Success Story

Information Technology

IS Policy, ICT Guidelines, & Operations Manual

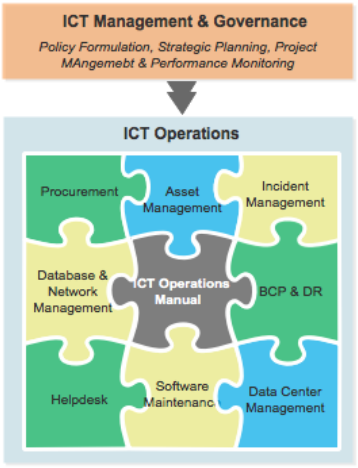
Storyline…

The client is a leading public sector undertaking in Bhutan that provides financial services including Insurance, Pension and Loan products. With rapid business growth and its increasing reliance on Information, Communication and Technology (ICT), Management felt the need to implement a standard policy, and standardize ICT usage and services across the organization.

Once upon a time…

The Client's business relied heavily on its ICT System for smooth functioning. Over the years, the Client had implemented several software applications to manage its business services across all its offices. However, there was no standard Information Security Policy in place. In addition, the procedures for procurement of IT systems, their quality control, testing and management were not in place. This had resulted in an increase of information security threats and weaknesses in safeguard of ICT assets posing significant risks to the operations.

Moving on…



The MaGC team kicked-off the assignment with discussions with the Top Management to establish the scope and coverage. The existing ICT system and processes were studied. A brainstorming session was held with the Client ICT team to finalise the contents of the Policy Document and Manual. MaGC prepared the Information Security Policy, ICT Guidelines, and Operations Manual incorporating a combination of existing policy/practices, industry best practices, and Management desired controls.

The core aspects of IS Policy (36 headings) were identified and classified into five groups – Right User/Usage, Security while accessing, Security while operating, Security Infrastructure, and Control Administration. The policy statements were made under each heading; these were cross-referenced in the ICT Guidelines and ICT Operations Manual. ICT Guidelines provided detailed explanation of the IS Policy. The Manual covered organisation of ICT department, Job Descriptions, ICT Governing Committee, ICT HR learning, development & Training, and Performance Evaluation. It also covered procedures with respect to Procurement, Data Center, Firewall Management, Software Development, DBM, User Access Management, Helpdesk, Website Management, Third Party Contracts, Security Incident Management, and Business Continuity & Disaster Recovery Plan. The Manual included detailed procedures included calendars, service levels, and format templates appropriate for each function.

Feedback from the Client on draft submissions was meticulously tracked and incorporated in the final submission. The MaGC team conducted a sensitisation training in order to familiarise the team with the contents of the Policy and Manual. During the sensitisation, interactive sessions were held and a roadmap for implementation was drawn up jointly by the Trainers and Trainees.

Finally…

The exercise helped in converting the ICT Division into a Department and streamlined internal processes. The ICT System benefitted since this provided an opportunity to update existing controls and introduce missing ones. Overall, the improved processes helped reduce IS related risks significantly over time. The documentation became an effective training aid for the ICT Department.