



**INFORMATION
SYSTEMS
GROUP**



Services Overview

Information Systems Group provides a unique combination of consulting and development solutions enabling their customers to enforce policies 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

Are you one of the many organisations who have to battle daily with problems caused by using separate management systems for each standard or control framework area? In organisations today there are a vast range of compliance requirements for enforcing control across business processes and activities. Some of the common standards 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).

As a manager you would be required to use two or more of these systems. Separate ways of scheduling activities, preparing reports, following up exceptions, and responding to incidents add to the confusion created by different systems. This confusion results in a loss of productivity and makes the task of ensuring your organisation complies with its requirements much more difficult than it should be. This adds to the costs of audits and exposes the organisation to losses associated with fines and loss of reputation.

Now you might get the picture as to why we had to develop some common approaches to designing and implementing these systems for our clients backed by out-of-the-box technology from two of the world's leading vendors.

Special Points of Interest:

ISG is Australia's leading IT Governance Strategist.

We provide solutions to help better manage IT & 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.



Find out how ISG can improve Compliance Management within your organisation

The implementation of sound compliance practices involves the application of control practices to improve transparency, reduce complexity, promote learning, and avoid breakdowns in internal control. Known as Process Governance, it provides a clear direction for strategy, a risk management framework and a system of controls within a consistent security and enforcement framework.

The implementation of configuration, release, and change management processes are now recognised as fundamental components of sound information management practices that can promote control across many of the ISO standards domains including IT Security, IT Service Management, and Quality Management.

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 worked closely with global technology providers Serena and Microsoft for more than two years to develop simple to implement technical solutions to build ISO governance systems.

Now any organisation can rapidly build and implement these processes to perform a range of common functions for ISO management system. Modules have been designed to support the following functions common ISO functions:

- ⇒ 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.

For IT systems we have developed modules that manage processes for IT Service Management, Access Control, and Application Development.



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
- Cancer Institute NSW
- NSW Education and Training



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
- 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
 - Wide range of penetration testing for web based application and network infrastructure;
 - Security evaluation and management services, including:
 - Identity and Access Management
 - Server and network design and hardening
 - Disaster Recovery and Business Continuity.

Partners



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