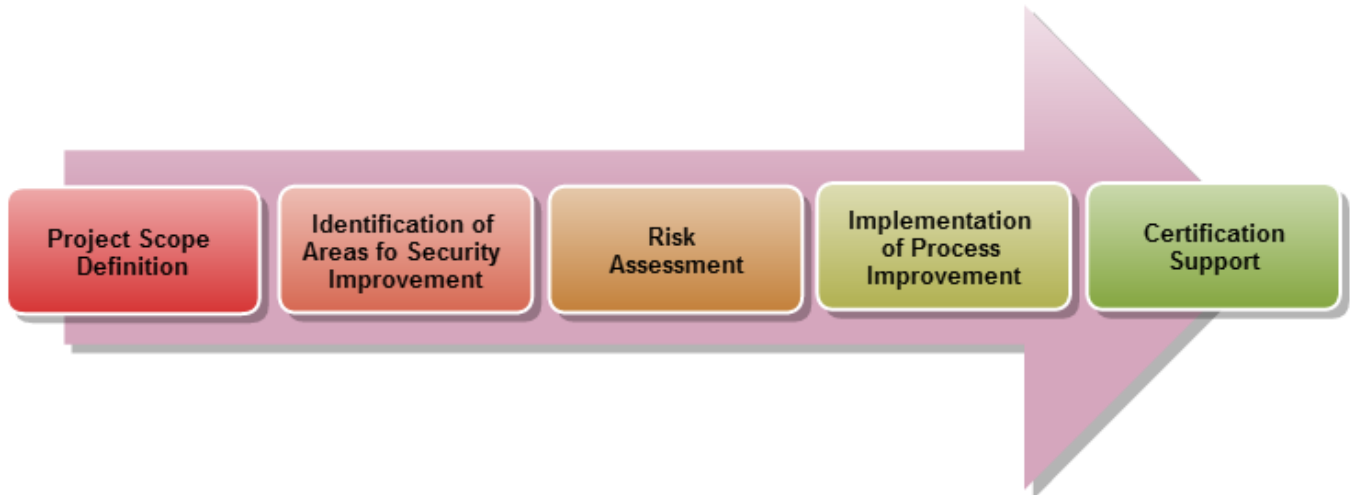
- In-Depth Knowledge in International Best Practices
- ISO 20000 Certified (IT Service Management Standard)
- ISO 27001 Certified (Information Security Standard)
- Compliant with ITIL (Information Technology Infrastructure Library)

Information Security Consulting

In this digital era, businesses accumulate humungous volumes of data, from a variety of sources, which have to be secure and accessible at the same time. Information Security Management Systems (ISMS) have therefore become a critical part of security framework for every business.

PCS offers Information Security Consulting Services to help you protect your data assets and comply with international standards and best practices. We are ISO 27001:2005 (Information Security Management System) certified, and help you not only reduce damage to data assets, but also achieve cost savings and prevent security-related penalties.

Our team of certified IT consultants comes with rich experience and IT security and system management capabilities to design holistic, long-term, and customized solutions, across different security projects. With a focus on high-quality services, we conduct periodic reviews to streamline all performance parameters and maximize efficiency.



PCS Information Security Consultancy Engagement

The PCS Advantage

- Strong Local & Global Presence
- Experienced & Certified IT Consultants with in-depth knowledge of security standards
- Expertise Across Complex Security Projects
- Periodic Performance Reviews
- Solutions for Business Continuity
- High Availability & Uptime with SLAs
- Timely, On-Budget Deliveries
- Hands-On Knowledge & Experience Transfer

Risk Assessment And Compliance (RACo)

The dynamic technology environments that businesses face today pose several security threats that may cause catastrophic damage. It is therefore imperative to mitigate the risks using appropriate internal controls.

PCS provides comprehensive IT audit services for your business. Our experienced Risk Assessment & Compliance (RACo) team holds CISA (Certified Information Systems Auditor) certification, awarded by ISACA (Information Systems Audit and Control Association).

We leverage extensive expertise in industry standards, such as COBIT (Control Objectives for Information and Related Technology), including COBIT CMM (Capability Maturity Model) and other model for designing effective control.



PCS RACo Services

PCS – Strategic Audit Partner

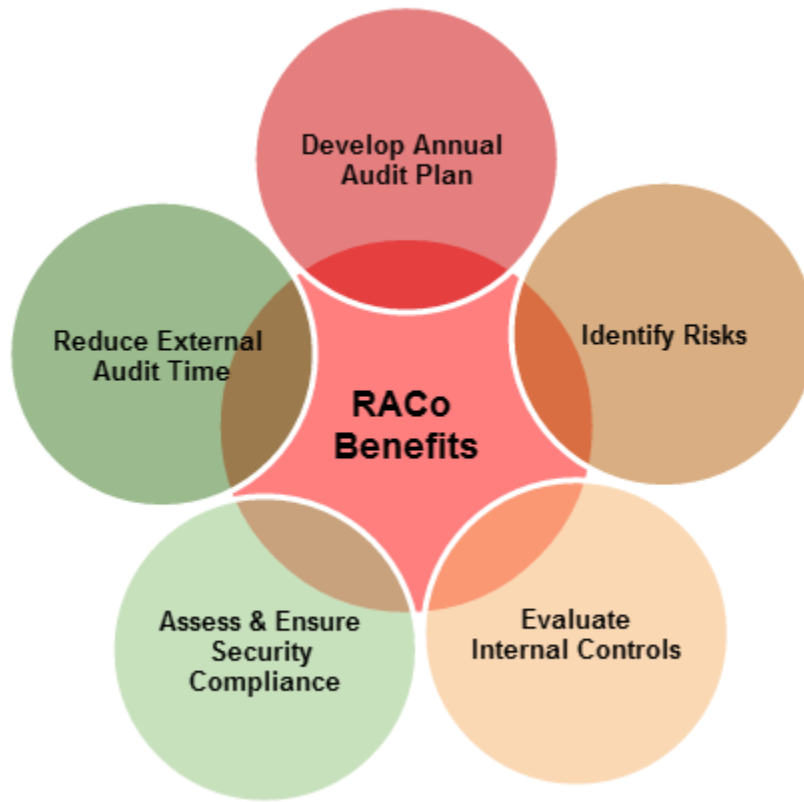
We work as an extension of your in-house audit team, without compromising communication among key stakeholders.

Our RACo team develops guidelines for implementation of risk assessment tools, assessment of major risk areas and definition of score and assessment range.

RACo IT Compliance Deliverables

We promptly report key findings to your Board or internal audit committee as directed. Our deliverables include:

- Formal executive report with top-level findings
- Detailed report for IT team with findings and recommendations for remediation



RACo Approach

We help you determine the appropriate audit coverage level and define effective risk assessment methodology. Our unique approach helps you streamline and optimize allocation of audit resources.

With our RACo services, you can optimize your internal controls, ensure complete compliance and reduce costs. You can also reduce the reviewing time during a third-party audit.



PCS RACo Methodology

The PCS Advantage

- Strategic Audit Partner
- Experienced CISA (Certified Information Systems Auditor) RACo Team
- Implementation of International Best Practices, such as COBIT
- Complete Security Compliance with Cost Savings

Business continuity Planning / Disaster Recovery

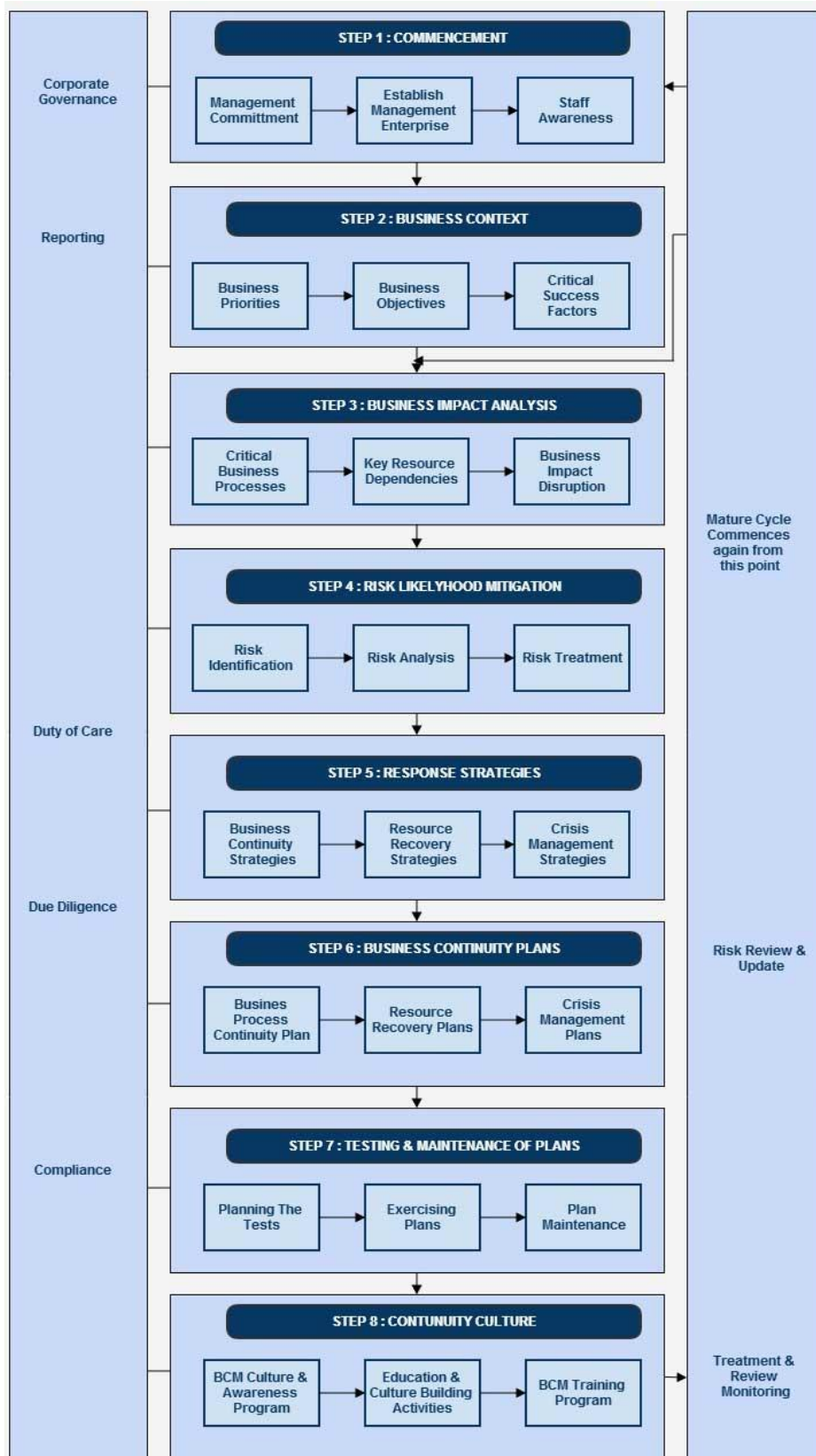
In this digital era, businesses are more vulnerable to disruption than ever before. With organization's reputation at stake, and not to mention the loss of productivity and profitability, business continuity and disaster recovery strategies are no longer a luxury, but a necessity.

PCS offers you comprehensive and robust business resumption, recovery planning and crises management services to help you ensure maximum uptime with uninterrupted productivity to minimize damage and loss due to the disaster.

With our business continuity planning and disaster recovery services (BCP-DR), we help you respond swiftly and effectively to crises, and prevent damage to your organization's operations and reputation.

BCP-DR Management Framework

We follow a systematic approach to business continuity and disaster recovery planning. We employ an eight-step sequential process for implementation, which is carried out in five phases, covering Establishment, Implementation, Monitoring and Maintenance.



PCS BCP-DR Management Framework

The PCS Advantage

- Experienced Team of Professionals
- Robust BCP-DR Management Framework
- Comprehensive Strategies for Maximum Uptime, Continuous Business Operations

Information Security Audits

Businesses today face a constant threat to security, amidst the need for ever-increasing number of applications and enhanced accessibility. Robust security framework is therefore indispensable to prevent vulnerabilities and potential security attacks.

PCS offers comprehensive Information Security Audit services to help you fortify security of your IT environment. We go beyond routine testing to offer in-depth security analysis. Our audits cover all information systems, policies and procedures, including vulnerability and penetration testing – both automated and manual.

Being ISO 27001:2005 Certified, we have in-depth knowledge of the best security practices and industry standards. Our information security audit team provides a complete assessment of your security environment, along with actionable recommendations for remediation of potential vulnerabilities.

With our services, you can comply with international specifications, protect data assets and significantly reduce security-related costs and penalties.

Vulnerability Assessment

- Evaluation of critical systems, applications & processes
- In-depth technical review of all controls using tools (vulnerability scanning, directory queries & password hacking)
- Report with a list of actionable measures for strengthening internal systems

Network Security Assessment

- External penetration risk assessment
- Automated & manual penetration testing of all systems, application & hardware
- Actionable report for remediation of vulnerabilities

Application Security Assessment

- Testing web applications available to the public
- Assessment of database security, application layers & physical server access
- Report with recommendations to secure web applications from external attacks and malware intrusions

PCS Information Security Audit Methodology

The PCS Advantage

- Experienced Team of Consultants with Extensive Engagements
- ISO 27001 Certified (Information Security Standard)
- In-Depth Security Analysis Beyond Compliance & Routine Tests
- Comprehensive, Customized Security Audit
- Direct, Unique Recommendations
- Simple, Accurate, Actionable Reports

IT Service Management Consultancy

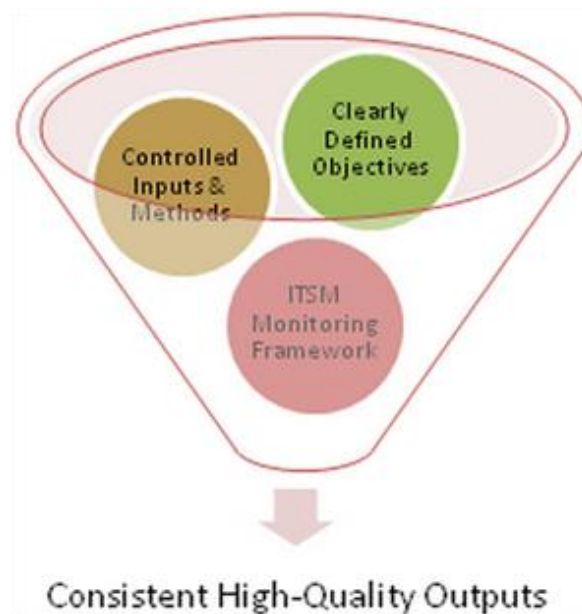
In today's highly competitive scenario, businesses constantly face the challenge of gaining and retaining vantage point. Providing unmatched end-user experience and business value has become a key differentiator. Streamlining the quality of IT services and ensuring consistent and reliable solutions is therefore of paramount importance.

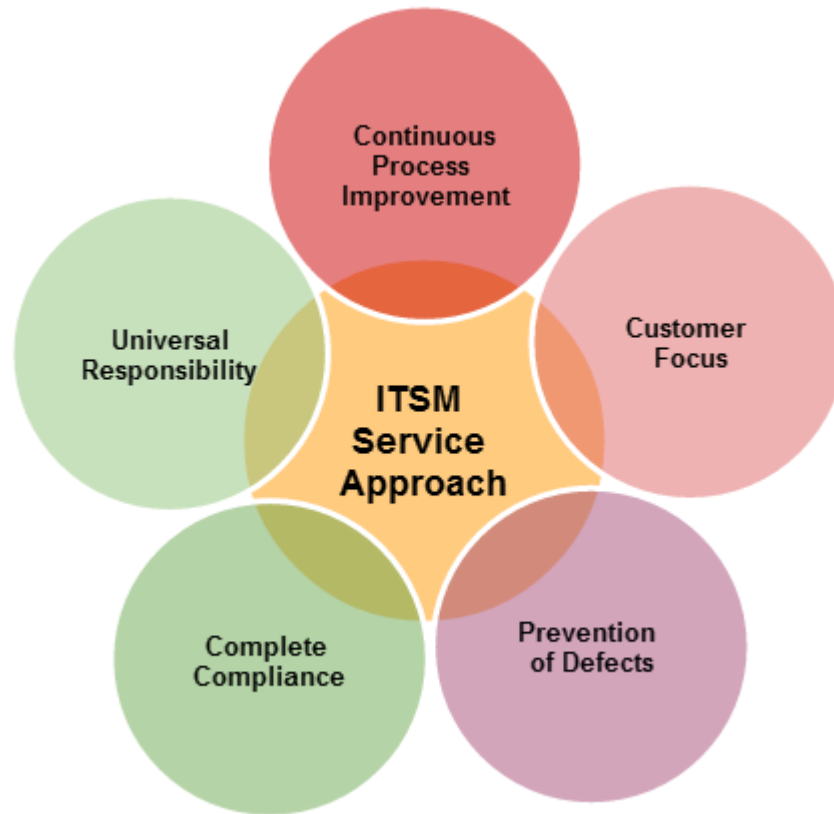
PCS provides all-round IT Service Management Consultancy (ITSM) to enable you to be a strategic partner to your clients. We are ITIL (Information Technology Infrastructure Library) and ISO 20000 (IT Service Management Standard) certified, and employ international best practices to help you ensure innovative solutions, aligned to your business objectives.

Our services help you establish, implement, maintain and continually improve IT services in your organization. We employ a PDCA model and process-based approach, enabling closer interaction of People, Technology and Processes.

PCS ITSM Framework

Through our ITSM framework, we help you improve your IT services. We implement the framework in three phases, covering Establishment, Implementation, Compliance and Maintenance.





PCS ITSM Framework & Approach

With our services, you can optimize operations, enhance productivity, achieve sustained service improvement with consistent performance, and create unique business value for your clients.

The PCS Advantage

- Implementation of International Best Practices
- Unique ITSM Framework, Process-Based Approach
- Consistent Unmatched Business Value
- ITIL, ISO 20000 Certified

ITSM / InfoSec Training

It is critical in this era to keep abreast of the latest advances and changes in the market scenario, regulatory landscape and technology.

PCS provides a wide range of IT Security Management (ITSM) / InfoSec training programs for your employees at all levels.

We have a team of certified IT trainers with vast experience in conducting interactive and fruitful training sessions. Our trainers have extensive knowledge of industry best practices, and they hold international certifications in:

- CISA (Certified Information Systems Auditor)
- CISSP (Certified Information Systems Security Professional)
- CEH (Certified Ethical Hacking)
- CIW (Certified Internet Web Professional)
- BS 7799 (Information Security Management Systems)
- ITIL (Information Technology Infrastructure Library)

PCS InfoSec Training

Through a blend of quality instructor-led training and case studies, we leverage the inherent advantages of both. While instructor-led training provides for increased interaction, case studies ensure application and engagement. This enables us to ensure high knowledge retention and enhanced learning impact.



PCS InfoSec Training

Training Deliverables

- Each participant would receive:
- Training course material
- Certificate on completion
- Report for your organization with participants' details

The PCS Advantage

- Certified & Experienced Instructors
- Unique Instructor-Led + Case Study Modules
- Enhanced Learning Impact

Clients



Testimonials

Aptech Learning Services Ltd.

"It is a matter of great pleasure that we, Aptech Learning Services Limited, have got the achievement of registration to BS ISO/IEC 27001:2005 with consultancy of PCS Technology Limited.

We are extremely thankful for the services provided by the PCS Technology Limited. "

- Mr. Roman Fernandes - ISMS (Manager)

GTL

"PCS has been awarded the mandate for 'Consulting for ISO 27001 Certification' for 'Managed Services division of GTL Limited'. PCS has successfully delivered and GTL has achieved the certification within stipulated timeframe.

We would like to thank PCS for their excellent efforts and the help extended during the consulting period."

- Ms. Tripti Indulkar (Senior Manager)

Reserve Bank of India - IS audit of Website

"PCS Technology Limited has successfully completed the IS audit of Secured Internet Website of RBI at IDRBT, Chennai and we have acted upon the report given by them."

- Mr. Sachin Shende – Assistant General Manager (IT)

Reserve Bank of India - LAN audit of COB and MRO building

"PCS Technology Limited has successfully completed the LAN audit of COB and MRO building of RBI and we have acted upon the report given by them."

- Mr. Sachin Shende – Assistant General Manager (IT)

SG Analytics Pvt Ltd.

"We would like to thank PCS Technology Limited for the efforts they have put in consulting and training our staff for ISMS, which has helped us, bag the prestigious ISO 27001:2005 certification.

It was indeed a very great experience in having association of working with their team.

We would specially like to appreciate the way they took ownership of the project and drove it till the end in such a short span of time.

We once again thank them and wish them all the very best for their future assignments."

- Mr. Naveen Deshmukh – Head (Finance & Admin)

TVS & Sons Ltd.

"We would like to thank PCS and their team for the efforts they have put in consulting and training our staff for ISMS.

We thank them for completing the project in time and helping us to achieve the prestigious ISO 27001:2005 certification.

We wish them all the best for their future assignments.

We once again thank PCS Technology Limited for giving us the co-operation to complete the certification and for the way they took ownership of the project and drove it till the end."

- Mr. S.N. Sasikumar – Asst. Manager (ITS)

Case Studies

Governance and Risk Consultancy Services Case Study On Application Audit at a Limited Company

Over View:

A pioneer manufacturing company in the chemical sector, owning globally popular brands of consumer and specialty chemical products having a pro-active market-driven approach giving it a strong base in both the consumer and industrial segments.

Challenges :

To survive in the current global business scenario, the company realized the importance of availability and security of information as well as the security of its intellectual property. The business processes of the company depended significantly on information technology. The company had several critical applications and databases, which if exposed to attacks could lead to unacceptable risks. The company wanted to ascertain the security risks associated with these critical assets.

Solution :

The solution lay in conducting an information security audit that would:

- identify the assets of the organization
- assess the threats to these assets and existing vulnerabilities
- assess the measures deployed to protect data confidentiality and integrity
- assess the accountability of asset owners
- identify the roles and responsibilities of the system components and users
- provide a basis for specifying requirements and formulate acquisition policy for future plans and acquisition;
- assess the gap between the world best practices (COBIT, ISO 17799) and systems adopted by the organization.

PCS Consulting, the consulting arm of PCS Technology Ltd. was appointed by the client to carry out Application and Database Audit in the organization. The company had been running an ERP application ORION on Oracle Database.

Application audit involved the following ERP modules with Oracle :

- Finance & Accounts
- Sales
- Procurement
- Inventory

The audit methodology followed was:

- Logical Access controls (User Ids, Passwords, Authentication, Authorization, Audit Trail)
- Input Controls (Range, Validity, Control Totals, Consistency and Concurrency, Exception Reports)
- Processing Controls (Transaction processing, Audit Trails, Integrity of data)
- Output Control (Generation, Distribution, Authentication, Preservation Of Outputs And Comment On The Adequacy) The general guidelines for output controls are
- Interface Control (Transfer of Data, Consistency)
- Authorization Control (Maker / Checker, Super Users, Audit trails)
- Data Integrity / File continuity Control
- Error / Exception handling
- Review testing procedures

The project was completed in a record time of three months.

Benefits :

The benefits the client derived from the Application and Database Audit are:

- Risk assessment exercise with respect to applications and database
- Awareness of security loopholes in audited area

Governance and Risk Consultancy Services Case Study On Web Application Audit

Over View :

The organisation is a premier financial institution of the country with significant presence in the global financial sector, having a huge customer and supplier base for over seven decades.

Challenges :

The client was scheduled to deploy a web application for the department responsible for all the fixed assets of the organisation right from requirement identification stage through the tendering process to procurement and deployment. The client was concerned about the security of web applications as:

- the entire database of sensitive information is at serious risk
- websites and related web applications must be available 24 x 7 to provide the required service to customers, employees, suppliers and other stakeholders
- firewalls and SSL provide no protection against web application hacking, simply because access to the website has to be made public
- custom applications are more susceptible to attack because they involve a lesser degree of testing than off-the-shelf software
- hackers prefer gaining access to the sensitive data because of the immense pay-offs in selling the data.

Solution :

The solution required a detailed review of:

- the functionality of the web application and the associated database
- the information security risk with respect to the confidentiality, integrity and availability of the information the web application would process

PCS Consulting, the consulting arm of PCS Technology Ltd. won the contract for Web Application Audit.

The Web Application Audit was completed in 8 days.

Benefits :

The benefits of the web application audit to the client were:

- awareness of security loopholes in the web application and database
- enhanced information security due to implementation of security controls as per audit recommendations
- increased customer and supplier confidence

Governance and Risk Consultancy Services Case Study On Network Security Audit

Over View :

The organisation is a premier financial institution having strong national and international presence in the financial sector for over seventy years.

Challenges :

Emerging threats in the field of information technology forced the institution to rethink the security of the information assets in terms of Confidentiality, Integrity and Availability of the information environment at its research and development center.

Solution :

The solution lay in conducting an audit of the institution's information environment that included all information assets. The audit would identify loopholes and vulnerabilities in the existing security mechanism.

PCS Consulting, the consulting arm of PCS Technology Ltd. won the contract to conduct the following:

- Information System Audit
- Vulnerability Analysis and Penetration Test (VA/PT) for critical servers

The Information System Audit involved auditing the following serving management processes:

- Incident Management Process
- Configuration Management Process
- Change Management Process

The VA/PT tests were conducted using the following tools:

- Nessus - Vulnerability of OS
- N-Stealth - Vulnerability of OS
- Netcat - Port Scan
- L0pht - Password Crack Tool
- MBSA - OS Hardening
- Netcat - Port scan

Benefits :

The recommendations of the audit report led the institution to:

- Upgrade security of critical servers leading to significant performance improvement
- Ensuring a reliable environment in terms of confidentiality, integrity and availability of critical servers
- Enhanced security led the financial institution to focus more on development and research activities

Client appreciation :

"We would like to express our appreciation to the Consultants of PCS Technology Ltd. and would like to congratulate them for successful completion of IS audit, Vulnerability Analysis and Penetration testing for critical servers at Institute for Development and Research...It was a pleasure to have partnered with PCS and we look forward to continuing and enhanced relationship with your organization" Assistant General Manager of this financial institution.

PCS Consulting was awarded the contract to conduct Web Application Audit by the client.

Governance and Risk Consultancy Services Case Study On : Implementation of IT Governance (EMCO Limited)

Over View :

EMCO Limited is 43 years old organization with revenues up to US \$ 200 million. EMCO Ltd. is one of the most respected companies in the power sector for more than 4 decades in India. It is an end-to-end solution provider in the Transmission & Distribution sector.

It is 3rd largest manufacturer of Transformers in India and a leading player in turnkey Electrical Sub-station and Transmission Line business up to 400 kV. It also has a significant presence in the Electronic Energy Meters in India. EMCO currently has 15% of its sales coming from International business from around 25 countries and its medium term objective is to achieve 30% sales from International market.

Challenges :

The client is growing its business and footprint across globe at a rapid space. To support this phenomenal growth client has invested heavily in Information Technology using SCADA, AutoCAD, SAP and Performance management system using Adrenalin.

The challenge is to manage Information Technology projects, aligning all the IT Services with business processes, create a performance monitoring system, implement best practices and plan, manage IT budgets effectively.

The mandate was given PCS Technology Limited to

- Assess the IT infrastructure readiness to support current and future requirements of business
- Devising IT strategy, Policy and procedures to maximize its alignment with business strategy
- Define, Design and implement Information Security processes and controls
- Create a performance monitoring system

Solution :

We deployed the Audit team comprising of Technology and Functional consultants to assess the various business processes, their requirements from IT and usage of Information technology. The assessment concentrated on capacity utilization and availability of Network, Applications Servers and other critical IT components.

Post the assessment report, we helped them to design and implement the network and security components and suggested the IT Strategy, IT Services and Information Security controls. We have also consulted the client on creating a Business continuity plan.

ITIL v2/v3 and ISO 27001 were the chosen frameworks used for consulting and implementation.

The project was successfully completed with 12 months including the consulting and implementation of solutions.

Benefits :

The benefits the client derived with this integrated approach were:

- IT strategy that's aligned with the business focusing on IT Service Management, Information Security and IT Project management.
- Metrics for Performance measurement
- Process based approach for managing IT
- Reduction in unplanned downtime and optimum utilization of IT Resources

Governance and Risk Consultancy Services Case Study On ISO 20000 Implementation

Over View :

A leading network services company with a revenue base of over US\$ 220 million, working with various technologies for addressing the networking, communication and infrastructure management needs of globally distributed enterprises and telecom carriers.

Challenges :

The Managed Services vertical, working with flat budgets and low head counts wanted to deliver IT services to its global clients in such a way as to facilitate the objectives of the client organisations with excellence and efficiency. The organisation has several Fortune 500 companies as customers for IT services. These outsourced services are driven by very strict and rigid Service Level Agreements (SLAs) with very high penalties. The organisation faces reputation and monetary risks in the event of a breach of these SLAs.

Solution :

The solution lay in standardizing the processes the client's business would follow and providing users with a system that would enforce efficient processes. This required the organisation to develop a vision for the future and figuring out what core processes it needed to get there. The objective was to have a lean organisation, one that could anticipate and solve problems before they happened and adapt to changes in the business as quickly as the business itself changed.

The IT governance framework found most suitable to the client's requirement was Information Technology Infrastructure Library, popularly known as ITIL integrated with Information Security Management System. ITIL is a collection of best practices for IT operations first developed by the British government 20 years ago. It differed from the other process frameworks as it was high-level and had enough detail to make the meaning of each term clear and show how it could be applied to an organization.

The client also believed that information security is of critical importance and perceived information security as key to extending the enterprise to enable deep integration with customers while aiding compliance with regulations. Importantly, information security also protects economically vital critical infrastructure from attack. Thus the client wanted to establish Information Security Governance framework that would be built on existing frameworks and accepted best practices and would bring about a process driven culture in the organisation.

The key security concerns were :

Security of client environment and client information shared with them which is the intellectual property of the customers

The goal of the organisation was to achieve ISO 20000 certificate, the first and only international standard for IT service management which has ITIL as its base. And then integrate both the ISO 20000 and ISO 27001 Standard.

PCS Consulting, the consulting arm of PCS Technology Ltd., was awarded the contract to implement the service management processes and to assist the organisation in receiving the BS 15000-1:2003 certification for the following services:

1. Network Management
2. Server Management
3. Security Management
4. Desktop Management

The organisation achieved ISO 20000 certificate in a record time of nine months which included implementation of service management processes and deployment of service management tools.

Benefits :

ISO 20000 Certification provided the following benefits to the client:

- improved customer service
- focused services that supports the customer's business strategy
- cost efficiency
- reliable and consistent service quality
- independent proof of service quality that serves as the marketing tool for all service offerings

PCS Consulting also assisted the client in the implementation of the ISO 27001 standard that entailed:

- Scope definition
- Training of the core team, users and internal auditors
- Risk Assessment
- Identification of relevant controls
- Documentation involving development of policies, procedures and relevant formats
- Preparing the Statement of Applicability (SOA)
- Implementing Control Framework and controls
- Measurement of effectiveness of controls implemented and measurement of efficiency of its key members involved in implementing and maintaining the standard.

The project was completed in a record time of seven months.

The benefits the client derived from ISO/IEC 27001:2005 certification are :

- establishment of a process driven culture in the organisation for information security thereby enhancing security awareness within the organisation
- a benchmark to measure the security measures and management systems deployed in the organisation
- a framework for resolving security issues
- enhanced customer' and business partners' confidence and perception of the organisation

Governance and Risk Consultancy Services Case Study On ISMS Implementation

Over View :

A global learning solutions company playing a key role in helping individuals, organizations and nations adapt to the changing requirements of a knowledge-driven world. The company has significant market presence internationally in the content development for e-learning and testing and certification areas.

Challenges :

The client believed that information security is of critical importance and perceived information security as key to extending the enterprise to enable deep integration with partners, suppliers and customers while aiding compliance with regulations. Importantly, information security also protects economically vital critical infrastructure from attack. Thus the client wanted to establish Information Security Governance framework that would be built on existing frameworks and accepted best practices and would bring about a process driven culture in the organisation. The key security concerns were:

1. Security of e-learning content which is the intellectual property of the client's customers
2. Security of question banks for testing and certification service

Solution :

The solution lay in perceiving Information Security in the context of business risk rather than as a wholly technical issue. This required that the organisation ensures security of its information assets by making information security an integral part of core business operations. The best way to accomplish this goal was to embed information security governance as a part of the internal controls and policies of the organisation.

ISO/IEC 27001:2005 was chosen as the "best" reference because of its combination of comprehensiveness and its international level of acceptance, including rapidly growing usage in the world. ISO/IEC 27001:2005 was written solely for information security practices within a business as a whole, is not IT exclusive, and is built around policy and process.

PCS Consulting, the consulting arm of PCS Technology Ltd. was appointed by the client to implement the ISO/IEC 27001:2005 in the organisation for all production centers in India. The scope of the project included the following services:

- **Learning Solution Service:** designing, developing, deploying and processing of computer based learning solutions
- **Testing and Certification Service :** designing, developing, deploying and processing of computer based assessments

PCS Consulting assisted the client in the implementation of the standard that entailed:

- Scope definition
- Training of the core team, users and internal auditors
- Risk Assessment
- Identification of relevant controls
- Documentation involving development of policies, procedures and relevant formats
- Preparing the Statement of Applicability (SOA)

The project was completed in a record time of seven months.

Benefits :

The benefits the client derived from ISO/IEC 27001:2005 certification are:

- establishment of a process driven culture in the organisation for information security thereby enhancing security awareness within the organisation
- a benchmark to measure the security measures and management systems deployed in the organisation
- a framework for resolving security issues
- enhanced customer' and business partners' confidence and perception of the organisation

Governance and Risk Consultancy Services Case Study On ISMS Implementation (Agility Logistics P. Ltd.)

Over View :

Agility is a global company with more than 32,000 employees, and over 550 offices in 100 countries around the world. With over \$6 billion in annual revenue, Agility comprises of three key business groups – Global Integrated Logistics (GIL), Defense and Government Services (DGS) and Investment.

Challenges :

Agility wants to implement information security best practice and achieve ISO 27001:2005 certification for its 4 offices (current scope) in India. The client employs over 1000+ employees at these locations and provides support services for logistics operations to internal and external clients. The client has a complex IT infrastructure and has developed and deployed multiple application systems for freight forwarding, custom clearance etc.

The client believed that information security is of critical importance and perceived information security as key to extending the enterprise to enable deep integration with partners, suppliers and customers while aiding compliance with regulations. Thus the client wanted to establish Information Security Governance framework that would be built on existing frameworks and accepted best practices and would bring about a process driven culture in the organisation.

Also client wanted to have seamless connectivity along with redundancy and high performance of its network to support applications PAN India.

Solution :

The solution lay in perceiving Information Security in the context of business risk rather than as a wholly technical issue. This required that the organisation ensures security of its information assets by making information security an integral part of core business operations. The best way to accomplish this goal was to embed information security governance as a part of the internal controls and policies of the organisation.

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PCS Consulting, the consulting arm of PCS Technology Ltd. was appointed by the client to implement the ISO/IEC 27001:2005 in the organisation for the said locations in India.

PCS Consulting assisted the client in the implementation of the standard that entailed:

- Scope definition
- Training of the core team, users and internal auditors
- Risk Assessment
- Network Performance Audit
- Network Architecture and Redesign of Network
- Identification of relevant controls
- Documentation involving development of policies, procedures and relevant formats
- Preparing the Statement of Applicability (SOA)
- Preparing the BOM, RFP and vendor evaluation for implementation of redesigned architecture.

Benefits :

The benefits that the client has reported even before certification are :

- Increased security awareness within the organisation
- Consciousness on critical information assets owned and managed by the organisation
- A framework for resolving security issues
- A robust network with optimum bandwidth management and redundancy to support multiple applications and hence support the business in Business Continuity and High availability.
- Enhanced customer' and business partners' confidence and perception of the organisation