



YOUR AUDIT AND TRAINING PARTNER





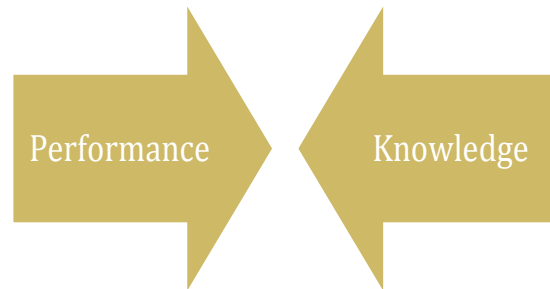
System Certification & Training's : Overview & Business Opportunities



The institute of Cost Accountants of India: WI Regional Council

Founded in 2006, ISOQAR INDIA is a destination for all your audit and training needs that's both professional and aligned to your values. We work with the most experienced and knowledgeable auditors and trainers we trust, creating meaningful relationship with all of you.

ISOQAR uses the knowledge assets to drive performance. Knowledge embedded in our services and business processes now drives what can be created and delivered to our esteemed customers.



ISOQAR believes in knowledge performance integration.



Team India



- Ex KPMG Ian's with years of BIG 4 Experience
- Domain & Accreditation Expertise
- Each core member with over 2000 Plus organization experience
- Global training experience
- Passion to excel

We believe in the saying:

"Good management is the art of making problems so interesting and their solutions so constructive that everyone wants to get to work and deal with them."

—Paul Hawken, *Natural Capitalism*

Strengths

Global Presence

Rich Experience on audit and certification from “ Big Four “

Leadership Competency

Members having over 2500 audit experience

Broad portfolio of service offerings

Experience in standard setting and development



WE ARE ACCREDITED

For scope of accreditation: Please contact us or visit the web site.

Our Indian auditors have global experience of auditing & training organizations in the United States, United Kingdom, Japan, Middle East (Dubai, Abu Dhabi, Kingdom of Saudi Arabia, Kuwait, Qatar, Bahrain etc.), South & East Africa, Singapore, Malaysia, Ukraine, Philippines, Taiwan, Portugal, Mauritius etc.

ISOQAR has also been involved in Business excellence model development for RIO TINTO; Trust mark maturity standard development for Gem & Jewellery Federation along with GIA; Award criteria development for Accommodation Times.

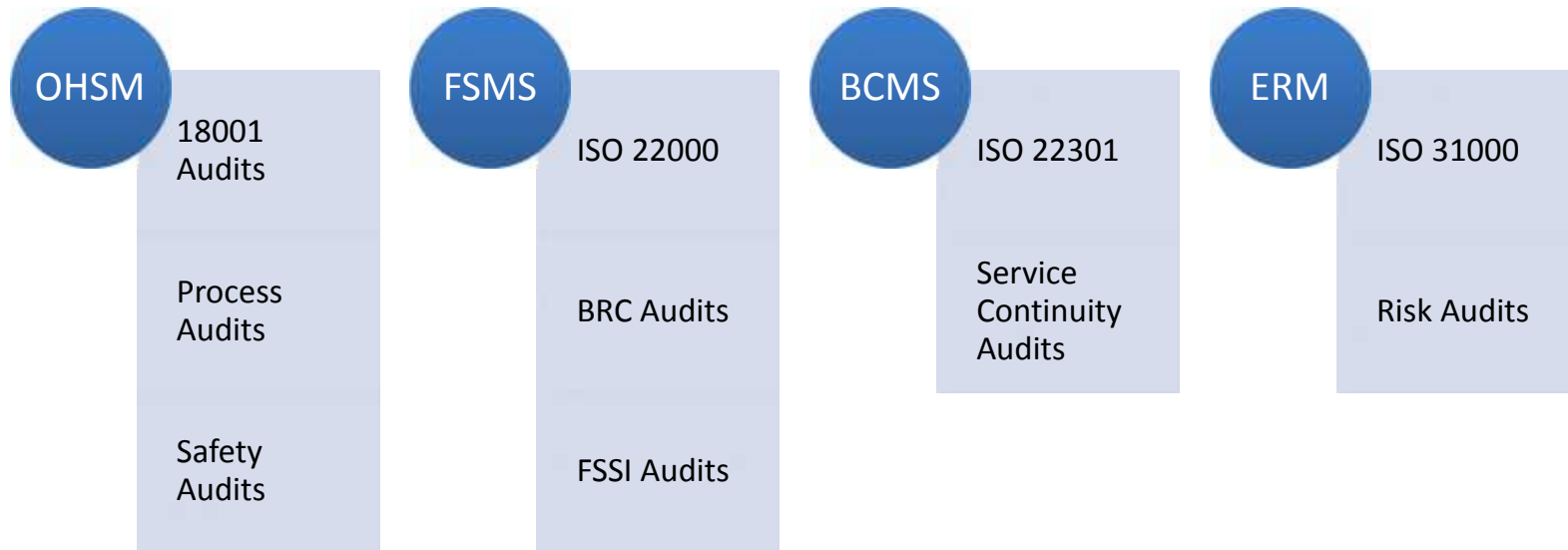


We believe in Knowledge transfer

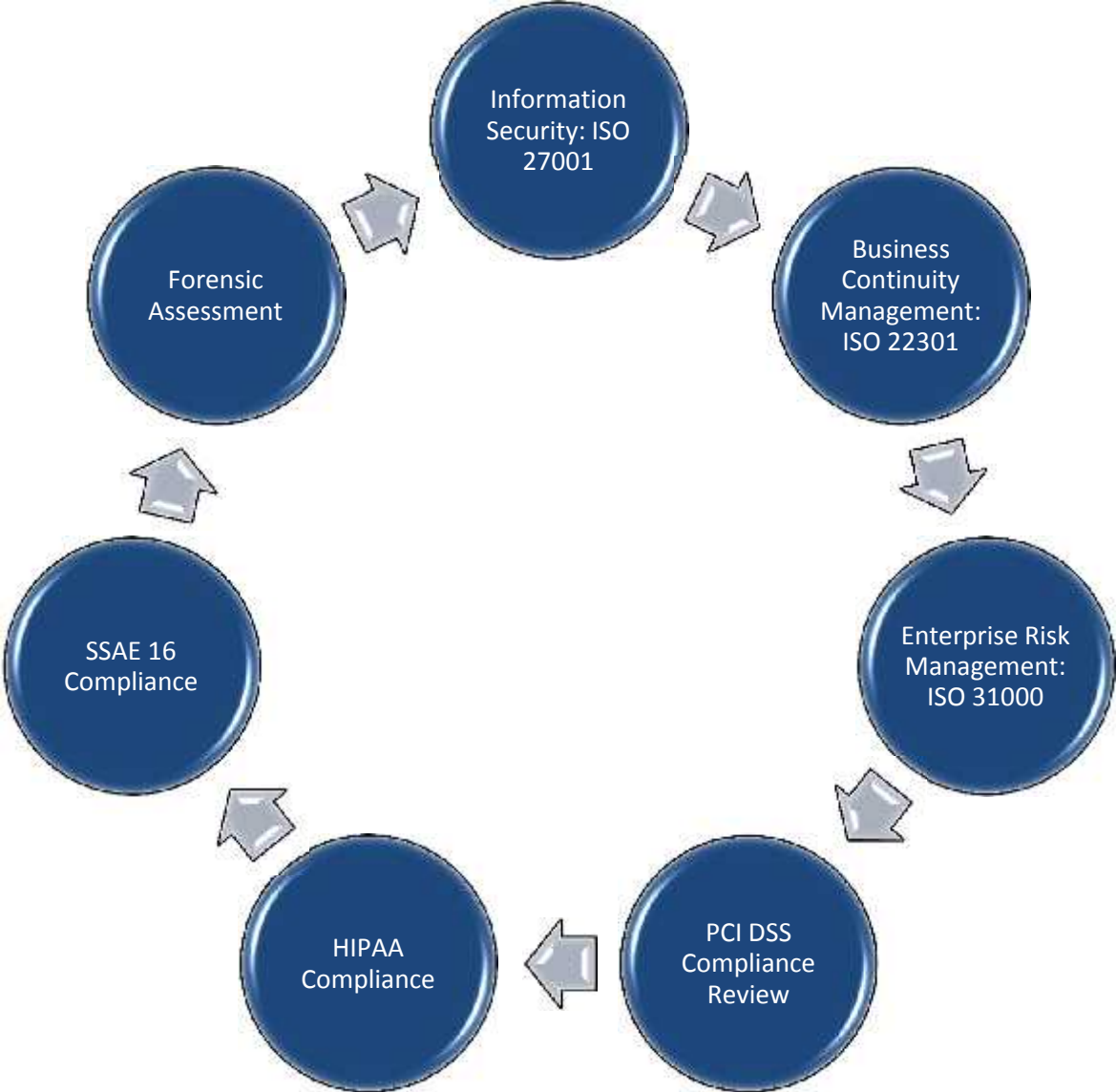
What we do



What we do

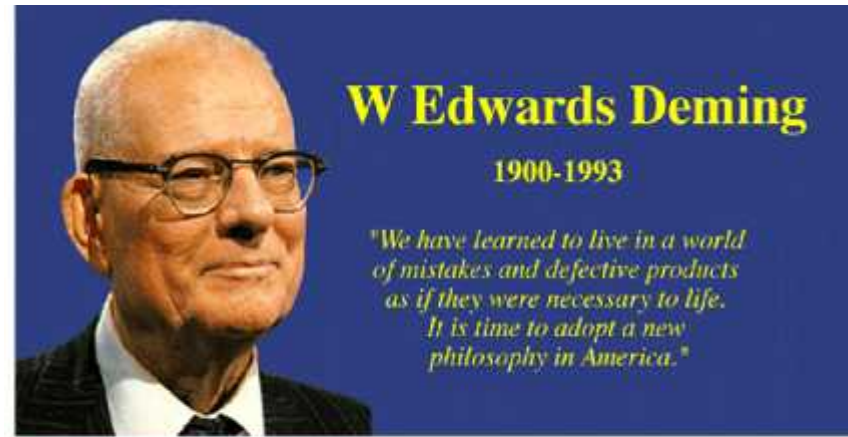


What we do with regard to Security



The Need

- System Orientation
- Adopt Industry best practices
- People Focus
- System Focus
- Compliance Focus
- Focus on Process, Profit, People, Product, Productivity
- **Develop Trust : Customer, Regulators, People, Society**



When asked about need for a Management system , Dr. Deming said,

"You don't have to do it. **Survival is not compulsory.**"

How International standardization started

- International standardisation began in the electro technical field: the International Electro Technical Commission (IEC) was created in 1906 to oversee the development of electrical systems for common use incl standardisation of SI unit names and measurements.
- The organization today known as ISO began in 1926 as the International Federation of the National Standardizing Associations (ISA), whose focus was mainly mechanical engineering. It was disbanded in 1942 during World War II but was reorganized under its current name, ISO, in 1946, when delegates from 25 countries met at the Institute of Civil Engineers in London; the new organization officially began operations in February 1947.

How International standardisation started (2)

- ISO is a voluntary organization whose members are recognized authorities on standards, each one representing one country. The bulk of the work of ISO is done by the 2,700 technical committees, subcommittees, and working groups. Each committee and subcommittee is headed by a Secretariat from one of the member organizations
- The new organisation, ISO, began to function officially on 23 February 1947. The first ISO standard was published in 1951 with the title, Standard reference temperature for industrial length measurement.

Recognizing that its initials would be different in different languages, the organization adopted *ISO*, based on the Greek word *isos* (ἴσος, meaning *equal*), as the universal short form of its name





We're ISO, the International Organization for Standardization. We develop and publish International Standards.



The [IAF](#) is the world association of Conformity Assessment Accreditation Bodies and other bodies interested in conformity assessment in the fields of management systems, products, services, personnel and other similar programmes of conformity assessment. Its primary function is to develop a single worldwide program of conformity assessment which reduces risk for business and its customers by assuring them that accredited certificates may be relied upon. Accreditation assures users of the competence and impartiality of the body accredited.



Accreditation is a means of assessing, in the public interest, the technical competence and integrity of the organisations offering these kinds of evaluation services. Accreditation, with its many potential benefits for the quality of goods and in the provision of services throughout the supply chain, is underpinning practical applications of an increasingly wide range of activities across all sectors of the economy, from fishing to forestry, construction to communications. Other AB's include ANAB, RvA, JAB, NABCB in India etc...



Certification Bodies : Accredited certification bodies provide assessment services to ISO and other international standards. Other CB's include BVQI, TUV, DnV, LLOYDS, BSI etc.

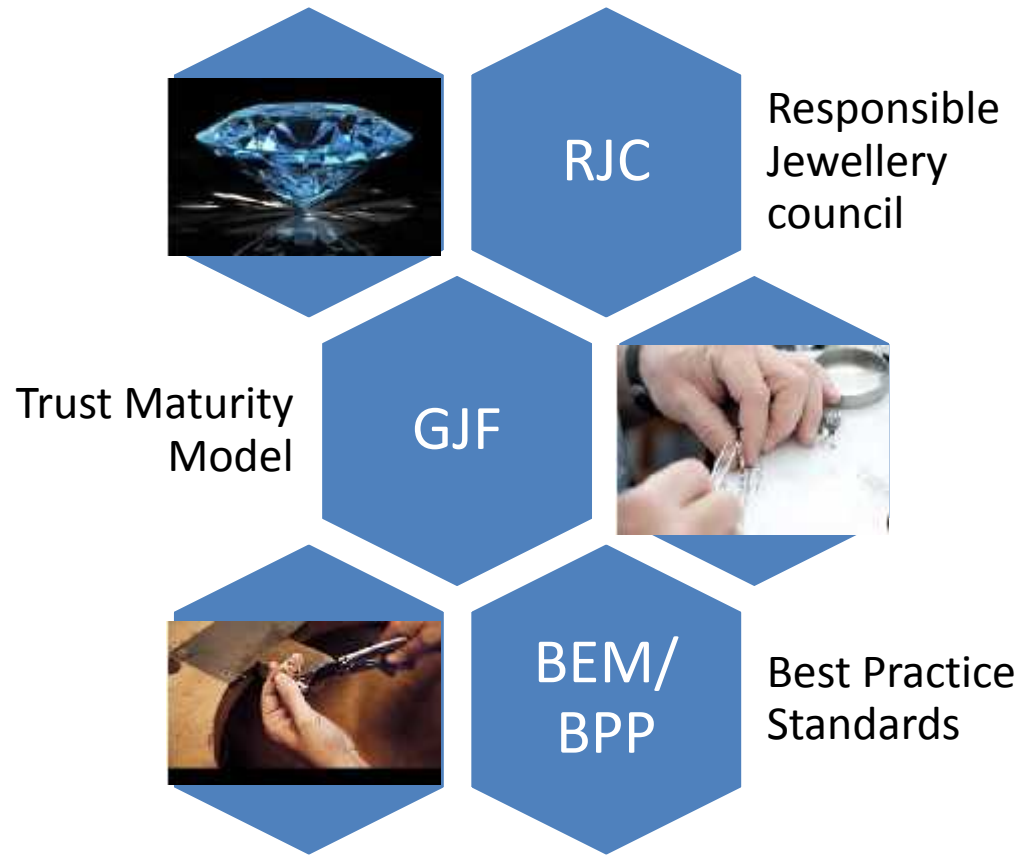
Popular standards

<u>ISO 9000</u>	Quality management
<u>ISO 14000</u>	Environmental management
<u>ISO 26000</u>	Social responsibility
<u>ISO 50001</u>	Energy management
<u>ISO 31000</u>	Risk management
<u>ISO 22000</u>	Food safety management
<u>ISO 27001</u>	Information security management
<u>ISO 20121</u>	Sustainable events

Other known standards

<u>OHSAS 18001</u>	Health & Safety management
<u>ISO 22301</u>	Business continuity management
<u>ISO 22000</u>	Food Safety management
<u>BRC</u>	British Retail Consortium standard

Diamond, Jewellery and Retail



Security, Service Management & Business Continuity : An emerging area for Cost Accountant



Scenario Today

How to Hack an Aircraft With an Android Phone

security consultant spends three years writing codes and tinkering with aircraft software



SECURITY
It took three years for David, the well-known security consultant, to write the code that could hack an aircraft. The code is the result of a long and arduous process, one that he says is the most difficult he has ever undertaken. He says he has spent three years writing the code, and he says he has spent three years testing it. He says he has spent three years writing the code, and he says he has spent three years testing it. He says he has spent three years writing the code, and he says he has spent three years testing it.

Sacked employees steal client data to 'blackmail' insurance companies

Insurers Duck for Cover on Guerrilla Attack by Ex-staff

SUGATA GHOSH & SHILPY SINHA
MUMBAI

Life insurance firms are caught in a strange conundrum, battling a guerrilla hackback from people they fired.

Several insurers have alerted the regulator that sacked employees, who walked away with data on thousands of policies, are now threatening the customers' information given at the time of buying the policy to 'blackmail' the companies.

In the past one month, many insurance firms have been inundated with letters from customers raising up old policy issues, alleging mis-selling and threatening to move court.

The letters, surprisingly withdrawn and mostly from high-value clients, have raised suspicion that the customers in question have been provoked by men who have access to key information.

Besides aggrieved ex-employees, some in the insurance industry said a north-based hacker, dealing with multiple insurance companies could be involved in the racket.

Some data has been leaked

Redo engineering merit list, Guj IIC tells state govt

Ruling To Affect 70,000 Students

By Anand Mahajan

Ahmedabad: The state government is to redo an admission merit list for over 70,000 students admitted in the first year of engineering colleges across the state. This follows a Gujarat High Court order on Tuesday stating that the admission process had serious procedural lapses with marks of students being added in the wrong way.

A number of engineering students had challenged the merit list, claiming that the process had been flawed. The court said that the admission authority should not conduct the process in this manner.

10 NIT-Rourkela's admission list goof-up causes havoc

Ahmedabad | 10

Newspapers from the capital city of New Delhi have reported that the admission list for NIT-Rourkela has been found to be flawed. The admission authority has been asked to redo the list.

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WATER CRISIS

Chennai IT Cos Left High & Dry

Water Woes

87% of Chennai's water consumption is used in agriculture, industries are the second highest user of water at 15%

World Bank estimates water demand for industrial uses and energy output will grow at a rate of 4.2% a year

FICCI 2011 survey showed water availability is a major risk and concern for industries

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FICCI 2011 survey showed water availability is a major risk and concern for industries

Problem May Get Acute

SANGEETHA RANGAVEL
CHENNAI

Chennai's information technology corridor, projected by Tamil Nadu as a world-class tech destination, is waking up to the possibility of nightmarish water shocks. Businesses in the Old Mahalingapuram Road corridor, which generates billions of dollars in revenue from Fortune 500 clients in the US and Europe, almost shut down work a week ago when they very nearly ran out of water. A delegation of IT executives is planning to meet government officials this week seeking a solution to the problem.

IT companies in the OMR corridor, including Tata Consultancy Services, Cognizant and Infosys, rely on a risky system of water supply tankers. But a 52-hour strike by tanker operators had them staring at a water crisis. One day of the strike and a shutdown was looming continuously likely.

According to data from software industry body Nasscom, about three-fourths of Tamil Nadu's 250,000 crore exports (ac-

and only in Karnataka) are shipped out of OMR. On that basis, a business-less day would have cost the industry over \$100 crore.

The day might have been worse but the episode has put the spotlight on India's water woes and conflicts. A 2011 study by the Federation of Indian Chambers of Commerce and Industry found that 90% of the respondents felt the availability of water was impacting their business. Eighty-seven percent felt it would be a problem by 2021. "The crisis faced in Chennai (OMR stretch) by the industry, due to the strike by ground water tanker suppliers, is typical of the water conflicts arising every where in India," said Rohini Nilekani, chairwoman of Arghyam, a public charitable foundation working in the water and sanitation sector.

Problem May Get Acute

Integrated approach

Security, Risk and Business Continuity
Focus : BFSI



Issues Faced By Organizations

- Attrition
- Data Corruption/ integrity issues
- Crashing of Critical Server/ Hardware
- Link Failure
- Back up Restoration failure
- Low Performance
- Head Hunting
- Power Failures
- Environment Hazards – Earthquake/Fire/ Flood/ Cyclone/ Sand Storms
- Civil Unrest
- Application failure/ Critical Bugs
- Cash Flow issues
- Outstanding
- Product / Service Failures
- Legal & Compliance Issues
- Virus Attack
- Compensation Disparity
- Frauds
- Accident
- Strikes
- Technology related issues
- Contagious diseases
- Food poisoning

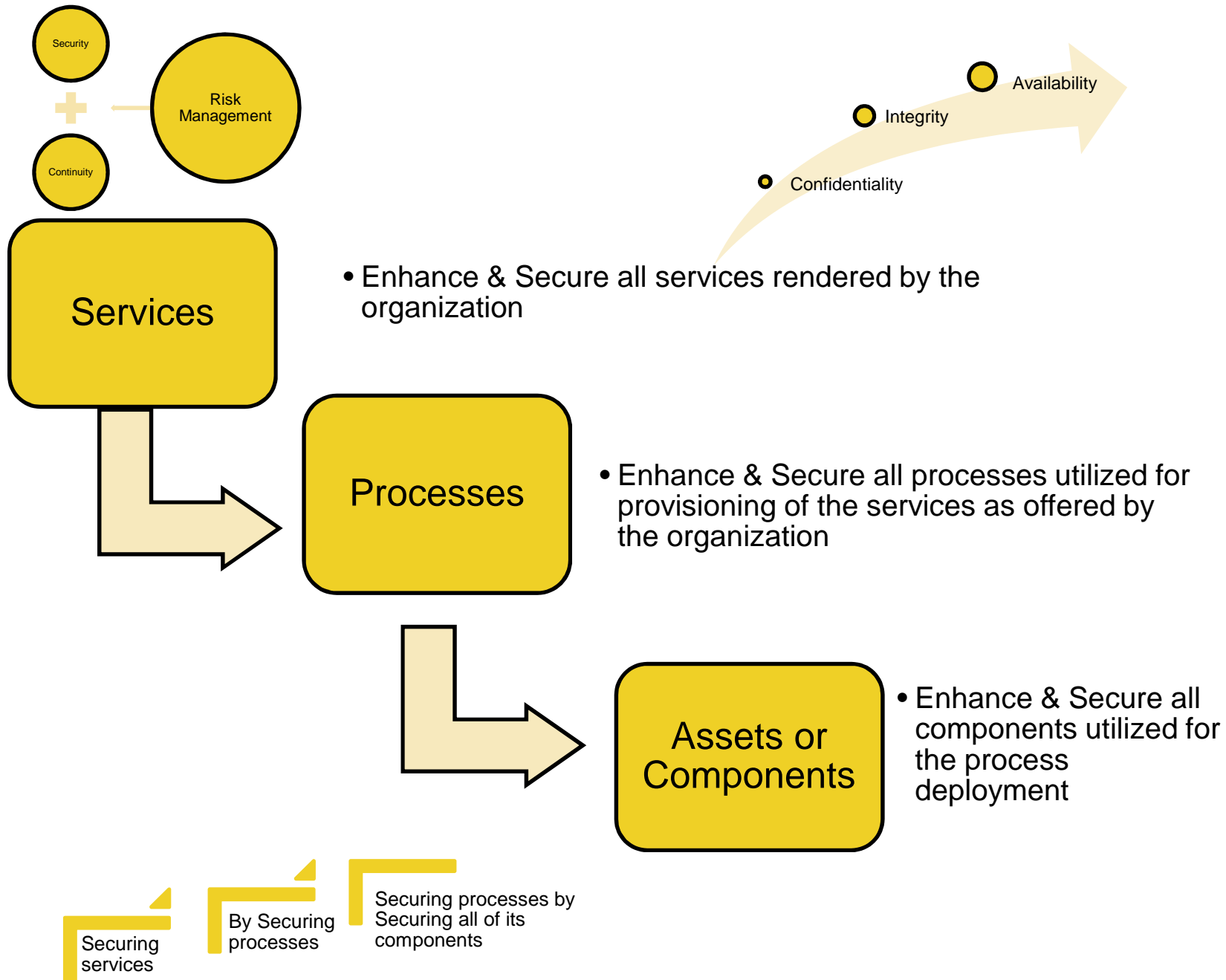
Emerging standards and Compliance requirements

- COBIT
- ISO 27001
- HIPAA
- SAS 70/ SSAE 16
- SAE 3402
- SOX
- ISO 22301
- ISO 31000
- TIA 942
- PCI DSS
- ISO/IEC 13335
- ITIL/ ISO 20000

Although there are a number of information security and continuity standards available, an organisation can only benefit if those standards are implemented properly. Security is something that all parties should be involved in. Senior management, information security practitioners, IT professionals and users all have a role to play in securing the assets of an organisation. The success of information security can only be achieved by full cooperation at all levels of an organisation, both inside and outside.

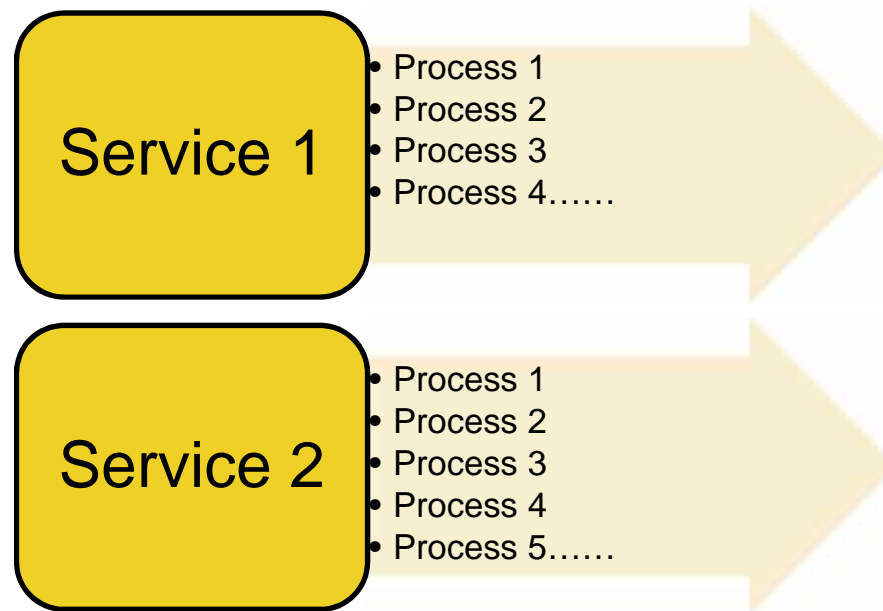
The way forward...





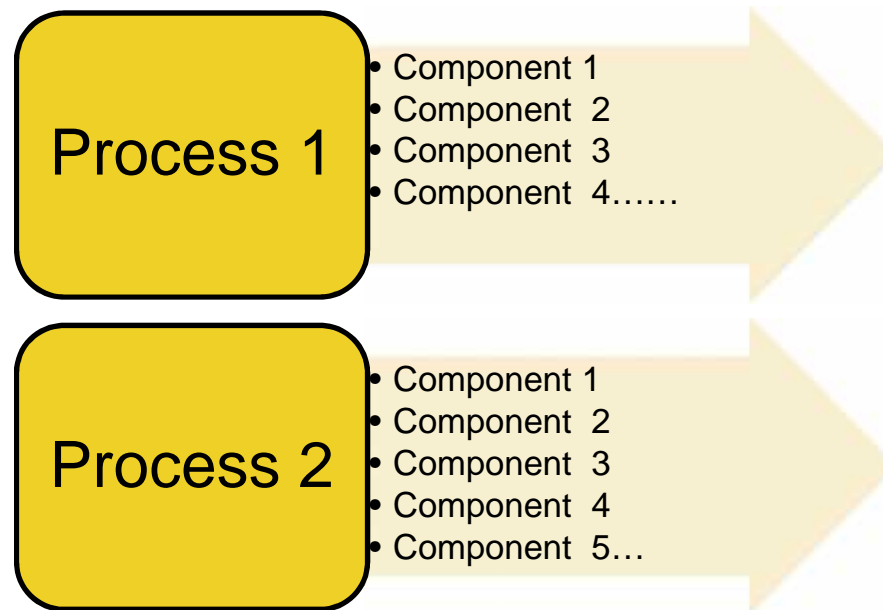
The initial step

Identify every business process associated with the service within the scope of IRM including Financial risk



The second step

Detail each business process to understand the process flow and associated components



The Output

Services

All services provided by the Organization

- Service Catalogue

Business Processes

Associated Business process for each services

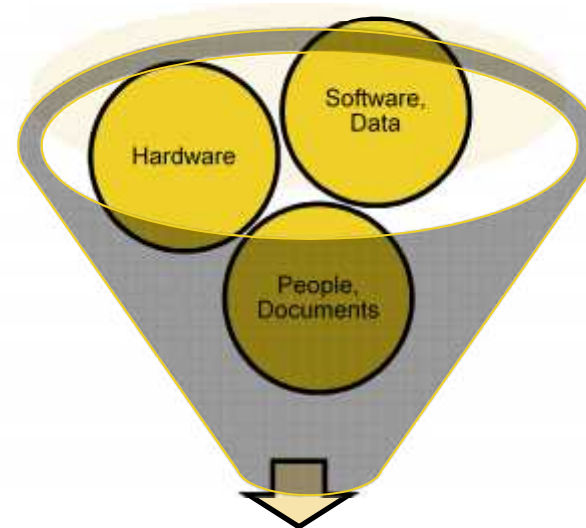
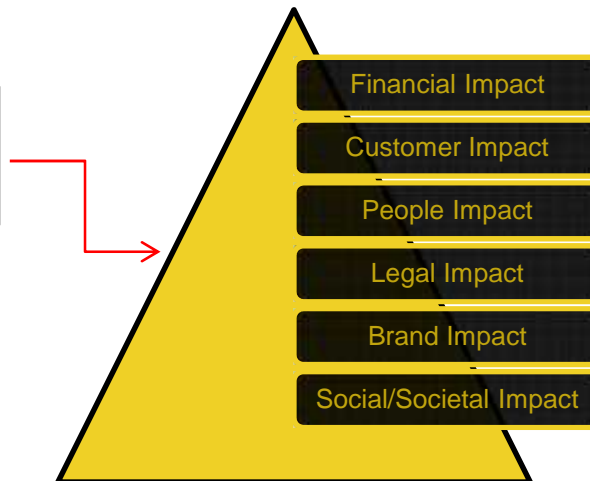
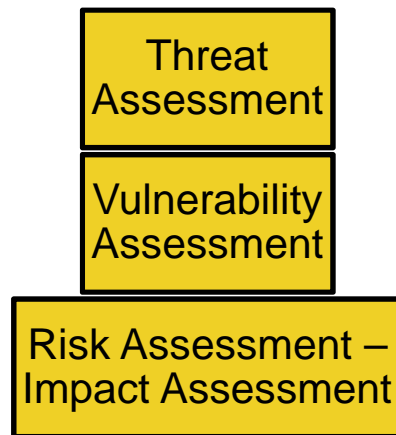
- Process List
- Process Flow and SIPOC
- Process Map

Assets

Associated Information Assets utilized for each business process

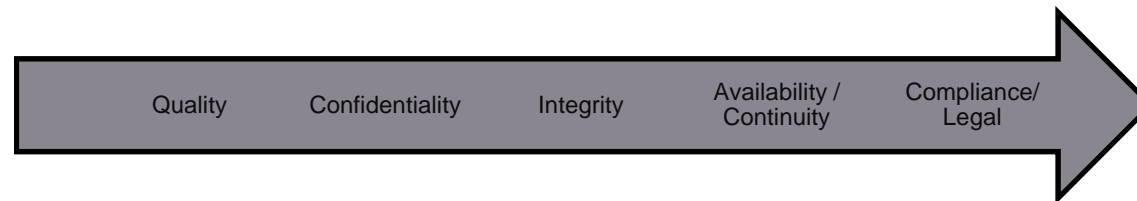
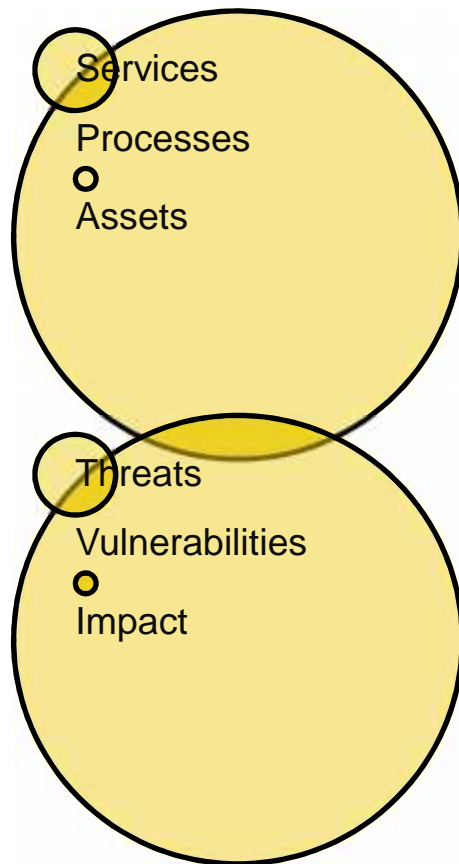
- Inventory of all information assets / components of processes
- Hardware / Software/ People/ Documents / Data etc.

The BIG step Risk Management

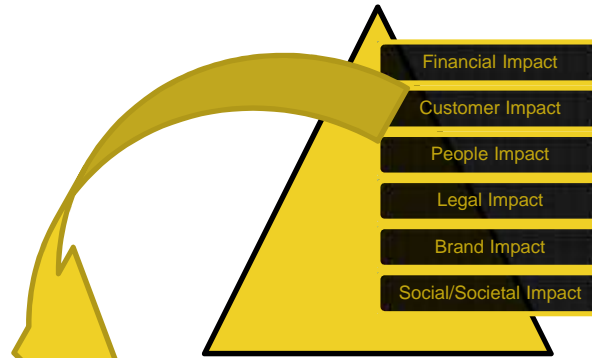


Filter Critical Component in terms of Business Risk

The BIG step Risk Management



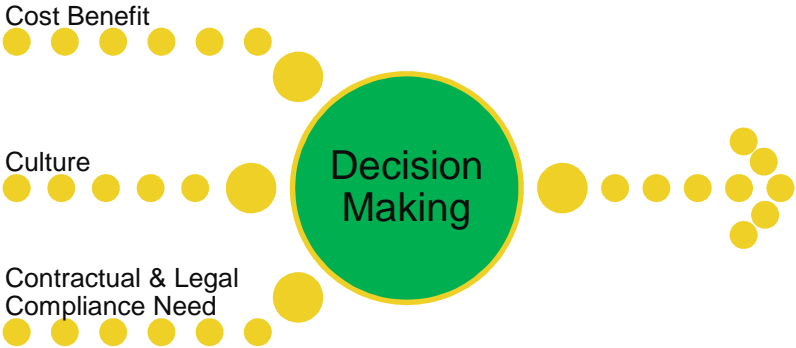
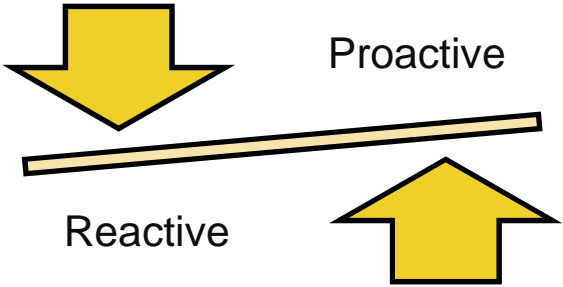
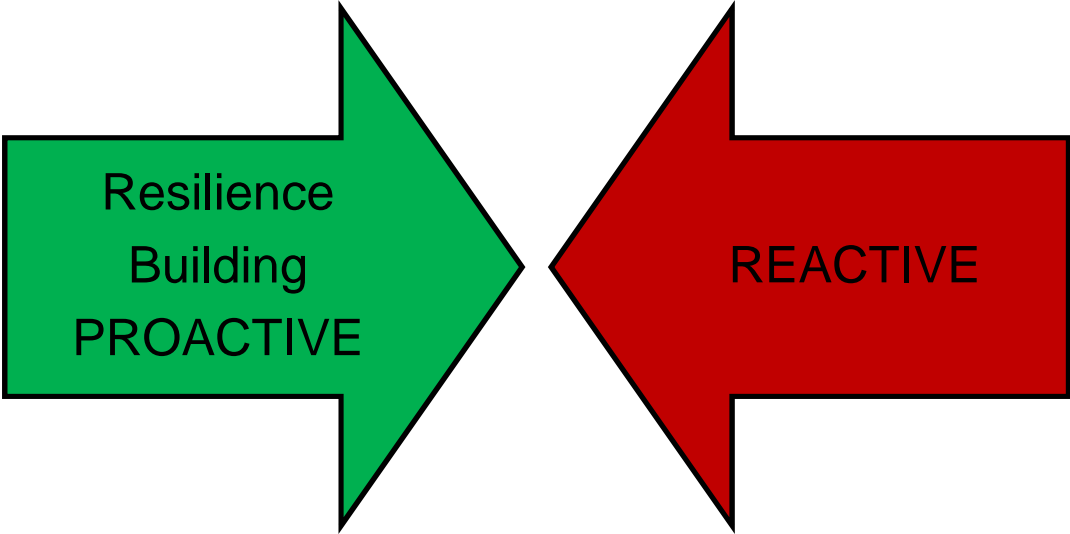
Business Impact Assessment



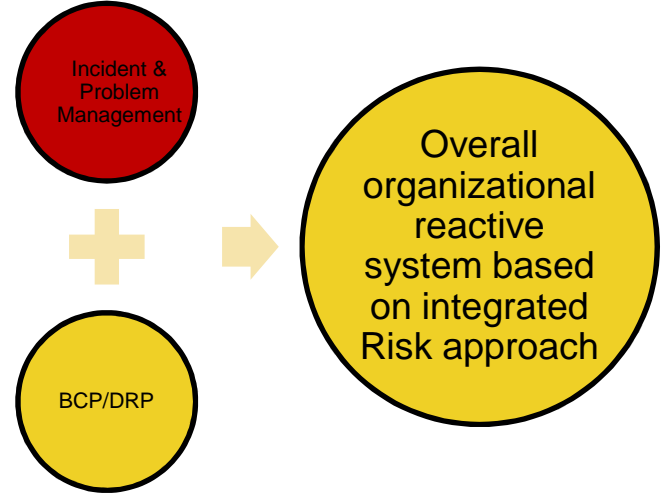
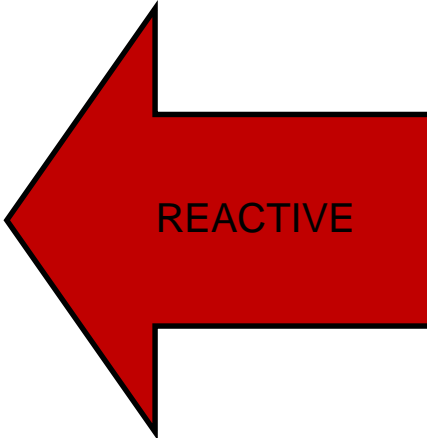
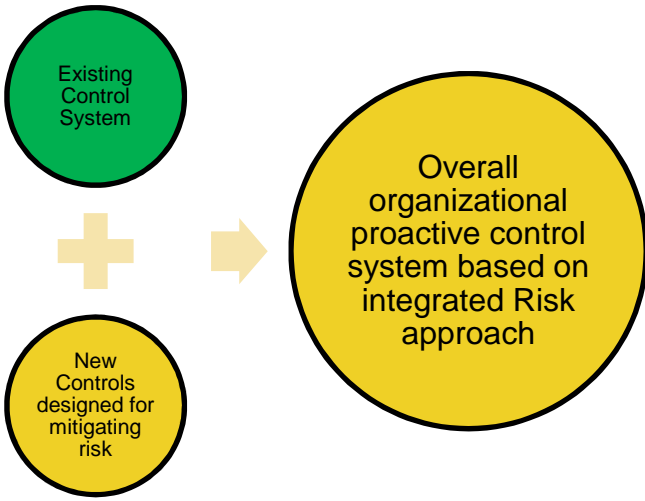
Division	Activity	4 Hr	1D	2D	1W	2W	4W	8W	16W
IT	A1								
	A2								
	A3								
	A4								
	A5								
	A6								

ANALYZE THE ABOVE IMPACT VS PERIOD GRAPH FOR EACH ACTIVITY AND PRODUCE MAO/MTPD AND ESTABLISH RTO

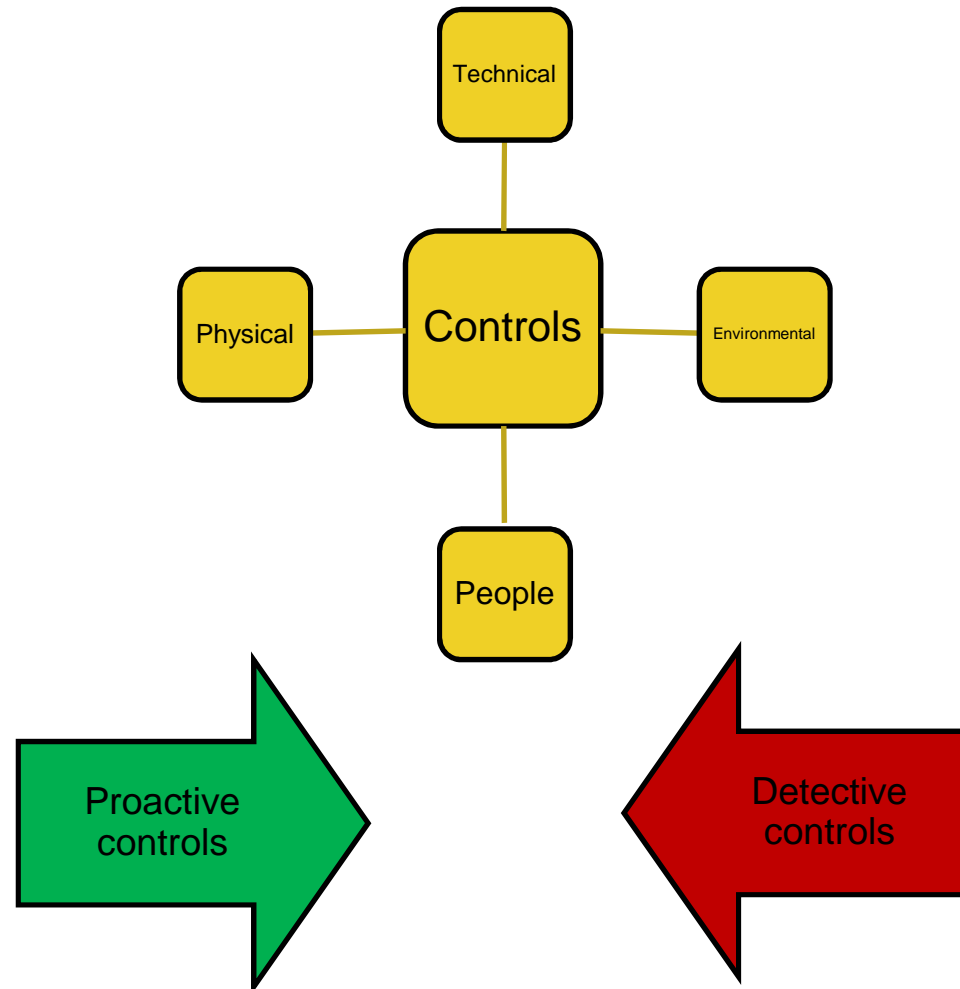
The fourth step STRATEGY



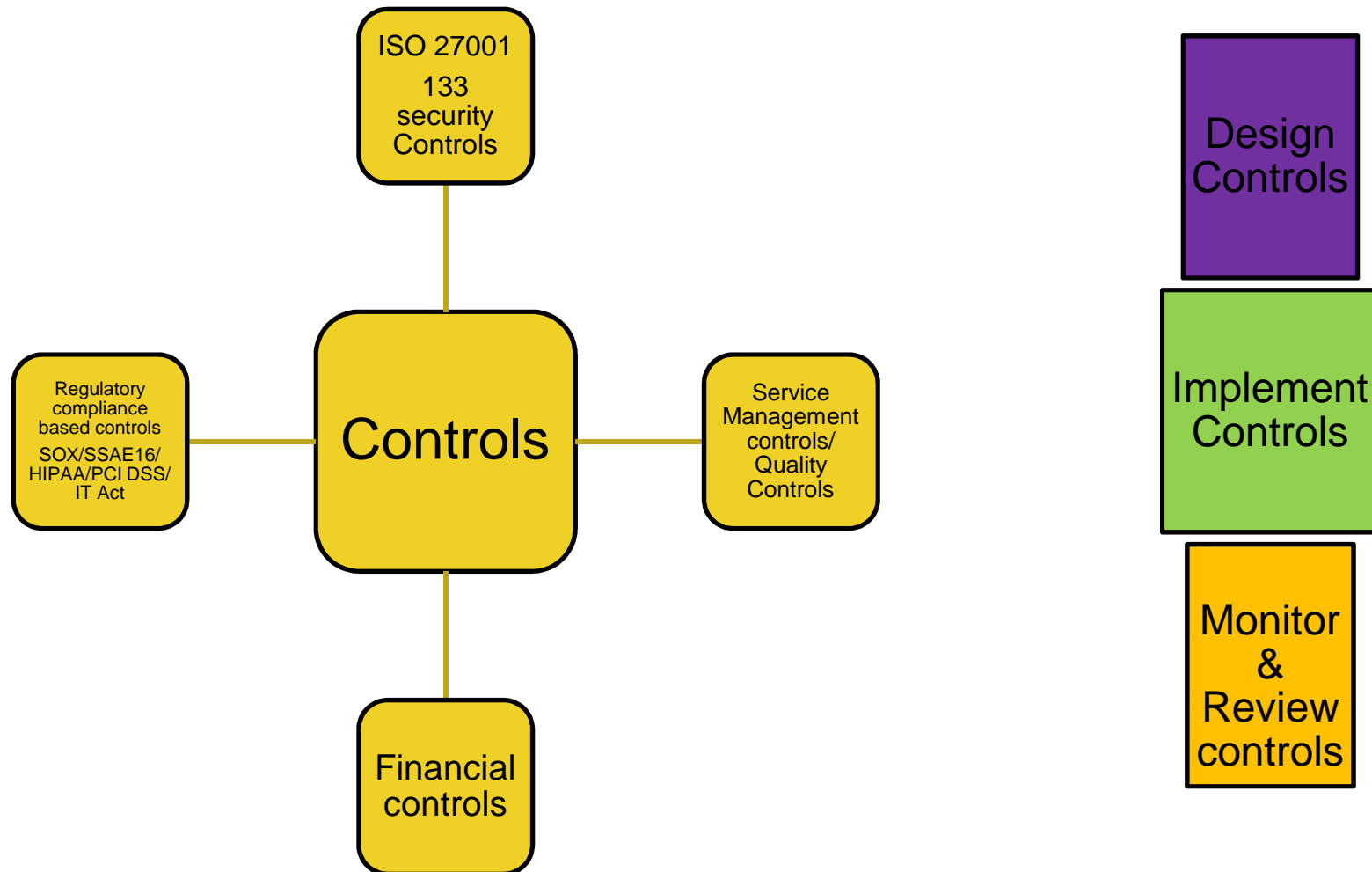
STRATEGY



The Fifth Step Control selection



Control selection (PRO ACTIVE SYSTEM)



Management Goals

Commitment

Involvement of All

Risk Management Proactive & Reactive System Implementation

Review and Monitoring System (Audits & Reviews)

Control Effectiveness Measurement System (Metrics System)

Resource Management, Competency and development

Document Control System

Record Control System

Formal Improvement Planning & Monitoring system

Other common System Requirements

Some more insight on QMS Standard

ISO 9001

ISO 20000



ISO 9001:2008 Structure

- 1 Scope
- 2 Normative reference
- 3 Terms and definitions
- 4 QMS Requirements
- 5 Management Responsibility
- 6 Resource Management
- 7 Product Realization
- 8 Measurement, Analysis & Improvement

- 4.1 General Requirement
- 4.2** *Document Requirement*

- 5.1 Management Commitment
- 5.2 Customer Focus
- 5.3** *Quality Policy*
- 5.4 Planning
- 5.5** *Responsibility, Authority, Communication*
- 5.6** *Management Review*

- 6.1 Provision Of Resources
- 6.2** *Human Resource*
- 6.3** *Infrastructure*
- 6.4** *Work Environment*

- 7.1 Planning for Product Realization
- 7.2 Customer Related Processes
- 7.3 Design & Development
- 7.4** *Purchasing*
- 7.5 Production & Service Provisions
- 7.6** *Control Of Monitoring & Measuring Instruments*

- 8.1 General
- 8.2** *Monitoring & Measurement [C.S. + I.A. + Process + Product]*
- 8.3** *Control of N.C. Products*
- 8.4** *Analysis of Data [C.S. + Product Conformity + N.C.P. + Process + CAPA]*
- 8.5** *Improvement = CAPA and C.I.*

The ISO 20000 family of Standards..

Formally: ISO/IEC 20000-1 ('Part 1') "promotes the adoption of an integrated process approach to effectively deliver managed services to meet the business and customer requirements". It comprises following sections:

- Scope
- Terms and definitions
- Planning and implementing service management
- Requirements for a management system
- Planning and implementing new or changed services
- Service delivery processes
- Relationship processes
- Control processes
- Resolution processes
- Release process.



