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PURPOSE

To ensure that monitoring, measurement, analysis and evaluation of processes are planned and implemented.

SCOPE

Applicable to all monitoring, measurement, analysis and improvement activities required for ensuring service conformity at the Head office and warehouse located at Dheku. Pickup, Storage (Physical and Media), Retrieval and Forwarding, Permanent Returning or Pre-Destruction Services for Customer Records at Dekhu location and supporting activities from Head Office at Vashi.

REFERENCE

NA

RESPONSIBILITY

The overall responsibility for establishing, implementing and updating this system lies with the Chief Operating Officer

DESCRIPTION OF ACTIVITIES

1. Monitoring, Measurement, Analysis and Evaluation:
 - 1.1.1 To facilitate evaluation of Information Security Performance and its effectiveness, requirement of Monitoring and Measurement of is determined and elaborated in respective document referred in SOA elaborating:
 - 1.1.1.1 What to Monitor and Measure
 - 1.1.1.2 Method used for Monitoring, Measurement, Analysis and Evaluation
 - 1.1.1.3 Criteria and Indicators
 - 1.1.1.4 Frequency of Monitoring and Measurement
 - 1.1.1.5 Frequency for Analysis and Evaluation.
 - 1.1.2 Records of Information Security performance Monitoring, Measurement, Analysis and Evaluation results are maintained
2. Internal Audit
 - 2.1 To ensure conformance and effectiveness of Information Security Management System implementation and maintenance as per ISO 27001:2013, Internal Audit is planned once in six months.

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2.2 Internal Audit Programme:

2.2.1 Internal Audit Programme is established, implemented and maintained elaborating frequency, methods, responsibility, planning and reporting.

2.2.2 Internal Audit Programme is planned considering Information Security importance of process, changes affecting Information Security Management System and results of previous audits.

2.2.3 Internal Audit Programme elaborates audit criteria and scope.

2.2.4 To ensure objectivity and impartiality of the audit process auditors are selected ensuring they are independent to the activities being audited.

2.3 Audit results are reported to relevant management functions of area audited.

2.4 Records of audit programme and audit results are maintained.

3. Management Review:

3.1 General:

3.1 To ensure continual suitability, adequacy and effectiveness of Information Security Management System, Top Management covers all agenda of Management Review at least once in six months. All agenda may not be reviewed in one single meeting and can be clubbed in other review meeting.

3.2 Management Review Inputs:

3.2 Following agenda are reviewed during Management Review:

3.2.1 Status of action plan decided in previous Management Review

3.2.2.1 changes in external and internal issues relevant to information Security Management System

3.2.2.2 Changes in Needs and Expectations of interested parties

3.2.2.3 Changes in Significant Information Security Aspects

3.2.2.4 Changes in Risk and Opportunities

3.2.3 Trends and Information of Information Security Performance related to :

3.2.3.1 Information Security Non Conformance and Correctives Actions

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- 3.2.3.2 Results of Information Security performance Monitoring and Measurement
- 3.2.3.3 Audit Results
- 3.2.3.4 Status of achievement of Information Security Objectives
- 3.2.4 Communication from Interested Parties including Complaints.
- 3.2.5 Result of Information Security risk assessment and status of risk treatment plan
- 3.2.6 Opportunities for Continual Improvement
- 3.3 Management Review output
 - 3.3 Management Review output includes:
 - 3.3.1 Decisions for continual suitability, adequacy and effectiveness of Information Security Management System
 - 3.3.2 Decisions for continual Improvement opportunities
 - 3.3.3 Decisions for changes requires in Information Security Management System
 - 3.4 Management Review output is recorded in Management Review Report.

ENCLOSURES

NA

FORMATS / EXHIBITS

NA