

# ISO 27001 Information Security Management System

## Solution Overview: Symantec Managed Services

### Overview

Due to growing information security risks, organizations must continually monitor and effectively manage the security of their computing infrastructure. Further, organizations must ensure the confidentiality, integrity, and availability of their information assets.

ISO 27001:2005 is a time-proven international standard of best practices published by the [International Organization for Standardization](#) (ISO) for establishing, maintaining, and improving security programs for all organizations. An ISO 27001 based Information Security Management System (ISMS) is a set of integrated processes that govern the management of security program policies and procedures. Symantec™ Managed Security Services has achieved and continues to achieve many benefits from implementing an ISO 27001 based ISMS.

Designing and implementing an ISMS is a significant undertaking for security program managers. Because ISO 27001 is a multi-layered security management standard, organizations must design consistent policies and practices in order to apply the appropriate security controls required by ISO-27002 and also to prove compliance per ISO-27001 control objectives.

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### ISO 27001 Management Oversight for Consistency

Most organizations have a number of information security controls in place. However, many technical and process controls often tend to be unrelated to each other, having been implemented as point solutions to address certain aspects of IT or data security but not to an overall security program framework. ISO 27001 compliance strengthens an organization's security program because it requires executive management sponsorship and approval of the ISMS policy and program. Executive management oversight drives a consistent methodology for securing an organization's information and infrastructure. The net result is that management is responsible for assuring that their most important information is properly protected.

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### ISO 27001 Compliance and Certification

ISO 27001:2005 provides a security governance framework that allows Managed Security Services to formalize a service delivery platform that complies with all necessary controls, standards, and processes. It also provides mechanisms for third-party auditors to validate the controls, standards, processes, and operating procedures. By maintaining this certification over many years in multiple locations, Managed Security Services' customers have the assurance that Symantec uses internationally recognized best practices when securely managing security information. ISO 27001 certification is not a one-off exercise. To maintain the accredited certification, KPMG annually conducts interim audits and a full three-year recertification of all global Symantec Security Operations Centers. These certificates are available on request from your account team.

By implementing the 127 controls specified by ISO 27001:2005, organizations can be confident that Managed Security Services has incorporated a standard code of practice that:

- Is recognized by partners and customers as a best practice security management system
- Allows the Managed Security Services management team to formally assess and address risks to Managed Security Services operations

- Enforces ongoing reviews to drive continuous improvement to the security management system
- Ensures that information security activities are recorded and are auditable
- Raises the level of security and awareness of best practices through continuous training
- Meets customer contractual and service level requirements for ISO 27001 compliance
- Minimizes the need for their customers to allocate time, budget, and resources to conduct independent audits

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### **Demonstrating Security Management and Controls**

Symantec's objective of managing information security is to ensure that its core and supporting business operations operate securely with minimal disruptions. A documented, independently-assessed ISMS demonstrates Symantec's commitment to managing security and to protecting customer information.

The Managed Security Services' ISMS continuously monitors and controls security for Managed Security Services operations to ensure that:

- Regulatory and legislative requirements will be met in accordance with ISO 27001/2 controls as well as national and international law.
- Appropriate access controls are maintained, with information protected against unauthorized access.
- An effective incident management process is in place for quick response to information security breaches or incidents.
- A business continuity management framework and business continuity plan are in place to counteract interruptions to business activities and to protect critical business processes from the effects of major failures or disasters. These plans are subject to regular testing to validate their effectiveness.
- Validation of physical and environmental security arrangements is adequate.
- An ongoing compliance and monitoring mechanism is in place.
- All breaches of information security, actual or suspected, are reported to and investigated by the relevant Managed Security Services team, recorded in an incident report, and reviewed by Managed Security Services senior management.

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### **Team with Experts**

Providing effective security protection requires powerful technology, global threat intelligence, proven processes, and experienced professionals. Symantec brings all this together as an acknowledged industry leader in the Managed Security Service Provider (MSSP) market. Symantec maintains a 100 percent GCIA certification for analysts and the Security Operations Centers hold both the SAS70 Type II attestation and ISO27001 certification, which emphasize our world-class service delivery. In fact, Managed Security Services has maintained ISMS certification and re-certification since 2003 (BS-7799, ISO17799, and ISO27001) simultaneously in multiple countries around the world.

Managed Security Services delivers real-time threat monitoring and analysis to help your organization address the most pressing compliance and security needs:

- Protect against emerging information security threats in a fast-changing and increasingly sophisticated threat landscape.

- Improve overall security posture to reduce the risk of compromise.
- Gain control of security expenses with manageable, budgeted costs.
- Eliminate the pressure and difficulty of finding, training, and retaining knowledgeable security personnel.
- Maintain compliance with regulatory requirements to avoid potential penalties and reduce audit preparation effort.
- Reduce total cost of ownership by aligning multiple regulatory and compliance management and monitoring requirements, as well as internal policies.

By partnering with Managed Security Services, organizations can leverage Symantec's global network of Security Operations Centers, security expertise, information correlation capabilities, and global threat intelligence to ensure that their confidential information is protected.

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### **ISO 27001:2005 Control Objectives**

The ISO 27001:2005 Control Objectives are comprehensive security best practices that extend beyond traditional information security protection. ISO 27001:2005 control objectives include physical security, business continuity, and compliance controls, including:

- A.5 Security Policy
- A.6 Organization of Information Security
- A.7 Asset Management
- A.8 Human Resources Security
- A.9 Physical Environmental Security
- A.10 Communications and Operations Management
- A.11 Access Control
- A.12 Mobile Computing and Teleworking
- A.13 Technical Vulnerability Management
- A.14 Business Continuity Management
- A.15 Compliance

Symantec Managed Security Services' ISMS addresses all 11 of these control objectives and complies with all the requirements.

To access ISO 27001:2005 & ISO 27002 standards, visit <http://webstore.ansi.org>.

## **More Information**

### *Visit our website*

<http://enterprise.symantec.com>

### *To speak with a Product Specialist in the U.S.*

Call toll-free 1 (800) 745 6054

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## **About Symantec**

Symantec is a global leader in providing security, storage, and systems management solutions to help consumers and organizations secure and manage their information-driven world. Our software and services protect against more risks at more points, more completely and efficiently, enabling confidence wherever information is used or stored. Headquartered in Mountain View, Calif., Symantec has operations in 40 countries. More information is available at [www.symantec.com](http://www.symantec.com).

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