



ISMF Security Meeting Minutes
COMMERCIAL in CONFIDENCE



Document Title: ISMF Security Meeting Minutes (JAN 09)

Document Reference: SVM/SEC/MAM/0003

Document Type: MAM

Release: Not Applicable

Abstract: ISMF Security Meeting Minutes

Document Status: REGISTERED

Author & Dept: Howard Pritchard,

External Distribution: Sue Lowther, Dave King, Alan Simpson

Approval Authorities:

Name	Role	Signature	Date
Howard Pritchard	CISO		

Note: See Royal Mail Group Account HNG-X Reviewers/Approvers Role Matrix (PGM/DCM/ION/0001) for guidance.



0 Document Control

0.1 Table of Contents

0	DOCUMENT CONTROL.....	2
0.1	Table of Contents.....	2
0.2	Document History.....	3
0.3	Review Details.....	3
0.4	Associated Documents (Internal & External).....	3
0.5	Abbreviations.....	3
0.6	Glossary.....	3
0.7	Changes Expected.....	3
0.8	Accuracy.....	3
0.9	Copyright.....	3
	DIARY / MEETING / ACTION NOTES.....	3
1	INTRODUCTION.....	3
1.1	Previous Minutes.....	3
2	ISSUES FOR DISCUSSION.....	3
2.1	ISO27001 Compliance /Registration.....	3
2.2	IG Monthly Report.....	3
2.3	Security Policy.....	3
2.4	Service Description.....	3
2.5	ISMS Manual.....	3
2.6	Risk Treatment Plan, ISMS Scope, Risk Assessment.....	3
2.7	Risk Management Approach.....	3
2.8	HNG-x.....	3
2.9	Security improvement plan.....	3
2.10	Incident Response Plan.....	3
2.11	PCI Progress.....	3
3	ACTIONS.....	3
4	DECISION REGISTER.....	3
5	CLOSED ACTIONS.....	3

ISMF Security Meeting Minutes
COMMERCIAL in CONFIDENCE

0.2 Document History

Version No.	Date	Summary of Changes and Reason for Issue	Associated Change - CP/PEAK/PPRR Reference
0.1	April	Initial Draft	
1.0	30 April 08	Approved	
2.0	30 May 08	Approved	
3.0	2 Sep 08	Approved	
4.0	1 Oct 08	Distributed For Information Only	
5.0	24 Oct 08	Approved	
6.0	20-Nov-08	Approved	
7.0	18-Dec-08	Approved	
8.0	20-Jan-09	Update from Jan 09 ISMF	
8.1	19-Feb-09	Final Update Jan 09	

0.3 Review Details

Review Comments by :	N/A		
Review Comments to :	(authors name) & <u>RMGADocumentManagement</u>		GRO
Mandatory Review			
Role	Name		
Optional Review			
Role	Name		
Issued for Information – Please restrict this distribution list to a minimum			
Position/Role	Name		

(*) = Reviewers that returned comments

0.4 Associated Documents (Internal & External)

Reference	Version	Date	Title	Source
PGM/DCM/TEM/0001 (DO NOT REMOVE)	2.0	16-Apr-07	(Document Title)	Dimensions
SVM/SEC/MAN/0003			ISMS Manual	Dimensions

**ISMF Security Meeting Minutes**
COMMERCIAL in CONFIDENCE

Unless a specific version is referred to above, reference should be made to the current approved versions of the documents.

0.5 Abbreviations

Abbreviation	Definition
RMGA	Royal Mail Group Account
POL	Post Office Ltd
FS	Fujitsu Services
ISMS	Information Security Management System
ISMF	Information Security Management Forum
SoA	Statement of Applicability
IG	Information Governance
RTP	Risk Treatment Plan
RMG	Royal Mail Group
RTM	Risk Treatment Matrix
RAG	Red Amber Green
IRP	Incident Response Plan
PCI	Payment Card Industry
SIP	Security Improvement Plan

0.6 Glossary

Term	Definition

0.7 Changes Expected

Changes
The ISMF is an ongoing Forum whereby new and updated information is provided through discussion points from both POL and RMGA

0.8 Accuracy

Fujitsu Services endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same.

0.9 Copyright

© Copyright Fujitsu Services Limited 2009. All rights reserved. No part of this document may be reproduced, stored or transmitted in any form without the prior written permission of Fujitsu Services.



DIARY / MEETING / ACTION NOTES

Present:**POL:**

Sue Lowther (SL)
Paul Halliden (PH)
Apologies
Dave King

FS:

Brian Pinder (BP)
Pete Sewell (PS)
Howard Pritchard (HP)
Apologies
Neneh Lowther(NL)

1 INTRODUCTION

As part of the ongoing Meetings between POL and Fujitsu, this ISMF provides the forum to update, introduce and resolve matters under the IG Security Banner where applicable.

1.1 Previous Minutes

The previous minutes were reviewed and where applicable historical items were closed and removed to the Closed action section. No other corrections were made.

2 ISSUES FOR DISCUSSION

2.1 ISO27001 Compliance /Registration

HP stated that the monthly compliance reporting is progressing and that further macros have been added to the spreadsheet to provide assurances both internally and to POL. To further provide assurance, prior to issuing the compliance report (monthly pack), HP reviews the Audit Progress report against the compliance areas.

PH then raised a point around the Audit assessment and specifically Event Monitoring. It was discussed that there are inconsistencies around the Audit Progress report and the Security Project plan. Without this, assurances cannot be given to POL;

ACTION: PS to provide the different types of Events to be monitored

ACTION: PS to work with colleagues for a presentation to both RMGA and POL at tbc on the 19th Feb to look at events

Conference room to be booked

ACTION: HP to speak with BE/MK with regards inconsistencies with Project Plan

2.2 IG Monthly Report

No issues were reported in the December reporting pack. HP stated that the monthly reporting pack will be continuously reviewed to provide assurances to POL.

**ISMF Security Meeting Minutes**
COMMERCIAL in CONFIDENCE

SL asked about the Prosecution witness statement. PS stated that a full investigation happened and the outcome was to change the Witness Statement, as the original Statement was not providing the correct Legal witness content. As part of this, a full analysis is happening with regards past queries.

PS also stated that the Root Cause analysis was around code bug.

This will further be explained once all information has been gathered In Next months Information Pack.

2.3 Security Policy

After the Security policy had been amended, this was then provided to POL at the latter end of December 08 for review and comment. PH provided these comments back to BP. It was decided that due to the type of comments received, HP asked for a conference call to discuss the point and to make sure that the comments were understood. Actions were taken away from the meeting where by BP sent several emails off within Fujitsu. HP was under the impression that the document had been returned to POL on the 15 Jan 09. But after conversation with BP by phone, this was corrected. BP has to provide updated document and comments week beginning 26 Jan 09.

HP then discussed the idea of providing a high level Security Policy (Summary) for the RMGA Users to read and accept rather than reading the full Policy. PH stated that as long as the contractual Security Policy did not change then it appeared like a good idea for a high level policy.

2.4 Service Description

As the document is up for approval, PH stated that there appeared to be a couple of discrepancies around Document references to Horizon and not HNG-X

PS stated that the document has been sent out for approval.

2.5 ISMS Manual

No Information added on this months Forum

2.6 Risk Treatment Plan, ISMS Scope, Risk Assessment

There have been several concerns with regards the RTP and Risk Management Approach process.

To this end POL have asked for a workshop to understand via a walk through process of how the Risk Management approach works.

ACTION: BP to arrange Walkthrough meeting

With regards to the Off shoring piece of work, PH asked why the Risk treatment plan does not show the off shore actions. HP stated that this will be put back in under closed.

ACTION: BP to put Offshore RTP back into spreadsheet as closed



2.7 Risk Management Approach

Although this document had been reviewed and amended certain areas of the document do not align to the overall process. AS per 2.6 (Above) PH as requested a walkthrough of the process

2.8 HNG-x

ACTION: OUSTANDING: SL will be sending an email to HP/ BM / JS, and CM to find out what risk methodology they're actually using to identify the risks.

Due to discussions, PH provided the following statement with regards the current Risk methodology used within the Post Office.

The Royal Mail Group set the policy for Post Office in this area. The preferred tool is under review but the front runner is one of the versions of CRAMM

2.9 Security improvement plan

HP asked if the Secure email had been resolved, as it was understood that Bill Mernbery had provided DK the information for completion. SL stated that she would speak to DK for an update

ACTION 35: HP to discuss Secure Email issues with BM and DK. HP to confirm DK has emailed Bill with update.

PH queried why a risk on the SIP was RED and the only one left (relates to Event Monitoring). After the discussion around this, it was agreed that the risk should be downgraded to amber as it is work in progress. This also relates to the ongoing work with Event Monitoring, which is to be presented to the client on 19th February 2009

2.10 Incident Response Plan

It was stated that a meeting had been arranged for the 22nd January in Bracknell to discuss the Incident management process and its component flow charts (i.e. PCI). The main point of the meeting is to clarify the one document against multiple process documents and to provide actions to close off

A workshop will be held on 22nd January to discuss and agree the final output.

2.11 PCI Progress

In lieu of the PCI Bi-monthly meetings, there have been a series of PCI Workshops to provide support to POL in readiness to the up and coming Audit in April.

AOB

Q PCI Scans

The test will be scoped against the PCI standards for Pen Testing.



ISMF Security Meeting Minutes
COMMERCIAL in CONFIDENCE



HP Stated that Fujitsu would be doing regular tests, but wouldn't be scoping against PCI. SL stated that the PCI Quarterly scan are not as onerous as the monthly scans that happen internal to POL, therefore if required SL to discuss with HP the scope

FUTURE MEETINGS

ISMF Security Review 19th February 09 11.00 Wigan Conference Room – Re-arranged to BRA01 – Room 114

ISMF Security Review 19th March 09 11.00 BRA01



ISMF Security Meeting Minutes

COMMERCIAL in CONFIDENCE



3 ACTIONS

No & Date	Action	Actionee	Due Date
01-20/01/09	ACTION: PS to provide the different types of Events to be monitored NB Further discussion also to be had with Graham Allen and Jim Sweeting, but further work will require John Bradley's input.	PS	19 Feb 09
02-20/01/09	ACTION: PS to work with colleagues to create slides to be presented to both RMGA and POL at Wigan on the 19 th Feb Conference room to be booked	PS	19 Feb 09
03-20/01/09	ACTION: HP to speak with BE/MK with regards inconsistencies with Project Plan	HP	23 Jan 09
04-20/01/09	ACTION: BP to arrange Walkthrough meeting around Risk management Approach	BP	TBA
05-20/01/09	ACTION: BP to put Offshore RTP back into spreadsheet as closed	BP	23 Jan 09
18- 4/09/08	Cascade to go out to POL staff re non-authorised email addresses being used by POL employees PH to discuss with SL. SL to confirm? SL stated that this had been discussed. HP asked that in lieu of a cascade that SL could provide Fujitsu with an email statement with regards the email	PH/SL	20 Nov 08
35 21/10/08	HP to discuss Secure Email issues with BM and DK. HP to confirm?	HP	20 Nov 08



ISMF Security Meeting Minutes
COMMERCIAL in CONFIDENCE



4 DECISION REGISTER

No & Date	Decision

5 CLOSED ACTIONS

No & Date	Action	Actionee	Due Date
01- 4/09/08	Review content structure of the IG Monthly Report	SL	17 Oct 08
02- 4/09/08	Revise graph Axis (1) & Distribution list (2) for the report as agreed to include DK and AS of POL. Action Closed	NL	9 Sep 08
06- 4/09/08	Minutes from the Service Description doc review to be sent to PS	PH	9 Sep 08
10- 4/09/08	Draft changes to Risk Assessment (on email) awaiting approval from POL Awaiting review comments sent out	SL	8 Sep 08
13- 4/09/08	Migration Meeting to be arranged at POL London 25 th Sep	SL	5 Sep 08
16- 4/09/08	SL to chase up DK as CSC needs to respond to BM to resolve outstanding actions	SL	17 Oct 08
17- 4/09/08	The original Effective Disconnect meeting arranged for June was cancelled, SL to confirm current status with Connie Penn	SL	17 Oct 08
19- 4/09/08	To review with Doc Management issues with the slow process	HP	17 Oct 08
20- 4/09/08	Issue re problems around access via web logic where bypassing of user authentication process is possible. See AOB 3 HP will seek assurance from FJS for POL	HP	17 Oct 08
21- 4/09/08	List of documents under discussion to be sent to POL indicating current status	NL	17 Oct 08
03- 4/09/08	Review what details are included into the Monthly Report. Still under review for finalisation. More text to be added to support the graph. CLOSED 21/10	HP	17 Oct 08

©Copyright

UNCONTROLLED IF PRINTED

Date: 19-Feb-2009
Page No: 10 of 13



ISMF Security Meeting Minutes

COMMERCIAL in CONFIDENCE



04- 4/09/08	Provide comments and potential resolution for Security Policy within 10 days and once HL issues addressed and agreed with POL submit for approval Document to be amended and re-issued at version 2.6. CLOSED 21/10	HP	16 Sep 08
05- 4/09/08	Service Description has been submitted to POL for review CLOSED 21/10	PS	16 Sep 08
11- 4/09/08	On receipt of above (10) document to be amended, references made to SEC3087 & 3110 removed and document resubmitted to POL for approval no change CLOSED 21/10	BP	17 Oct 08
12- 4/09/08	Risk Management Approach Doc to be amended and sent to POL for review no change CLOSED 21/10	BP	17 Oct 08
14- 4/09/08	Risk Treatment Matrix to be included in the IG Security Monthly package PH to identify all Risks moved to the Risk Improvement Plan / HP to respond as to why CLOSED 21/10	BP/NL	9 Sep 08
15- 4/09/08	Discuss / agree way forward with secure email HP to discuss with BM following CCB Monday CLOSED 21/10 new action	HP/BM	17 Oct 08
22 30/09/08	Update the Incident Log with details of Service Issue reported in August CLOSED 21/10	PS	01 Oct 08
24 30/09/08	Provide a list of documents to POL (Julia) showing the status of documents due for both Informal and Formal reviews CLOSE 21/10	NL	20 Oct 08
25 30/09/08	Issue the ISMS Scope (SVM/SEC/MAN/0002) to POL for formal review CLOSE 21/10	BP/NL	20 Oct 08
38 21/10/08	HP to provide the Risks for the Offshore activity. Closed. These are now included in the RTM in the monthly report pack.	HP	20 Nov 08
07- 4/09/08	ISMS Manual Extra approval column to be added to the Document List to check ISMS status and issue status This information will provided monthly to POL within the IG report. Closed. New document list to be provided with monthly report pack.	NL	20 Nov 08
08- 4/09/08	Risk Treatment Plan reissued version 2.1 15/10 and this now is waiting for POL to formally review. RTP now approved. Closed	SL	20 Nov 08
09- 4/09/08	ISMS Scope Doc: POL comments to be addressed and the sheet returned for POL conformation and sign off. Scope approved. Closed	BP	20 Nov 08

©Copyright

Version: (V8.1)
 Date: 19-Feb-2009
 Page No: 11 of 13

UNCONTROLLED IF PRINTED



ISM Security Meeting Minutes

COMMERCIAL in CONFIDENCE



29 21/10/08	HP to provide an Issues report on all Horizon platforms which will be carried over into HNGX. HP to confirm?	HP	20 Nov 08
30 21/10/08	HP to review the process of how to introduce new Risks to POL and subsequently onto the Risk Treatment Matrix. BP to confirm?	BP	20 Nov 08
31 21/10/08	BP to introduce RAG status to the Risk Treatment Matrix. Actioned. Closed	BP	20 Nov 08
32 21/10/08	BP Add Sue Lowther as mandatory reviewer to the Risk Management Approach Actioned Closed	BP	20 Nov 08
33 21/10/08	BP Amend the 1.4 flowchart section Actioned and also amend the associated wording to support the diagram in section 1.3. (WIP) Issue the Risk Management Approach for formal Review. To do a desktop review on completion.	BP DONE	20 Nov 08
34 21/10/08	HP to report back with progress on security Migration risks. Migration Risk register obtained - currently filtering security data. To include it in the RTMatrix monthly HP to agree and obtain security data.	HP	20 Nov 08
36 21/10/08	SL to provide collective POL review comments for IRP SL to confirm? Actioned. Closed. FJ to respond to comments	SL DONE	20 Nov 08
37 21/10/08	BP to discuss with Fiona re item 2.14.3 to discuss and identify possible acceptance points within the clearance process. Draft process doc issued to FW for review.	BP DONE	20 Nov 08



ISMF Security Meeting Minutes
COMMERCIAL in CONFIDENCE



38 18/12/08	HP to determine payment options	HP	18 DEC 08
-------------	---------------------------------	----	-----------