



# INFORMATION SYSTEMS GROUP



## IT Governance

The Information Systems Group (ISG) has pioneered the implementation of Information Security as a means of underpinning a robust ICT Governance Framework.

# Information Security Governance



The implementation of ICT Governance is now a prerequisite for virtually all enterprises regardless of the size of the IT organisation. It involves the application of control practices to increase transparency, reduce complexity, promote learning, provide flexibility and scalability, and avoid breakdowns in internal control and oversight.

ICT Governance should be integrated into the enterprise governance process and provide a clear direction for IT strategy, a risk management framework and a system of controls within a consistent security policy.<sup>1</sup>

ICT Governance should lead to the establishment of sound oversight:

- a controlled environment & culture;
- a code of conduct;
- risk assessment as a normal practice;
- adherence to established standards;
- monitoring and follow up of control deficiencies and risk.

ISG is one of Australia's most successful information security practices serving large government and corporate organisations across Australasia. We have extensive experience in the management of information security in complex and highly secure environments in the healthcare, banking, emergency services and utility industries.



As one of the largest providers of security consulting services to the NSW Government, our consultants are experienced in the design and implementation of physical and electronic information security control frameworks, the development of business continuity plans, and the deployment of disaster recovery facilities.

The Information Systems Group (ISG) has pioneered the implementation of Information Security Governance as a means of providing a robust IT Governance Framework. We have achieved several "firsts" in relation to ICT Governance Certification. ISG assisted the first government agency to be certified under AS7799 in Australia and were also successful in achieving the first certification under ISO27001.

ISG have pioneered a range of specialised methodologies and tools for assisting organisations to benchmark, plan and implement improvements in their IT organisations. We support the use of leading improvement approaches such as IT Balanced Score Card, ITIL and CobiT to assist organisations to implement structures and practices that can support sustained improvements in IT Performance.

1. COBIT Management Practices, 3rd Edition, IT Governance Institute.

# ISG's track record in the utility sector

In the utility sector ISG have pioneered new models for Information Security Governance implementation that focusses organisations on developing the capability to implement security. ISG assist clients by creating the policy frameworks, selecting tools and training personnel in security operations.

## Security Implementation Models

### Layer/Granularity of Approach

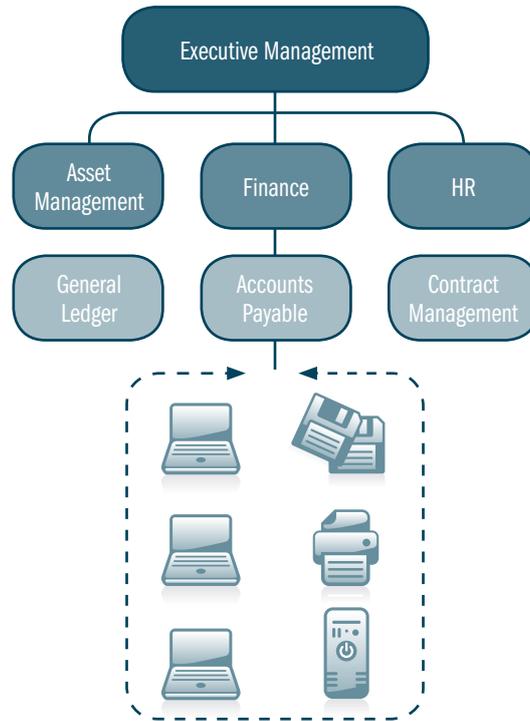
### Outcome

Layer 1: Executive Management

Layer 2: Process

Layer 3: Departmental

Layer 4: Device



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Business Continuity & Governance

Organisation efficiency consistent with risk based approach to security

Compliance at a Business unit level

Device level security based on requirements of technology



ISG's experience has found that attention to the process layer within a utility organisation permits the focus to move to outcomes rather than just controls. These outcomes include process standardisation, control optimisation, and organisation resilience.

Through the use of ISO27001 and AS8015 and the innovative use of internal Service Level Agreements for information security, ISG have developed repeatable Governance Frameworks that can deliver a balanced portfolio of controls within the critical business processes. The certification effort then focuses on the governance process itself and the Service Level Agreements rather than the complexities of the underlying controls.

ISG use change management and IT Governance tools such as Serena's TeamTrack to manage large and complex multi-site projects across organisational, state or national boundaries. We have pioneered the use of ARIS from IDS Sheer AG, the world's leading Business Process Management toolset, to assist organisations to rapidly implement Governance Frameworks around ITIL and CobIT.



## Services

ISG Consulting and ISG Technology are business units of the Information Systems Group, one of Australia's leading Information Systems Control and Security Groups. ISG focuses on the following core activities:

### ISG Technology

- Managed application development and support services through design, implementation and operation of application development governance solutions, support desks, and project management office solutions.
- Secure Web Services and Messaging solutions for wireless and internet enabled CRM and ERP solutions in large corporate and government environments.
- Complete business process management solutions, from the strategic planning stage, through business modeling and into the execution environment. Using the world's leading BPA suite, ARIS<sup>2</sup>, ISG are able to provide secure integrated business process solutions across your entire enterprise, using SAP, Oracle, IBM and Microsoft.

### ISG Consulting

- ICT Governance consulting and risk management services.
- IT and business process and implementation based around framework such as ITIL and leveraging the ARIS toolset from IDS Scheer AG.
- A full range of Information Security Consulting services, including:
  - ISO27001 Information Security Management System design and implementation
  - Security solution options analysis, application security design and testing
  - BCP and DR development and testing
  - Penetration testing
- Specialised security evaluation and management services, including:
  - Identity management
  - Network design
  - Secure server rooms
  - Server hardening

2. Architecture of Information Systems. ARIS is a registered trademark of IDS Scheer AG. [www.ids-scheer.com](http://www.ids-scheer.com)

## Partners



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