



**INFORMATION  
SYSTEMS  
GROUP**



## Services Overview

Information Systems Group provides a unique combination of consulting and development solutions enabling their customers to enforce compliance and improve productivity of IT and business processes.

# Solutions to improve compliance and productivity across the enterprise

*ISG is the leader in the application of IT Governance to create more productive IT and Business processes*

In organisations today there are a vast and increasing range of requirements for enforcing control across the organisations business processes and activities. Some of the common ones are:

- Quality Management (ISO9000)
- Feedback and Complaints Management (ISO10002)
- Environmental Management (ISO14000)
- Occupational Health & Safety Management (ISO18000)
- IT Service Management / ITIL (ISO20000)
- Information Security (ISO27001)
- Risk Management (ISO31000)

Imagine the complexity created by using separate management systems for each standards or control framework area. Now imagine what it would be like if you were a manager who had to use three or more of these separate systems. With separate passwords and ways of scheduling activities, preparing reports, following up exceptions, and responding to incidents.

Now you might get the picture as to why someone had to develop some common approaches to designing and implementing these systems and simple to use technology to operate them.

## Special Points of Interest

*ISG is Australia's leading IT Governance Strategist.*

We provide solutions to help better manage IT and business processes with solutions from Serena and Microsoft.

Key service areas include:

- Technology to automate IT management processes, including ITIL & ALM
- Design and development of Management Systems for Risk, Quality, OH&S and Information Security
- Process automation solutions interfacing with enterprise ERP packages such as Oracle and SAP
- Managed application development and support services using both .Net and Eclipse IDE.



## How ISG enable your Compliance Management solutions

The implementation of IT Governance involves the application of control practices to improve transparency, reduce complexity, promote learning, provide flexibility and scalability, and avoid breakdowns in internal control and oversight.

IT Governance is an integral part of enterprise governance and provide clear direction for IT strategy, a risk management framework and a system of controls within a consistent security policy.

The implementation of configuration, release, and change management processes are now recognised as fundamental components of sound information security management practices.

# How ISG enable you to build Lean BPM solutions

Serena BPM is a rapid BPM development environment that is build on enterprise standards and backed by Serena 's class leading Application Lifecycle Management technologies.

By using prototyping technologies we can help you involve your users in the design process and deliver results they can test and deploy in “days and weeks” rather than “ months and years ” .

For complex technology environments ISG integrate Serena SBM with the .NET and /or Eclipse IDE to enable you to build integrated but cost effective applications quickly and with minimal risk.

We have working closely with technology providers Serena and Microsoft for more than two years to develop simple to implement technical solutions that all organisations can use to build governance systems.

Now any organisation can rapidly build and implement ISO compliant processes that perform a comprehensive range or functions inherent in any ISO management system. Using building blocks you can construct systems that support the following functions across all standards areas:

- ⇒ Investigate and fix problems effectively to prevent re-occurrence
- ⇒ Monitor applications to capture policy exceptions and raise alerts
- ⇒ Escalate issues that are affecting the operation of critical processes
- ⇒ Integrate and enforce responsibilities for each individual manager
- ⇒ Track how each managers meets compliance requirements
- ⇒ Combine initiatives for improvement into easily tracked projects
- ⇒ Verify compliance with standards and capture non-compliance
- ⇒ Provide a common view of activities for individual managers
- ⇒ Help enforce standards uniformly across the organisation
- ⇒ Manage reporting of incidents or other types of activities conducted
- ⇒ Manage ongoing review of policies and risks.



## *Our Clients Include:*

- Toyota Motor Corp Australia
- Reserve Bank of Australia
- Commonwealth Bank
- Sydney Water
- Sensis
- Rockwell Automation
- ASIC
- State Transit Authority
- NSW Police
- ANSTO
- NSW Audit Office
- NSW Health



## Services

ISG Consulting and ISG Technology are business units of the Information Systems Group, one of Australia's leading Information Systems Control and Security companies.

### ISG Technology

- Business process automation using leading workflow engine technology from Serena Software and Microsoft;
- Secure Web Services and Messaging solutions for wireless and internet enabled CRM and ERP solutions
- Portfolio and Programme Management solutions
- Agile and LEAN Software Development tools for the design and management of efficient projects
- Change and release management solutions encapsulating all technical and development platforms.

### ISG Consulting

- ICT Governance consulting and risk management services.
- IT and business process design and implementation based around frameworks such as ITIL and CobiT and leveraging technical solutions from Serena and Microsoft.
- Secure Application Development using tools from Fortify and OWASP best practice development frameworks.
- A full range of Information Security Consulting services:
  - ISO27001 Information Security & ITIL Management Systems
  - Security solution analysis and application security design
  - Penetration testing
  - Security evaluation and management services, including:
    - Identity and Access Management
    - Server and network design and hardening
    - Disaster Recovery and Business Continuity.

## Partners



## Contact Information

Level 3  
55 Holt Street  
Surry Hills NSW 2010  
Australia

Tel +612 9211-5488  
Fax +612 9211-4644  
Email: [info@isg.net.au](mailto:info@isg.net.au)  
Web: [www.isg.net.au](http://www.isg.net.au)

