**Process Document - 1**

**Basic Hygiene Management**

**Initial Draft**

25.02.2013

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| **Document Control Sheet** | |
| **For Airtel Money Environment only** | |
| Document Name | Basic Hygiene Process |
| Document Owner |  |
| Effective Date |  |
| Review Date |  |
| Review Remarks |  |

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| --- | --- | --- | --- | --- |
| **Document Version Control** | | | | |
| **Version** | **Date** | **Prepared By** | **Reviewed By** | **Approved By** |
| 1.0 |  |  |  |  |
|  |  |  |  |  |

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1. **Introduction**

The Basic Hygiene (BH) Management comprises of compliance of information security assets towards a system health standard within Airtel Money environment.

1. **Scope**

The scope of the Basic Hygiene Management process includes the Airtel Money environment comprising of servers and common infrastructure systems regularly connected or connecting to the common infrastructure.

Devices which are not part of Airtel Money environment are not covered with this process.

1. **Basic Hygiene Management Process**

The Basic Hygiene Management process includes the following capabilities:

* Check and comply the Servers for each applicable advisory point.
* Ensure the integrity of the data related to the Basic Hygiene Management process.

**3.1 Statement**

As per the organization BH standard, following are achieved:

* Establish audit compliance requirements.
* Ensure 98%+ BH scan quorum.
* Take corrective actions to alert and problem requests.

**3.2 Standard**

**3.2.1 Reported Basic Hygiene Check Parameters**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **S.No.** | **Check** | **Definition** | **Frequency** | **Bench Mark** |
| 1 | Basic Hygiene | (A/B)X100 Where A= No. of compiled points X No. of hosts, B= Total number of Applicable points X No. of Hosts | **Weekly** | **98%** |

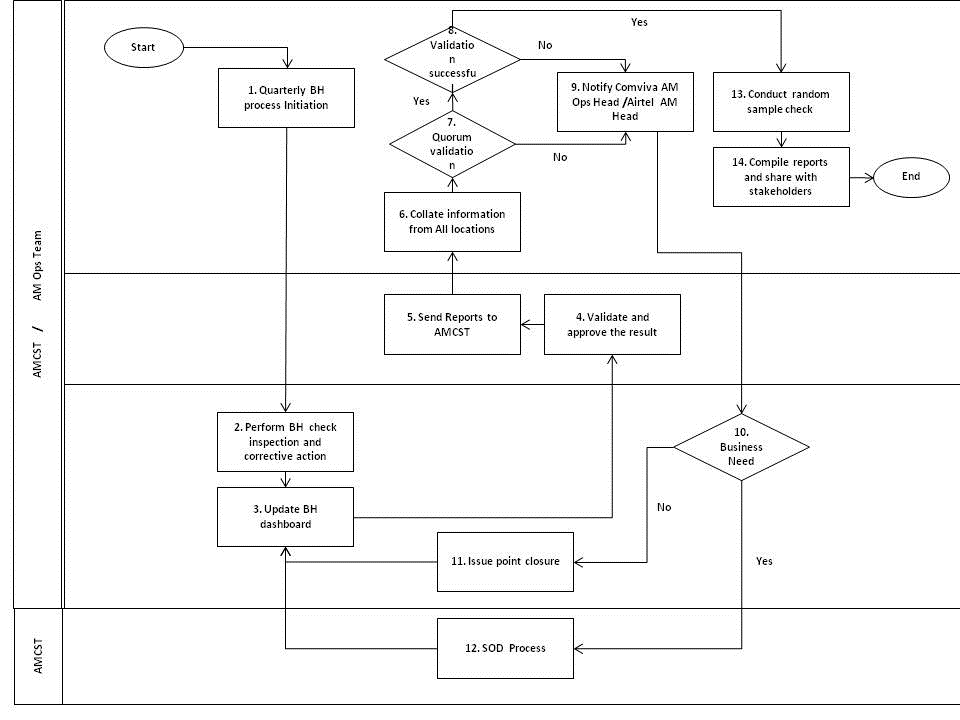
* BH is to be conducted on all Servers and Network Devices within first 60 days of the quarter.
* BH is to be conducted on all end user system within first 75 days of the Quarter.
* Closing non-complaint system
* Tracking non-compliant system and closing the found deviations within given timeframe via an Issue Management Process or Manual Tracking.

**3.2.2 Basic Hygiene Check to be conducted**

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| --- | --- | --- | --- | --- | --- |
| **S.No.** | **Check** | **Systems Included** | **System Included** | **Frequency** | **Remarks** |
| 1 | Basic Hygiene Inspection | Physical Inspection of IT systems and conducting the basic hygiene checks. Basic Hygiene updates reporting and also refers the activity of this process in Security Operations Calendar | As per the schedule of SecurityOperations Calendar | Weekly |  |
| 2 | Basic Hygiene Audit | Physical Audit of all systems conducting the basic hygiene checks. Basic Hygiene Calculation and reporting. | ALL | Quarterly | Benchmark is 98% for the Basic Hygiene Index |

1. **Basic Hygiene Management Procedure**

**4.1 Process Flow Diagram**



**4.2 Basic Hygiene Process Flow Steps**

The following table lists down the set of activities performed as part of the Basic Hygiene Management procedure:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sl. No.** | **Activity** | **Responsibility** | **Output** | **Internal SLAs/ Performance Criteria** |
| 1 | Quarterly BH Process Initiation with SCAN notification sent a day before the beginning of every quarter | AM Ops Team | Notification Mail | Nil |
| 2 | BH, Security Health Inspection and Corrective Action performed.Plan schedule to achieve the BH and security health activity target within first 60 days of quarter prepared by SPOC |  | BH Checklist | Nil |
| 3 | Update BH dashboard on weekly basis.Calculate BH index using measurement criteria mentioned in the above part of the document. No Host inspection should be missed or misrepresented | AM Ops Team | Calculated Indices | Nil |
| 4 | Validate and Approve the results. Validate the indices calculated and approve the action plan developed to address the vulnerabilities found in network. | AM Ops Head | Nil | Nil |
| 5 | Reporting. All regions to report the indices on a weekly basis (by every Friday EOB) using Weekly security Status format | AM Ops Team | Nil | Nil |
| 6 | Collation of reports. Collate the reports of all the location and check for major deviations | AM Ops Team | Compiled Report | Nil |
| 7 | Quorum Verification. Following steps are applicable only after the 45th day of the quarter. IF YES: proceed to next step (8), IF NO: Reject BH dashboard and proceed step (9) | AM Ops Team | Nil | Nil |
| 8 | Successful Validation ? If YES: Proceed to Step (13) If NO: Reject BH dashboard within 4 hours of receiving based on the following parameters: - Incorrect Values/ formulae/information in the dashboards. Dashboard without supporting/relevant artifacts. Dashboard without supporting/relevant artifacts. | AM Ops Team | Nil | Nil |
| 9 | Notify AM Ops Head and AM head Airtel. | AM Ops Team | Escalation/Notification mail | Nil |
| 10 | Is there a business need? If YES: Proceed to step (12) If NO: Proceed to step(11) | AM Ops Team | Nil | Nil |
| 11 | Issue Point Closure. SPOC will take necessary action to close the issue and convert the non-compliance point in to compliance point | AM Ops Team | Compliance of the point | Nil |
| 12 | SOD Process. SPOC will take the SOD by following process | AM Ops Team | Compliance of the point | Nil |
| 13 | Conduct Random Sample Checks. The central security team would conduct random sample checks for different regions by calling the artifacts from the regions and cross verifying the data presented with respect to the artifacts. Security team may perform random onsite audit for the security compliance region. | AMCST | Nil | Nil |
| 14 | Compliance Report . Reports are compiled and shared with Bharti Airtel on a weekly basis | AM Ops Team/.AMCST | Compiled Report | Nil |

1. **Roles & Responsibilities**

|  |  |
| --- | --- |
| **Roles** | **Responsibility** |
| AMCST | Central Security Team is the Comviva Security interface for the customer. Specific responsibility includes: |
|           Collate information from all Locations. |
|           Validate Calculation Method used. |
|           Conduct random sample check. |
|           Compile reports and share with Bharti Airtel. |
| AM Ops Team | Specific responsibility includes: |
|           Perform the BH inspection periodically. |
|           Calculate various security indices, such as: Basic Hygiene index. |
|           Generate various security reports and store artifacts. |
|           Define and implement action plan to address security gaps. |
|           Report BCG violations found during security checks |
|           Maintaining BH measurements for reporting and forecasting. |
| Comviva Ops Head and AM Head Airtel | Comviva Circle head and Bharti Head are responsible and accountable for security report sent by the circle. Specific responsibility include: |
|           Own the Basic Hygiene dashboards. |
|           Validate and approve findings and action plan. |
|           Send reports to Central security system. |

1. **Basic Hygiene Management Reports**

* Weekly Basic Hygiene Dashboard
* Basic Hygiene CheckList
* BH Compliance Report

1. **Performance Metrics and Benchmarks**

**7.1 Key Performance Indicators**

|  |  |  |
| --- | --- | --- |
| **KPI** | **Data Source** | **Periodicity** |
| Basic Hygiene checks shall be performed on all systems as per organization standard and schedule to ensure 100% IT systems compliance | Basic Hygiene Compliance Reports | Quarterly |

**7.2 SLA**

|  |  |  |
| --- | --- | --- |
| **Service Provided** | **SLA parameter** | **Parameter Threshold** |
| Perform Basic Hygiene management for all systems | Perform BH activity as per quarterly schedule for systems | 100% compliance of BH process for all systems |

Annexure :

1. Contact Details :

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| --- | --- | --- |
|  | **Contact Person** | **Contact details** |
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