

Internship Report on

“ISO Certification 27001”

Submitted By

Farjana Ferdous Pervin

ID: 13364008

MBA Program

Submitted To

Dr. Suman Paul Cowdhury

Assistant Professor

MBA Program

Business School, BRAC University

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Letter of Transmittal

18 August, 2016

Dr. Suman Paul Cowdhury
Assistant Professor
Business School
BRAC University

Subject: Submission of Internship Report.

Dear Sir,

It gives me immense pleasure to submit the internship report on “ISO Certification 27001” which I have prepared as per requirement of my internship curriculum at BRAC University. I have tried my level best to complete my internship program with full honesty and determination in Robi Axiata Ltd. And there is no confidential information about Company.

I sincerely hope and believe that my internship report would acquire your kind approval and serve its academic purpose.

Thanking You.

Yours Sincerely,

Farjana Ferdous Pervin
ID: 13364008
MBA Department,
BRAC University.

ACKNOWLEDGEMENT

Preparing such a report was a great deal for me and it was very helpful to bridge the gap between the theoretical knowledge and real life experience. To initiate, I convey my cordial appreciation to the Almighty Allah for all the situation I have overcome and enabling me to complete this report successfully.

I must convey special thanks to few people who have helped and encouraged to grow my interest for successfully completing this internship period and properly preparing this report. *First*, I give special thanks to **Chandra Kishore Karmaker** (Head of Integrated Rollout, General Manager) & **K.M.Khairul Bashar** for giving me the opportunity to work about this project. When any problem occurred, he solved those problems and guided me in a friendly manner.

Then I express my deep gratefulness to my supervisor **Dr.Suman Paul Cowdhury** for his continuous inspiration, supervision and patience. Without his guidance and support it would not have been possible to come this far.



REPORT ON INTERNSHIP

Department: Integrated Rollout , Technology Division.

Submitted By	Supervised By
Farjana Ferous Pervin	Chandra Kishore Karmaker
Manager	GM
Integrated Rollout	Integrated Rollout
Technology division	Technology division

Acknowledgement

At first, all thanks to my almighty ALLAH for giving me strength, patience and ability to complete the internship.

I am thankful to my supervisors Chandra Kishore Karmaker, GM, Integrated Rollout & Khairul Bashar, Senior Manager, Integrated Rollout in Robi Axiata Limited, for their guidance, kind motivation and support. Their immense cooperation gave me the inspiration to accomplish my internship.

I would also like to thank the authority of Robi Axiata Ltd. for giving me an opportunity to work with them. Next I would like to thank my parents for their continuous prayers and unbreakable believes in me throughout in my life and also during the time of this inte

Executive Summary

I have enjoyed a great opportunity to work as an employee at “Robi Axiata Ltd” from 2012 to till now. Being a young in a reputed telecommunication company like “Robi Axiata Ltd.” I have learnt a lot not only applying theories learnt in the classroom, but also making new friends at work. Additionally, the internship inspired me in the right kind of work attitude and professionalism through interaction with people in the organization as well as working in team and employing GSM in the real workplace.

The report starts with a general introduction “Robi Axiata Ltd” as well as its purpose, scope and limitation. Then this report proceeds onto the preliminary talk about “Robi Axiata Ltd.” Robi Axiata Ltd. one of the pioneers in the telecommunications private sector of Bangladesh, It is a joint venture company between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. At first it introduced with a brand name AKTEL in 1997. Then it started a new journey on 28 March 2010. I have shown the vision, strategic goal and principles of it, followed by Robi Axiata Ltd.’s different Division and Department. Then the report proceeds with the job part, where the job which is done by myself is discussed.

My internship focuses on the project of “Policy Implementation, NOC checking & Assisting Scanning”. Also, they focus on reports and feedbacks of customer complain.

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CHAPTER 1

Introduction

1.1 Introduction

As an Engineering student, field experience is compulsory to judge the knowledge that one has acquired in their university education life. With my knowledge from my university education so far and also as per requirements of my university, I wanted to experience and learn the procedure of using this knowledge in their field sector. Thus I have chosen this Robi Axiata LTD. Robi Axiata Limited is a joint venture company between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. It was formerly known as Telekom Malaysia International (Bangladesh) which commenced operations in Bangladesh from 1997 with the brand name AKTEL. On 28th March 2010, the service name was rebranded as “Robi” and the company came to be known as Robi Axiata Limited.

Robi is truly a people-oriented brand of Bangladesh. Robi, the people's champion, is there for the people of Bangladesh, where they want and the way they want. Having the local tradition at its core, robī marches ahead with innovation and creativity.

To ensure leading-edge technology, Robi draws from the international expertise of Axiata and NTT DOCOMO INC. It supports 2G voice, CAMEL Phase II & III and GPRS/EDGE service with high speed internet connectivity. Its GSM service is based on a robust network architecture and cutting edge technology such as Intelligent Network (IN), which provides peace-of-mind solutions in terms of voice clarity, extensive nationwide network coverage and multiple global partners for international roaming. It has the widest International Roaming coverage in Bangladesh connecting 600 operators across more than 200 countries. Its customer centric solution includes value added services (VAS), quality customer care, easy access call centers, digital network security and flexible tariff rates.

CHAPTER 2

Industry Analysis

2.1 Telecom Sector in Bangladesh

Over the last two decades, the telecom industry has grown and evolved at an incredible pace and has considerably changed the way people interact. Although, fixed line is still the most penetrated telecom segment; wireless or mobile segment has been the key contributor over the last decade, offering a wide range of opportunities to provider and services to customers. Today, there are more than 4 billion mobile phone users worldwide and this number is expected to reach 5 billion in coming years. The shift of revenue from fixed to mobile and from voice to data is accelerating. Apart from its social and cultural impact on modern society, telecom industry is one of the significant contributors of world economy with an estimated 3% of the global GDP. Significant changes in the number of fixed and mobile services deployed in Bangladesh occurred in the late 1990"s and the number of services in operation has subsequently grown exponentially in the past five years. The incentives both from government and public sectors have helped to grow this sector. It is now one of the biggest sectors of Bangladesh. As a populous country, its huge market has attracted many foreign investors to invest in this sector.

2.2 Mobile Phone Operators

There are 6 mobile phone operators in Bangladesh. These are:

1. Grameen Phone Ltd.: Branded as Grameenphone
2. Robi Axiata Limited: Branded as Robi
3. Orascom Telecom Bangladesh Limited: Branded as Banglalink
4. Pacific Bangladesh Telecom Limited: Branded as Citycell
5. Teletalk Bangladesh Ltd.: Branded as Teletalk
6. Airtel Bangladesh Limited: Branded as Airtel

CHAPTER 3

Company Overview

3.1 Background of Robi

In order to get on with the rhythm of the modern world, infra-structural development of the telecommunication sector should get the priority. As a consequence, Robi Axiata Ltd. one of the pioneers not only in the telecommunications private sector of Bangladesh, but also is a dynamic and leading countrywide GSM communication solution provider. It is a joint venture company between Axiata Group Berhad, Malaysia and NTT DOCOMO INC, Japan. With a mission to meet the communication needs of the people of Bangladesh, Robi Axiata Ltd. formerly known as Telekom Malaysia International (Bangladesh), commenced its operation in 1997 under the brand name of Aktel. Later, on 28th March, 2010 the company started its new journey with the new brand name “Robi”.

By serving the urban dwellers and rural people simultaneously, Robi is going to fulfil the country’s vision to make communication a basic necessity and with the reach at all levels of the society. Sharing Robi’s experience and expertise with people of Bangladesh will not only assist in the development of the telecom infrastructure in the country but most importantly the people of Bangladesh remains connected and closer with each other.

Robi is truly a people-oriented brand of Bangladesh. Robi believes in ahead with innovation and creativity. The company is providing the telecommunication services to support national telecommunication policy for a higher rate of telecommunications ratio and coverage in Bangladesh. Robi is committed to provide warm, friendly approachable service to its valued customers as well as mass society. Robi services its subscribers with the philosophy of the excellence with the limited interconnection.

To ensure leading-edge technology, Robi draws from the international expertise of Axiata and NTT DOCOMO INC. It supports 2G voice, CAMEL Phase II & III and GPRS/EDGE service with high speed internet connectivity. Its GSM service is based on a robust network architecture and cutting edge technology such as Intelligent Network (IN), which provides peace-of-mind solutions in terms of voice clarity, extensive nationwide network coverage multiple global partners for international roaming.

It has the widest International Roaming coverage in Bangladesh connecting 600 operators across more than 200 countries. Its customer centric solution includes value added services (VAS), quality customer care, easy access call centers, digital network security and flexible tariff rates. As a customer focused Information Communications Company, Robi believes in providing superior service that leads to good business and good development in the society. Robi believes that quality is continuous and never ending journey. Hence, a step Robi is taking continuously to upgrade and expand their network for better and more efficient services to subscribers.

3.2 Market share of Robi

Robi has got 19.08% market share in the Telecommunication industry in Bangladesh considering the subscriber base and is in the third position based on the number of customers. But when revenue is concerned, Robi has a lot of valuable customers who are keeping Robi at second position.

Vision: To be a leader as a Telecommunication Service Provider in Bangladesh.

Mission: Robi aims to achieve its vision through being number one not only in terms of market share, but also by being an employer of choice with up-to date knowledge and products geared to address the ever changing needs of our budding nation.

3.3 Principle of Robi

Principles statements define how people want to behave with each other in the organization. Robi Axiata Limited statement is about how the organization will value their customers, suppliers, and the internal community. For this reason Robi Axiata Limited Employees hold themselves accountable to the following guiding Principles for the organization. From the perspective of Robi:

Emotional: Passionate, Creative, Respectful, Open

Functional: Simple, Ethical, Transparent, Ownership No matter what we do in order to realize our purpose, we hold ourselves accountable to the following overarching guiding Principles for our organization.

Passionate: We are Passionate-it' s in all of us. Whether visible or hidden within for whatever reason. Everything we do is about doing the best we can. We are there for each other and we endeavor to help in every way we can.

Creative: Everything we do we should do in a creative innovative manner. We bring energy to our work. Our communications demonstrates our creative flair. We provide creative and imaginative and services to our customers.

Respectful: We are truly respectful to each other, our subordinates, peers, partners and customers. We treat everyone equally and we allow people to express their thoughts opinions in a respectful manner.

Open: We have no hidden agendas. We share information freely. We can only be open with our customers, partners, and stakeholders if we are open with ourselves- regardless of hierarchy.

Simple: Everything we do and say should be simple and easy to understand. In terms of communications we make sure the messaging is in plain, simple language. Our plans are simple and uncomplicated.

Ethical: we are moral, upright, honest, righteous, virtuous, honorable, keeping our promises in all we say and do. We clearly align to our internal and organizational code of ethics and code of honor. We will oppose all forms of corruptions.

Transparent: A few key words and phrases sums this up: Honesty, openness, frankness, no lies, no deceit, no games, easily understood. We are transparent with our customers, with each other, with our subordinate and peers

Ownership: whilst working individually or collectively, we clearly demonstrate individual and collective ownership. Making mistakes is clearly part of daily business as it is part of daily life- as long as we own up to this clear, no culture of fear.

Product Portfolio: Robi mainly offer two types of product based on the subscription category for general subscribers-Pre-paid and Post-paid.

Pre-paid package: Robi Pre-paid is continuously offer new features and plans to provide absolute freedom to the customer. Robi offers a single Pre-paid package with different tariff plans to meet different types of needs instant, easy and multiple migration facility form one tariff to another.

Post-paid package: Robi offers few lucrative Post-paid Packages named Simple plans, Normal plans, and Robi corporate.

Services:

Supplementary services:

- Call Waiting and Call Holding
- Call Forwarding
- Call Conferencing
- National Roaming-Both way

- Dedicated Customer Services
- Music
- Entertainment
- Downloads
- Internet & Data Services
- Messaging
- Community & Chat
- Information & Services
- Mobile Assistance
- Education & Career
- Lifestyle
- M-Ticket
- Finance
- Balance Transfer Request
- Call Management etc.

3.4 Divisions & Departments of Robi Axiata Ltd

Robi is operating with following Divisions / Departments having its establishment in different locations at Dhaka, Chittagong and other regions of Bangladesh.

Robi has following divisions and departments:

- Finance Division
- Commercial Division
- Information Technology Division
- Technical Division
- Human Resources Division
- Revenue Assurance Department
- Regulatory Affairs Department
- Internal Audit Department

- Corporate Affairs Department
- Corporate Strategy Department
- Supply Chain Management Department
- Credit Control Department
- Legal & Compliance Department
- Security & Safety Department
- MD"s/CEO"s Office

3.5 Shareholdings

Robi Axiata Limited is a Joint Venture company between Axiata Group Berhad (70%) and NTT DOCOMO INC. (30%)**Axiata Group Berhad**

Axiata is an emerging leader in Asian telecommunications with significant presence in Malaysia, Indonesia, Sri Lanka, Bangladesh and Cambodia. In addition, the Malaysian grown holding company has strategic mobile and non-mobile telecommunications operations and investments in India, Singapore, Iran, Pakistan and Thailand. Axiata Group Berhad, including its subsidiaries and associates, has approximately 120 million mobile subscribers in Asia, and is listed on Malaysia's stock exchange (Bursa Malaysia).

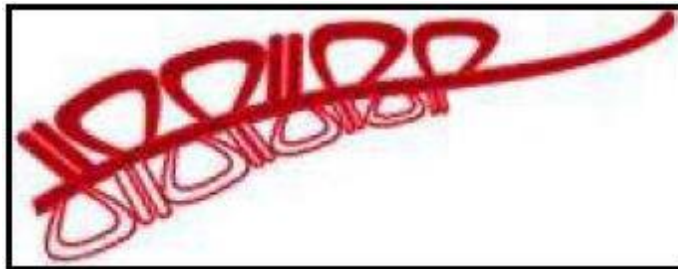
NTT DOCOMO INC

NTT DOCOMO INC is the world's leading mobile communications company and the largest mobile communications company in Japan. DOCOMO serves over 56 million customers, including 44 million people subscribing to FOMA™, launched as the world's first 3G mobile service based on W-CDMA in 2001. DOCOMO also offers a wide variety of leading-edge mobile multimedia services, including i-mode™, the world's most popular mobile e-mail/Internet service, used by 48 million people. With the addition of credit-card and other wallet functions, DOCOMO mobile phones have become highly versatile tools for daily life. With cutting edge technology and innovative services, DOCOMO is fast becoming a preferred lifestyle choice, continuously expanding its role in its users' lives, growing globally throughout Asia, Europe and North America. NTT DOCOMO INC is listed on the Tokyo (9437), London (NDCM) and New York (DCM) stock exchanges.

3.6 Logo and Visual Language



The logo of Robi Axiata LTD. symbolizes balance, movement and change. Their logo should always appear in Bengali. Special authorization is required if logo is presented in English.



Robi's Alpona motif is uniquely created, especially for them. The Alpona is vibrant and modern. It has a very organic soft feel whilst providing a forward moving direction- one of positivity and focus. The lack of sharp points and use of large curves provides a feeling of warmth and friendliness.

3.7 Organizational Hierarchy (Chain of Command)

The organization is headed by its Chief Executive designated as the Managing Director entrusted with overall responsibilities of business direction of the organization and leading dynamically towards the attainment of its purpose and principles. In attaining the purpose and principles, the Chief Financial Officer, Chief Strategic Officer, Chief Marketing Officer, Chief Technical Officer, Chief Human Resource Officer assists the MD Along with CEOs, Executive Vice President (EVP) and Vice President (VP) are in the top level management and they report to their respective CEOs. Then General Manager (GM) and Managers are associated in the mid-level management. Finally in the low level management there are Specialists, Officers and Assistant Officers.

3.8 Company Achievements

- Robi Axiata Limited, the leading mobile phone operator of the nation, has received “Star News HR EXCELLENCE AWARDS FOR INNOVATION IN HR”.
- Leading mobile phone service provider Robi has been re-assessed and rewarded with ISO 9001:2008 certification. Robi received this internationally renowned Management Standard after complying with all requirements.
- Robi has been conferred the prestigious Frost & Sullivan Asia Pacific ICT Award 2010 for "Emerging Market Service Provider of the Year".
- Awarded the prestigious fund grant from GSMA MMU (Mobile Money for the Unbanked) in 2009
- Crossing 10 million subscribers mark in 2009
- Ranked within top 6 global comparable Telco's in A.T. Kearney benchmarking exercise in 2009.
- Cost optimization project saved 2 times of what was projected.
- The weekly Financial Mirror Samsung Mobile & Robintex Business Award 2008-2009 as the best Telecommunication Company.
- TeleLink Telecommunication Award 2007 for its excellence in service, corporate social responsibilities and dealership management for the year 2006 in commemoration of World Telecommunication Day 2007
- Arthakantha Business Award given by the national fortnightly business magazine of Bangladesh for its excellence in Service in telecom sector.
- Financial Mirror Businessmen Award given by the national weekly Tabloid business magazine.
- Deshbandhu C. R. Das Gold Medal for contribution to telecom sector in Bangladesh.
- Beautification Award for exceptional contribution to the Dhaka Metropolitan City from Prime Minister Office on 13th SAARC summit.
- Standard Chartered-Financial Express Corporate Social Responsibility (CSR) Awards 2006 for contribution in Education, Primary Health, Poverty Alleviation and Ecological Impact.
- Desher Kagoj Business Award 2006 for corporate social responsibilities activities.

CHAPTER 4

Main Project Work

4.1 Introduction

I got the privilege to work as an employee at Robi Axiata Limited for 4 years. Although I worked there as an employee but while working I have noticed that each desk is assigned a specific job and specific people are designated to perform these tasks. Still, apart from being an employee I was able to learn how they worked as a team, what were the work responsibilities of each department, how they performed their task within a given period of time, how they prepared reports, how they maintained the time scale, how efficiently they interacted with their overseas associates etc. I worked under Network Security & Audit. So, I must say that I was very lucky in getting this opportunity whereas people hardly get the chance to work as an intern on Network Security & Audit of any kind of organization.

4.2 Job Responsibility

Since I am working there as an intern, I don't have to handle the core responsibilities. My internship focuses on

- Share folder scan & prepare report
- Policy & Session document preparation

To handle these works, I used the following Soft wares:

- GFI Lan Guard
- Microsoft Office (Excel, Power Point, Access)

4.3 Share Folder Scan

Procedure of scanning:

1. Open GFI
2. Click configuration

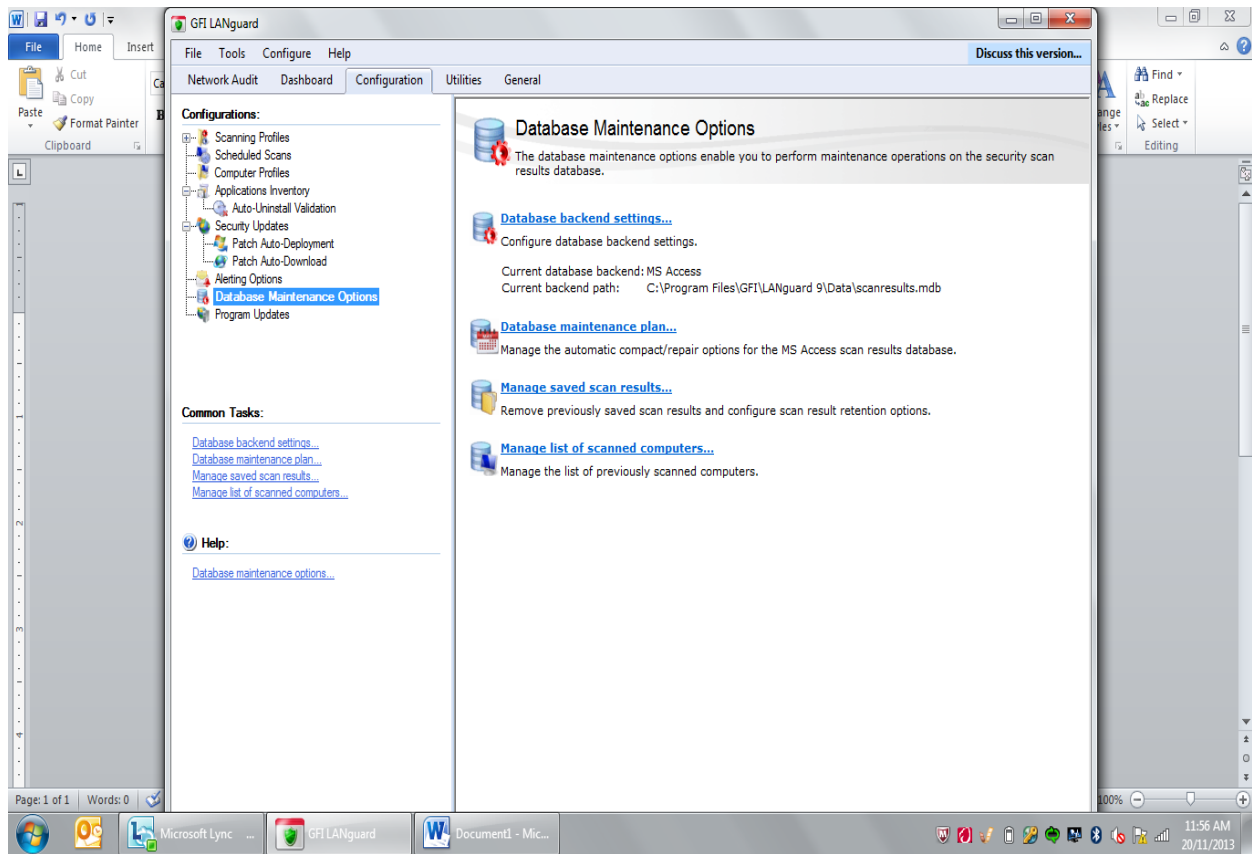


Figure: Configuration.

3. Database maintenance options
4. Click manage saved scan results
5. Delete all saved previous scan results

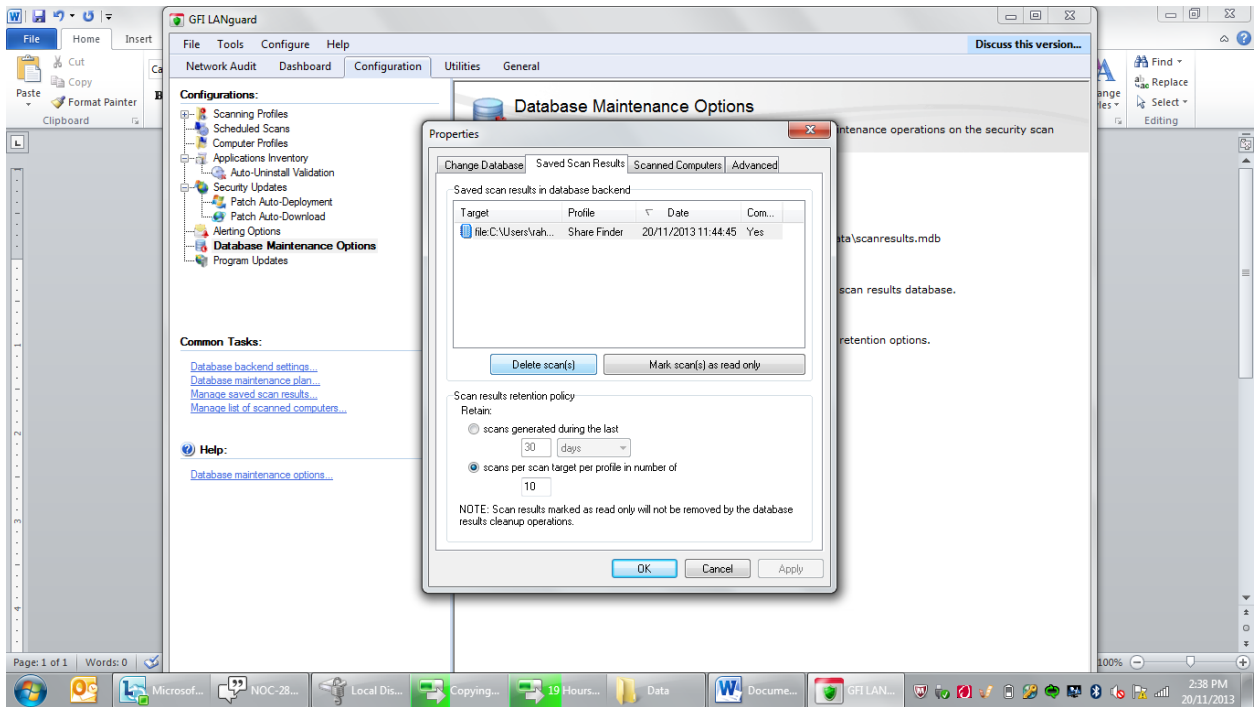


Figure: Database maintenance options and managed saved scan results.

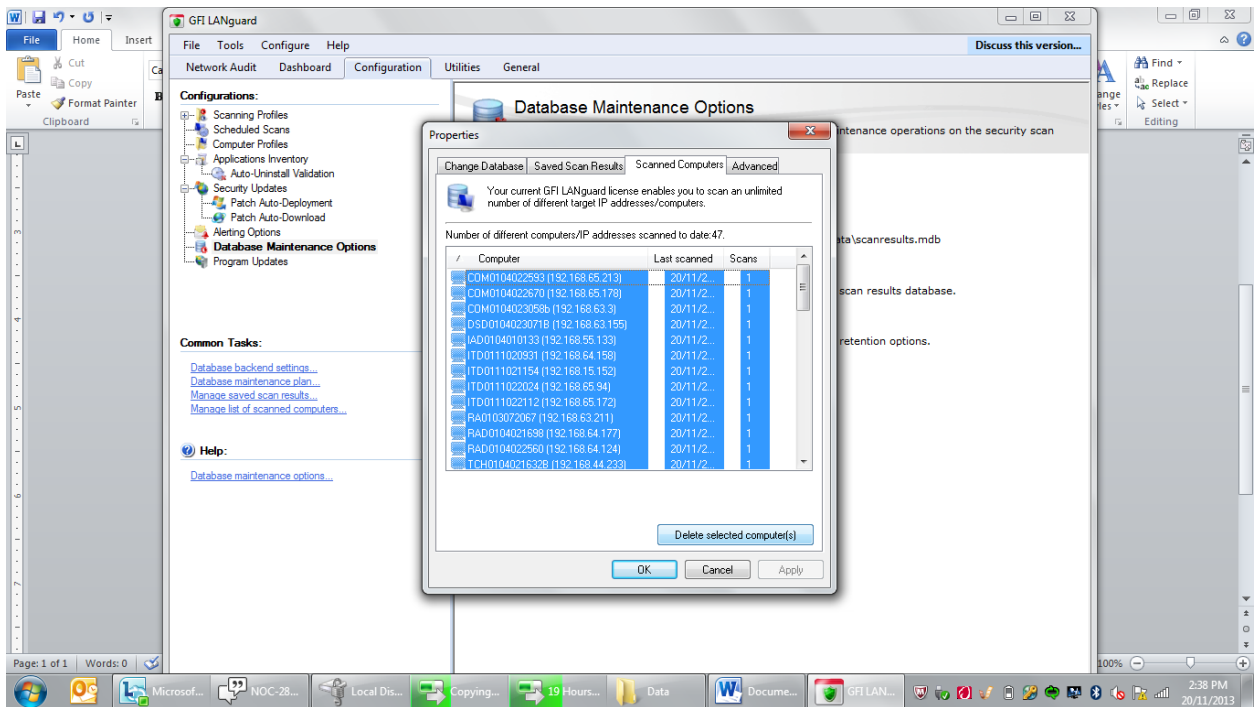


Figure: Delete all saved previous scan results.

6. Click network audit

7. Launch a custom scan

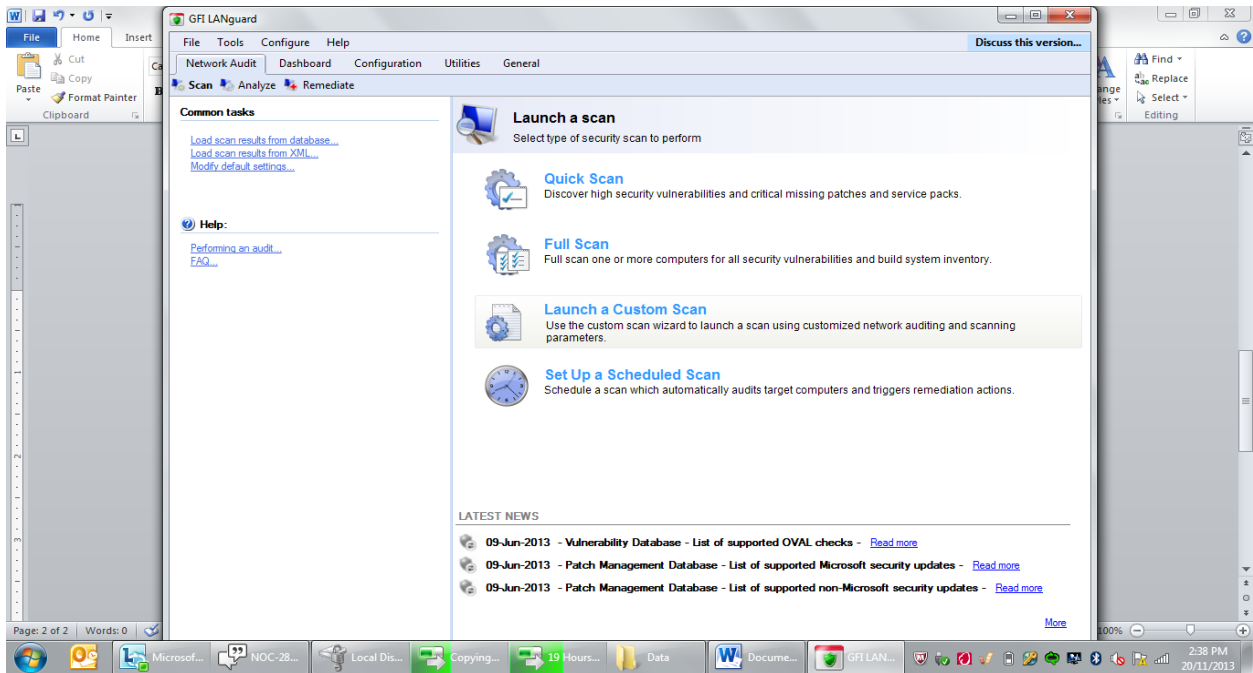


Figure: Launch a custom scan.

8. Complete 5 procedure

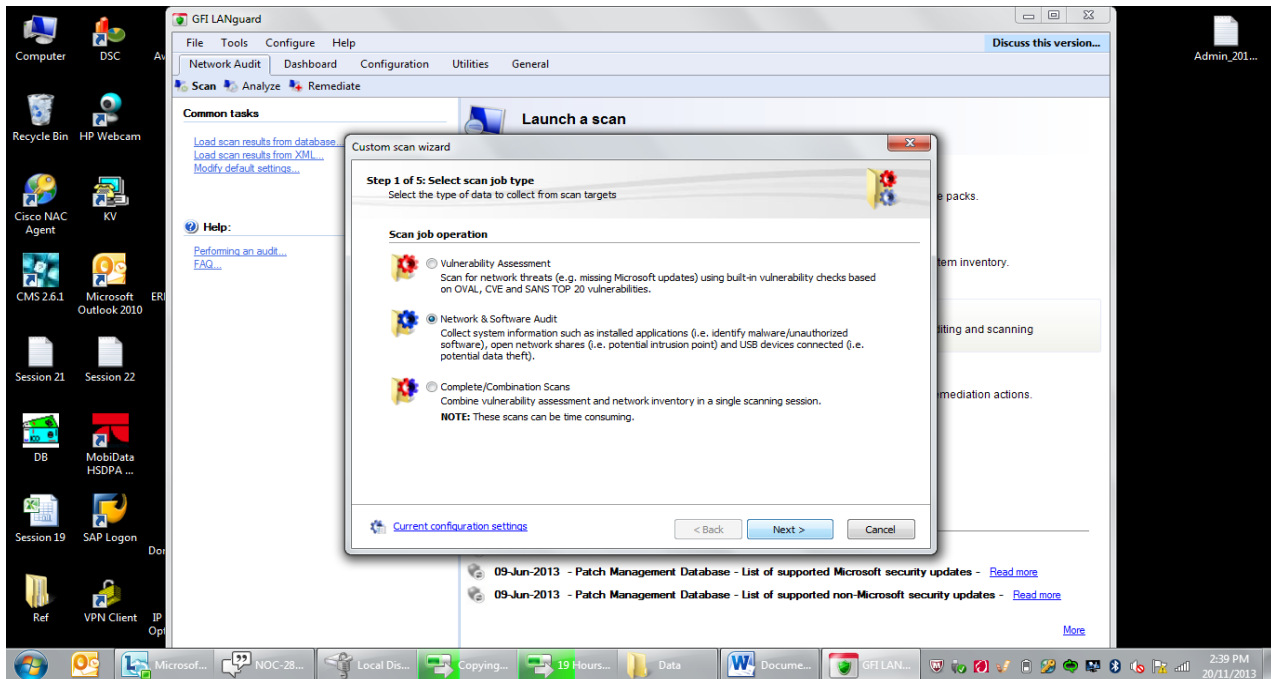


Figure: Step 1 of 5 (Network & Software Audit).

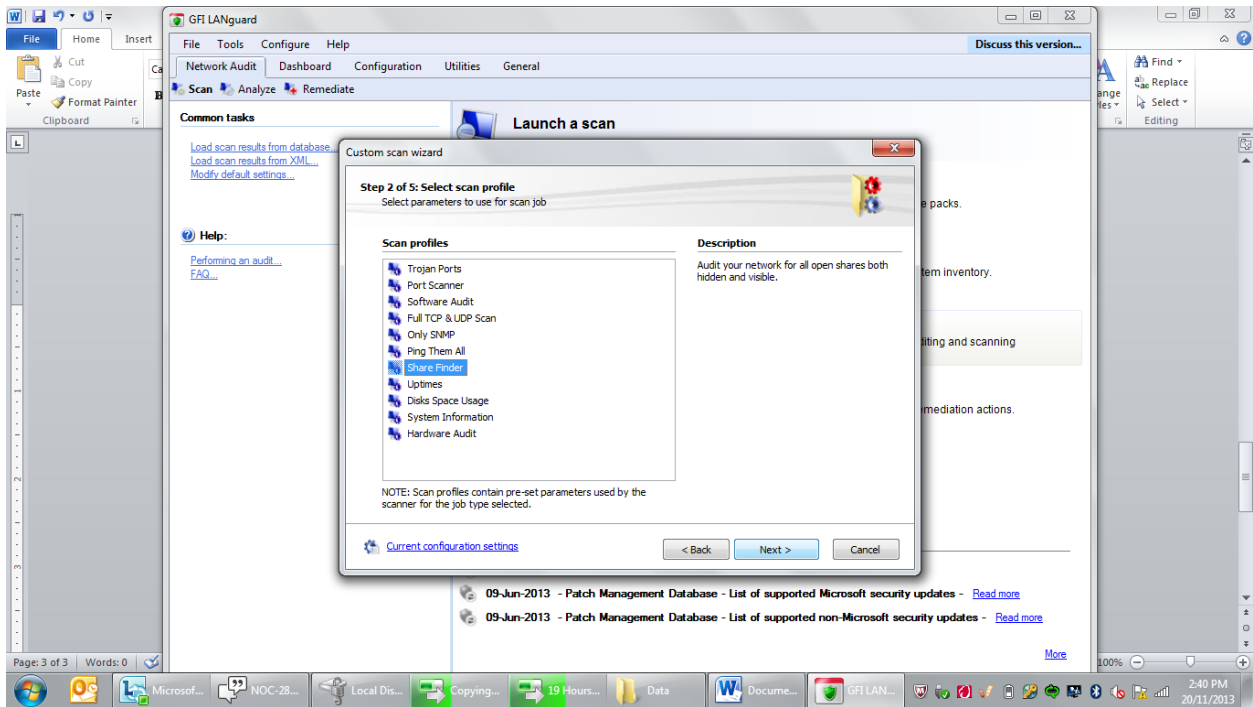


Figure: Step 2 of 5 (Share Finder).

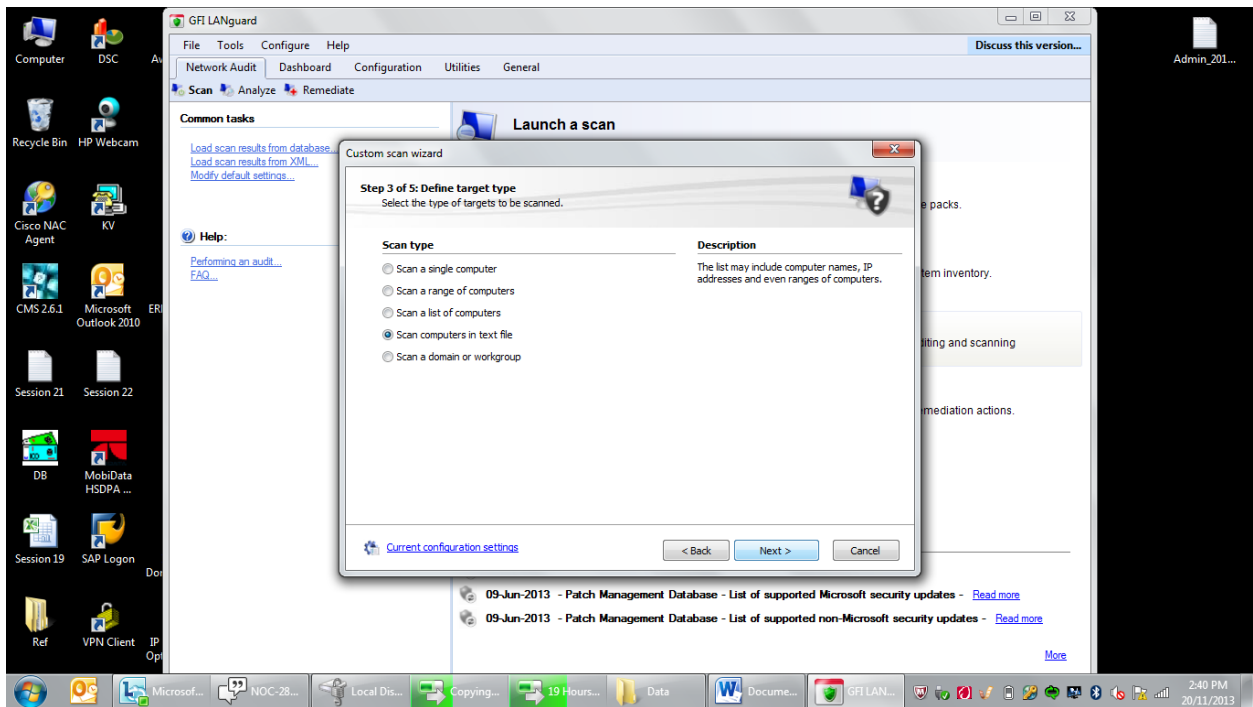


Figure: Step 3 of 5 (Scan computer in text file).

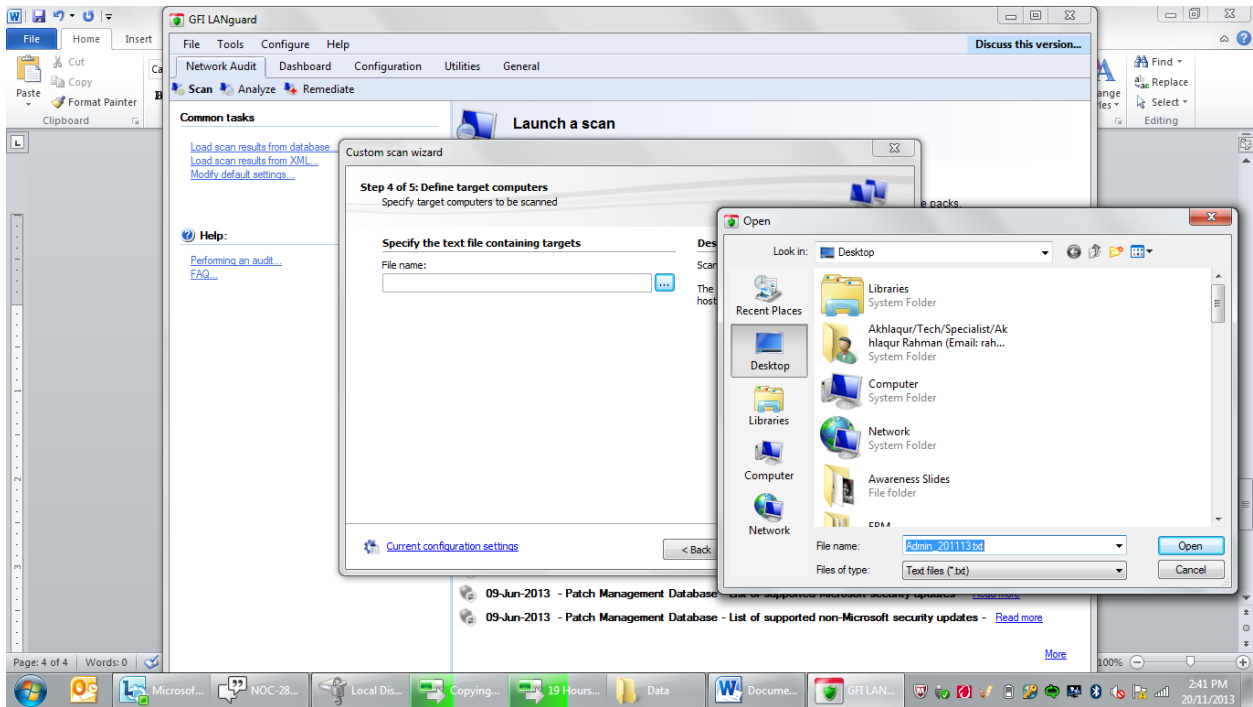


Figure: Step 4 of 5 (Browse folder).

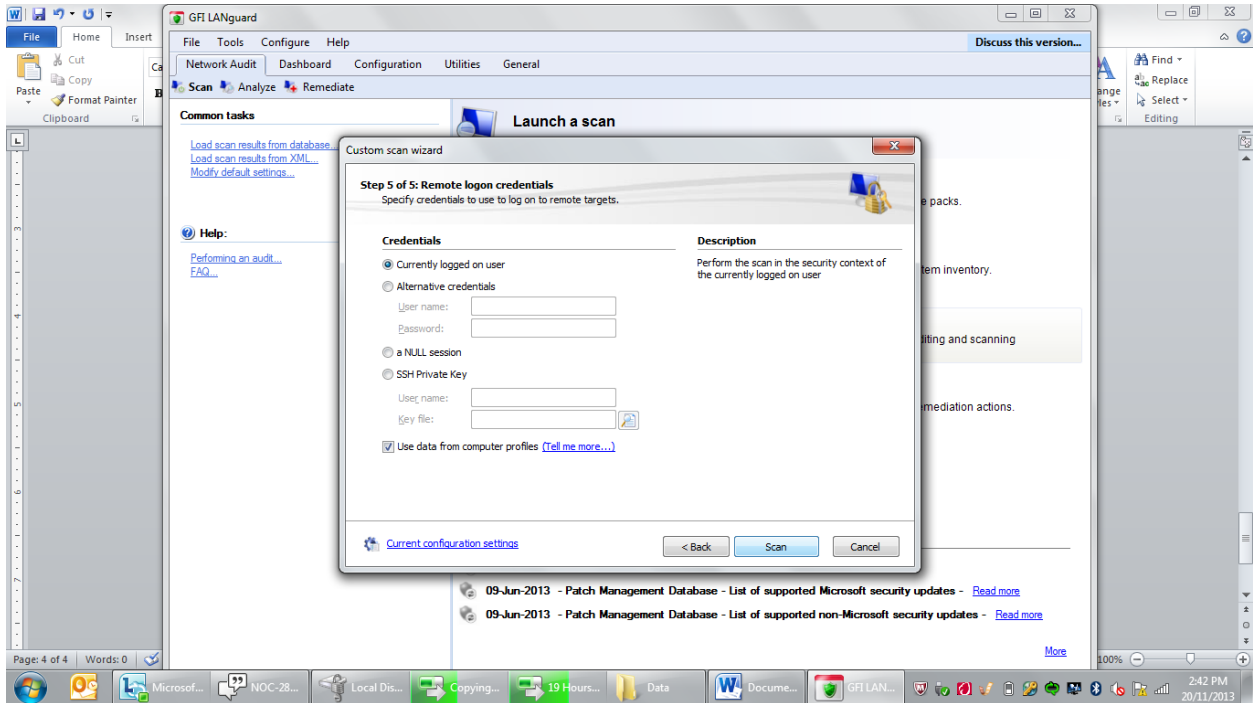


Figure: Step 5 of 5 (Scan).

After completing 5 steps scan process will start.

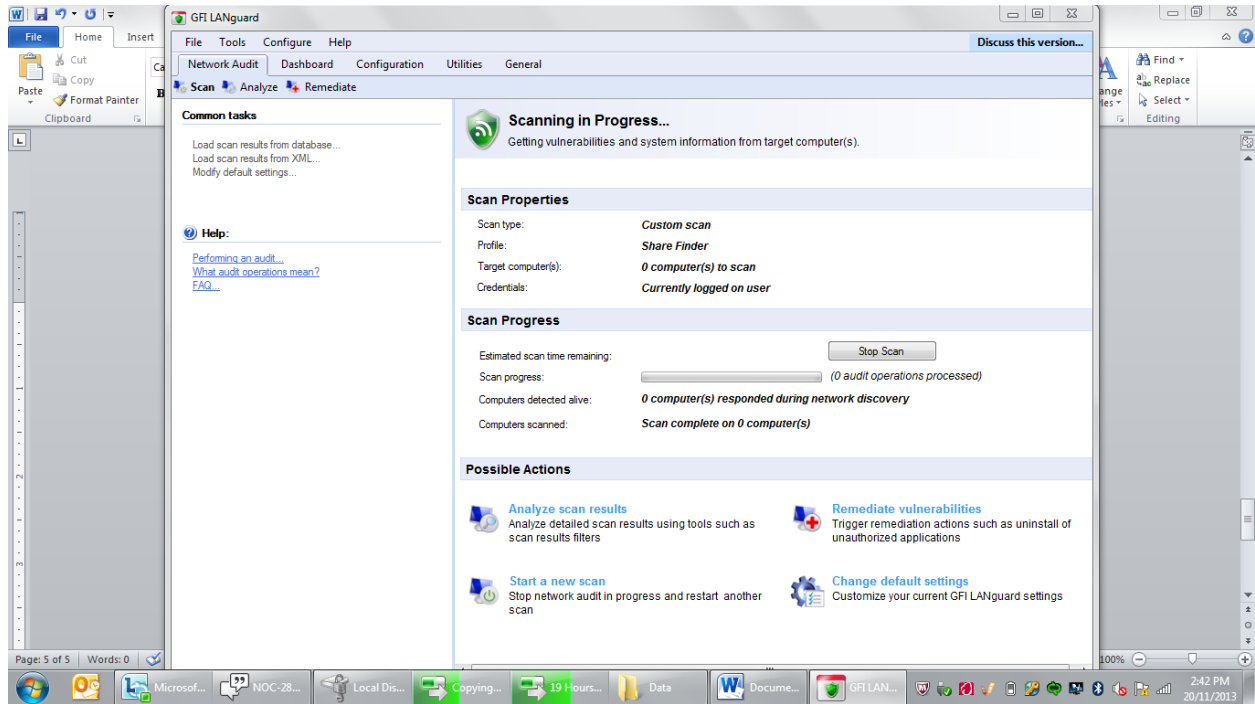


Figure: During scan process.

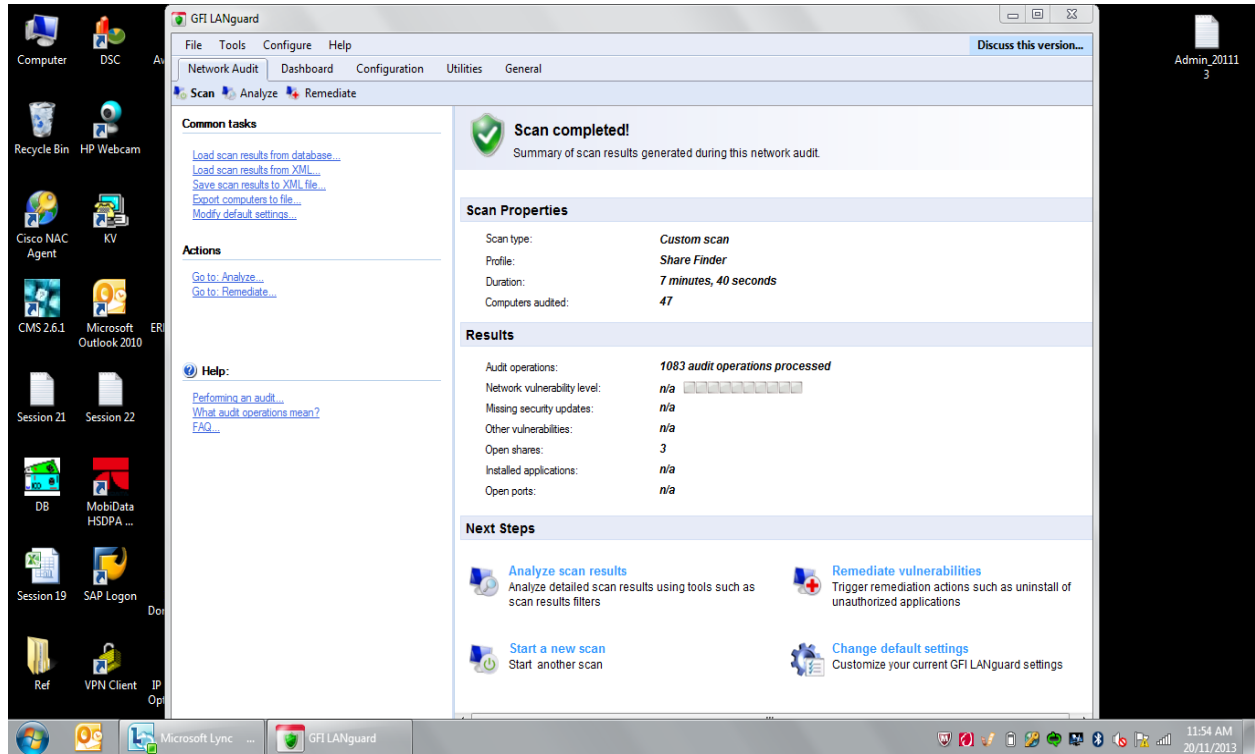


Figure: Scan complete (It found 3 share folder).

4.4 Report of share folder

To make report of share folder we have to open Microsoft Access and maintain following procedure.

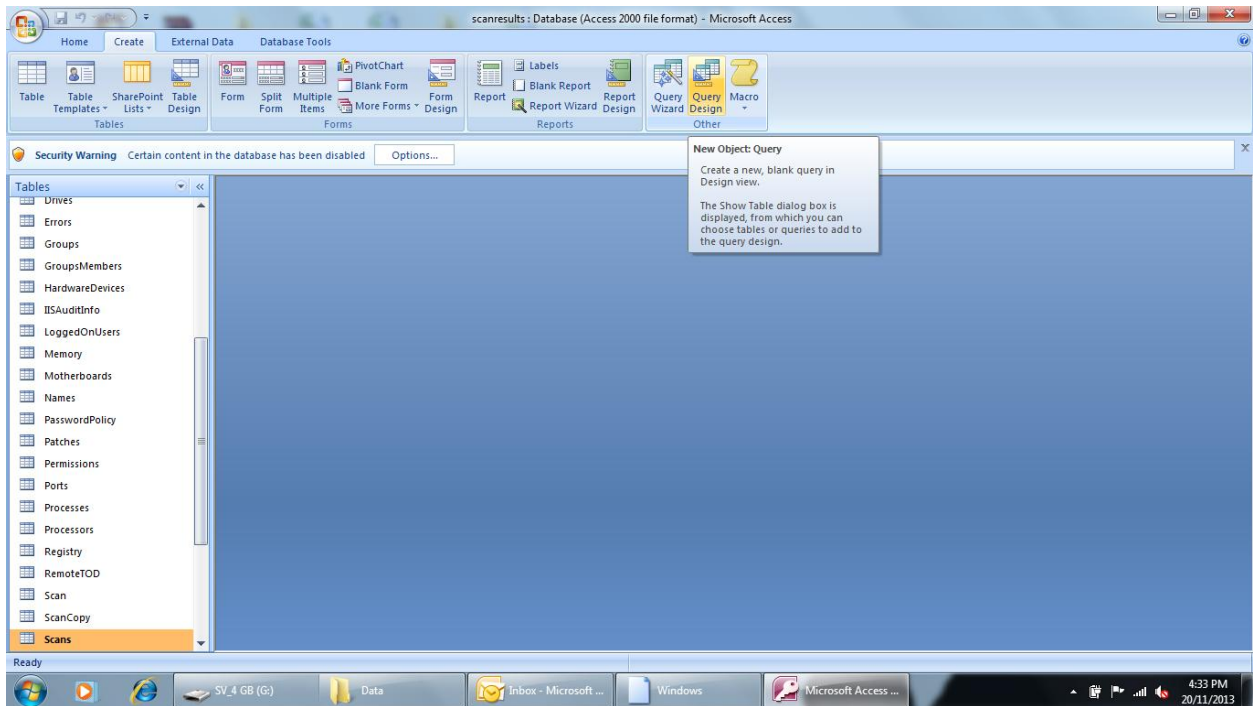


Figure: Select create & Query design.

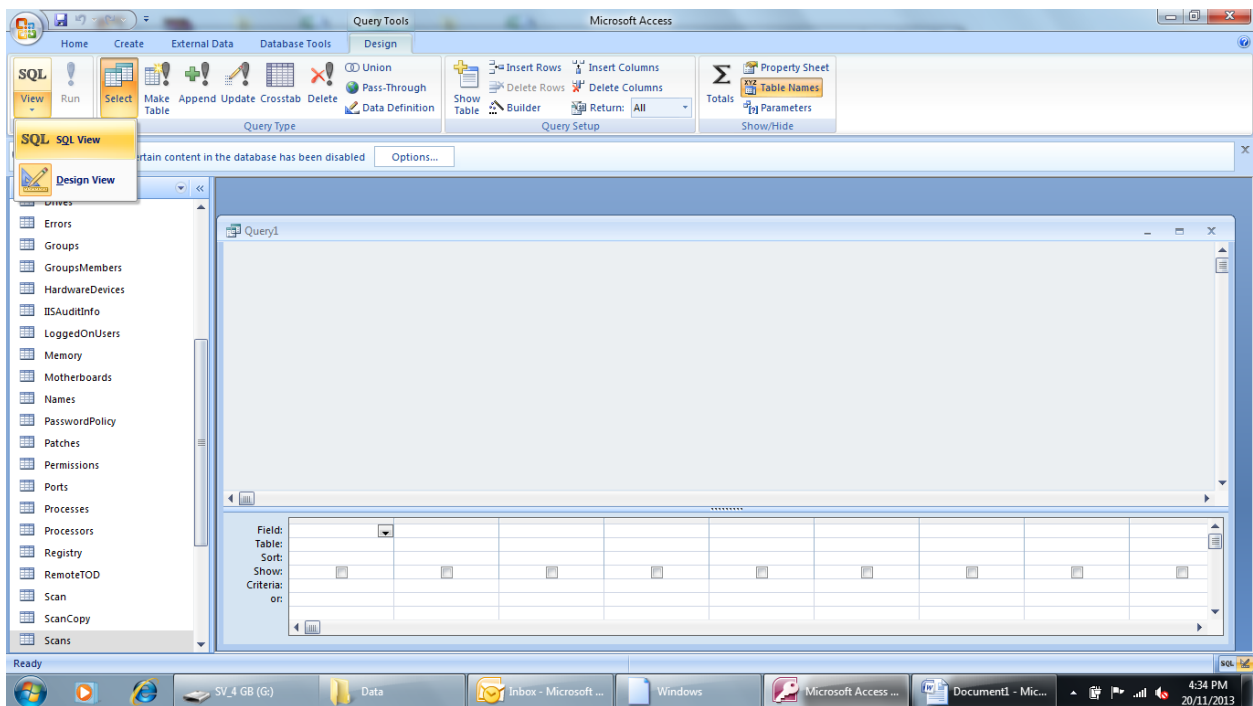


Figure: Select SQL View.

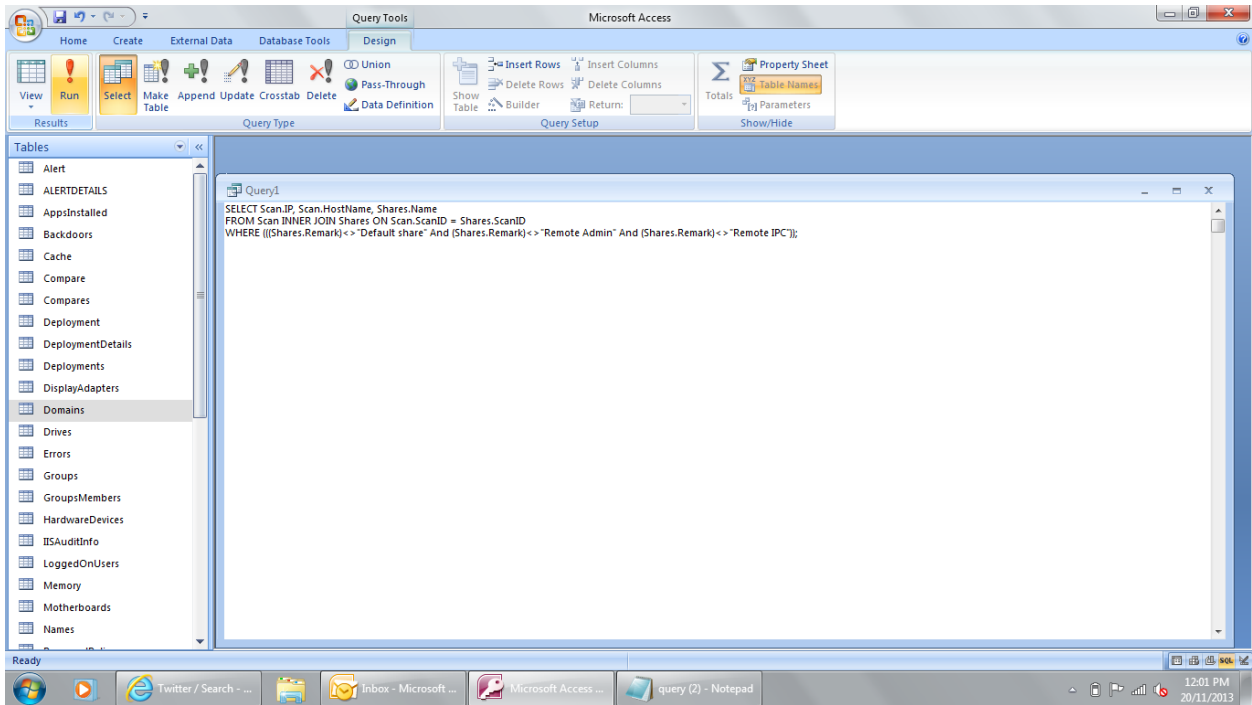


Figure: Run query to find admin share.

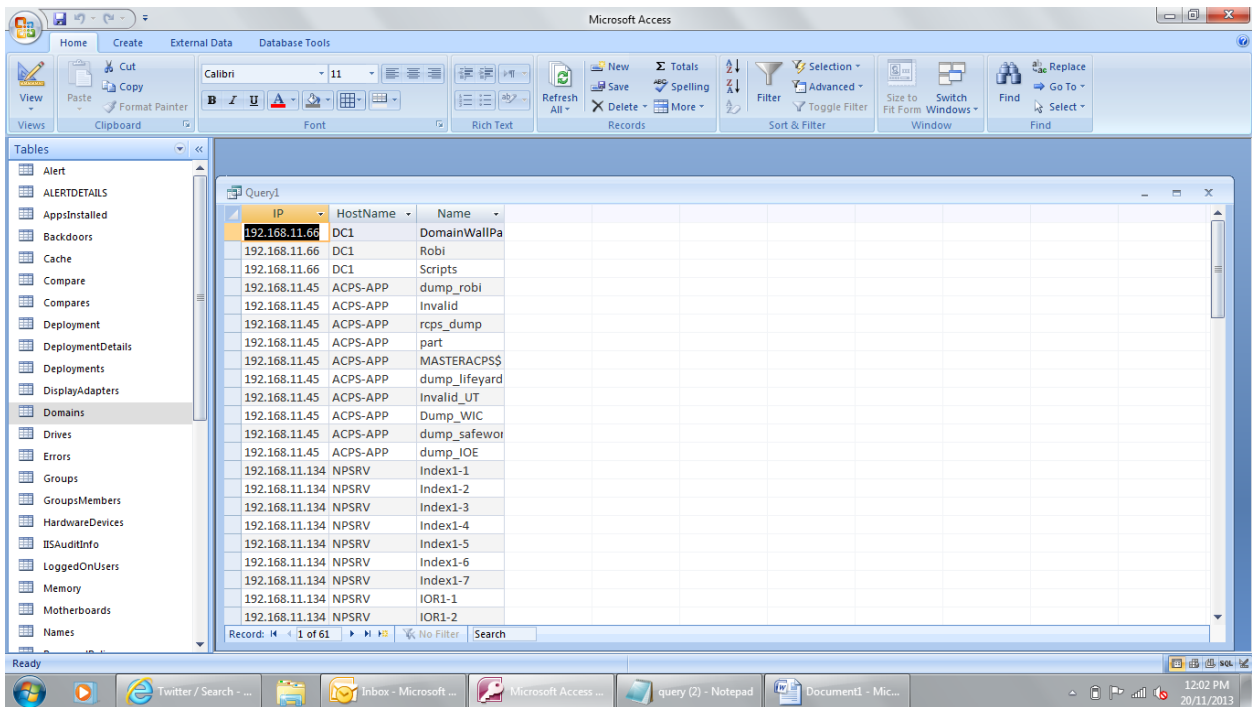


Figure: List of admin share.

Saved these scan results in excel sheet from external data.

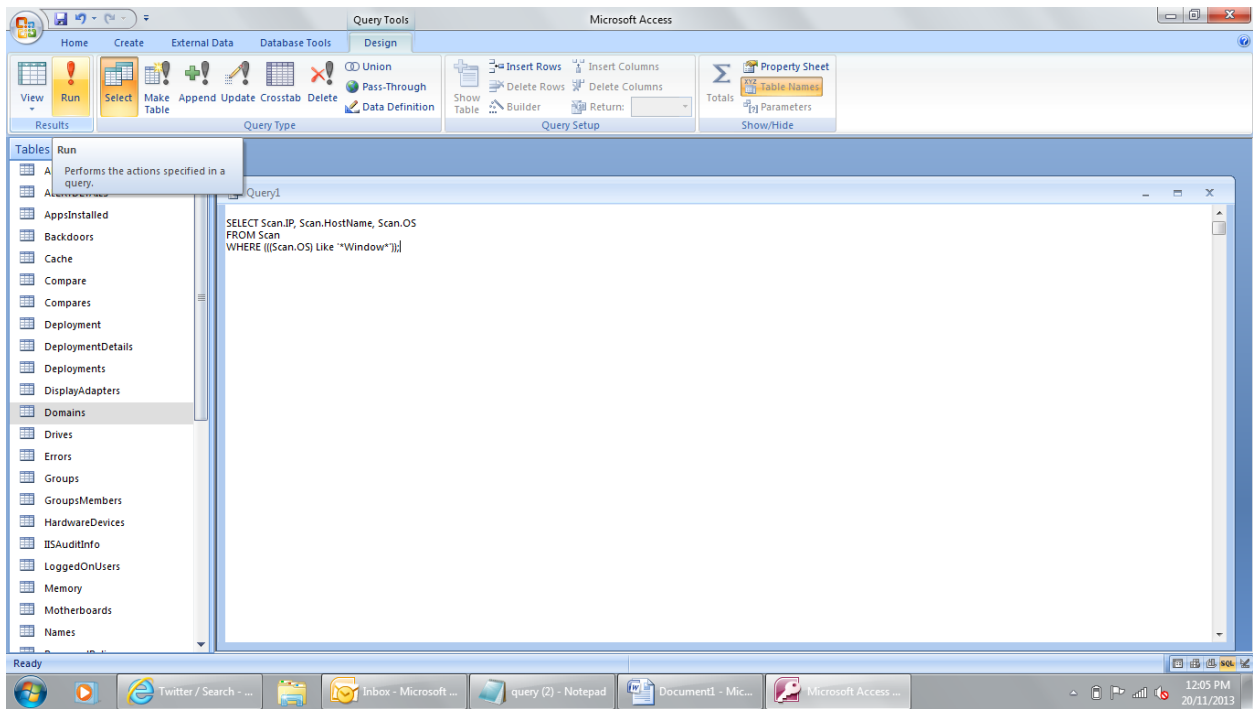


Figure: Run query to find node list.

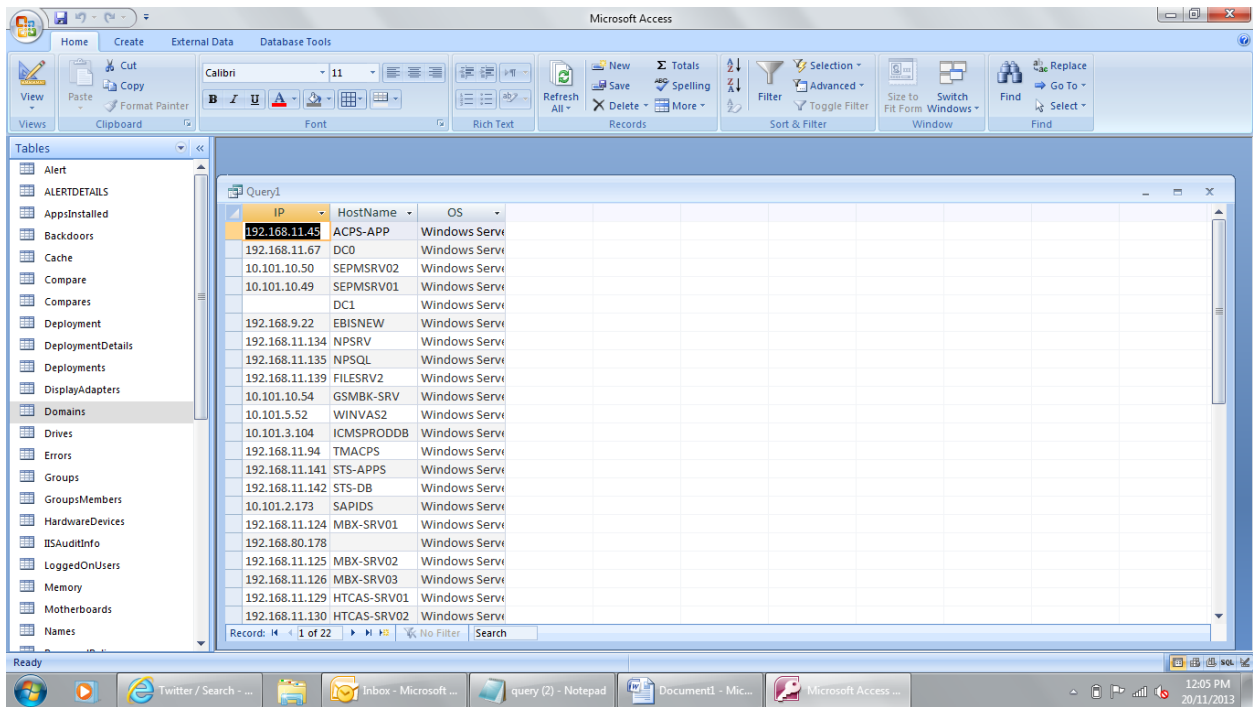


Figure: List of node list.

Again saved these scan results in excel sheet from external data.

CHAPTER 5

Risk Management

5.1 What is Risk Management?

Risk management ensures that an organization identifies and understands the risks to which it is exposed. Risk management also guarantees that the organization creates and implements an effective plan to prevent losses or reduce the impact if a loss occurs.

A risk management plan includes strategies and techniques for recognizing and confronting these threats. Good risk management doesn't have to be expensive or time consuming; it may be as uncomplicated as answering these three questions:

1. What can go wrong?
2. What will we do, both to prevent the harm from occurring and in response to the harm or loss?
3. If something happens, how will we pay for it?

5.2 What is ISO 27001?

ISO 27001 specifies the management of Information Security. Applicable to all sectors of industry and commerce, it is not confined just to information held on electronic systems, but addresses the security of information in whatever form it is held.

Information is now globally accepted as being a vital asset for most organizations and businesses. As such, the confidentiality, integrity, and availability of vital corporate and customer information may be essential to maintain competitive edge, cash-flow, profitability, legal compliance and commercial image. ISO 27001 is intended to assist with this task. It is easy to imagine the consequences for an organization if its information was lost, destroyed, corrupted, burnt, flooded, sabotaged or misused. In many cases it can (and has) led to the collapse of companies.

ISO 27001 is part of the ISO 27000 series, the generic name given to a family of international standards developed to provide a framework around which an information security management system can effectively be implemented. These standards are given below:

- ISO 27000 – ISMS Introduction & Vocabulary
- ISO 27001 – ISMS Requirements (revised BS 7799 Part 2:2005)
- ISO 27002 – Code of practice for information security management
- ISO 27003 – ISMS implementation guidance
- ISO 27004 – Information security metrics and measurements

- ISO 27005 – Information security risk management
- ISO 27006 – Requirements for bodies providing audit and certification of information security management systems
- ISO 27000 is maintained by the International Organization for Standardization (ISO) and is administered by accreditation and certification bodies. The standards are revised every few years to keep them up-to-date

5.3 Benefits of ISO 27001 Certification:

Gaining certification from a UKAS accredited certification body (such as ISOQAR) demonstrates that the security of your information has been addressed, implemented and properly controlled. But the benefits don't stop there:

- Customers, employees, trading partners and stakeholders are comforted in the knowledge that your management information and systems are secure.
- Demonstrates credibility and trust.
- Cost savings – even a single information security breach can involve significant expense.
- Establishes that relevant laws and regulations are being adhered to.
- Shows that a commitment to Information Security exists at all levels throughout an organisation.

Start the process to gain ISO 27001 Certification

Information security can be characterized as the preservation of:

- **Confidentiality** - ensuring that access to information is appropriately authorized
- **Integrity** - safeguarding the accuracy and completeness of information and processing methods
- **Availability** - ensuring that authorized users have access to information when they need it

ISO 27001 contains a number of control objectives and controls. These include:

- Security policy
- Organizational security
- Asset classification and control
- Personnel security
- Physical and environmental security
- Communications and operations management
- Access control
- System development and maintenance

- Business continuity management
- Compliance

5.4 How do you start to implement ISO 27001? What is involved?

Developing an Information Security Management System (ISMS) that satisfies the requirements of ISO 27001 involves three steps:

What is involved?		
1	Creation of a management framework for information	This sets the direction, aims, and objectives of information security and defines a policy which has management commitment
2	Identification and assessment of security risks	Security requirements are identified by a methodical assessment of security risks. The results of this assessment will help guide and determine the appropriate management action and priorities for managing information security risks.
3	Selection and implementation of controls	Once security requirements have been identified, controls should be selected and implemented. The controls need to ensure that risks are reduced to an acceptable level and meet an organisation's specific security objectives. Controls can be in the form of policies, practices, procedures, organisational structures and software functions. They will vary from organisation to organisation. Expenditure on controls needs to be balanced against the business harm likely to result from security failures.

One section of the actual standard provides guidance on its use.

Adopting ISO 27001 cannot make your organisation immune from security breaches. But, it will make them less likely and reduce the consequential cost and disruption if they do occur.

5.5 Being Audited to ISO 27001

Once all the requirements of ISO 27001 have been met, you can apply for an external audit. This should be carried out by a third party, accredited certification body. In the UK, the body should be accredited by UKAS (look for the ‘crown and tick’ logo).

The chosen certification body will firstly review relevant documentation. This should include the declared policy, scope of the ISMS, documents covering the risk assessment, risk treatment plan, Statement of Applicability and documented security procedures. The auditors will also be checking that you have identified and implemented the controls that are appropriate to your size and type of business. This process is normally carried out at your premises, being more beneficial to both parties.

This is followed at a later date by a full on-site audit to ensure that working practices observe these procedures and stated objectives, and that appropriate records are kept.

After a successful audit, a certificate of registration to ISO 27001 will be issued. There will then be surveillance visits (usually once or twice a year) to ensure that the system continues to work.

This is covered in more detail in ISOQAR’s [Audit Procedure](#) information sheet.

CHAPTER 6

Conclusion

6.1 Conclusion

Network Security & Audit of Robi is working all the time to sustain and satisfy its employees as well as customers. As the NSA always stays on work pressure, they are trying their level best to improve and develop their ways of communication as well as transactions with their employees and subscribers. After all, an organizations skeleton is its network more secure. If employees, customers and clients become self-motivated by the financial services and transactions then it becomes easier for the company to retain existing good performers.

According to my own experience the working environment of the organization is very inspiring. However, the organization needs to work a lot to satisfy its experienced and old employees. The organization is always keen to implement new rules and actions for improvement.

According to the result of my practical observation the employees seem quite satisfied and pleased to work in the organization. Still it is not worth less to work towards perfection. While working on the BTS project made me learn that making any kind of simple mistake especially on projects like this can make the organization bear a lot of problems. I have got to understand and experience the actual meaning of work pressure/work load working in the Technology Compliance Division.

Therefore the organization is all the time moving towards making the work environment the “Employee Choice” , so that they can do their work faster, easier and in a flexible way.

References

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