SECURITY IS NOT A PRODUCT BUT A CULTURE

Today's telcos have to offer much more than telecommunications to business customers – the protection of sensitive client information is essential. Paul D Taylor, managing director of JT's global enterprise division, explains the importance of security assurance and accreditation

There is no denying that security presents all businesses today with a challenge with related issues like data sovereignty, local data regulations and the prevalence of increasingly sophisticated threats, such as ransomware and corporate extortion. Compliance and security have become essential for customers, who are rightly seeking reassurances that their business partners are doing enough to protect their data.

Why are businesses safe with JT? At the end of last year, JT received approval for the managed services provided by our service management centre, to be added to the ISO/IEC 27001 certification we hold. This followed our data centres and cloud services receiving the same accreditation earlier in 2016, and strengthened our position as an accredited supplier providing the highest levels of security.

The ISO/IEC 27001 certification follows the suite of security standards we have achieved for our data centres and cloud services including:

- SOC (service organisation control 2 & 3) certification
- Payment card industry data security standard (PCI-DSS) v3.2 certification
- Cisco 'advanced collaboration architecture specialisation' certification
- Alderney Gambling Control Commission cloud hosting licence
- AGCC data centre hosting licence

Why is security accreditation important? The goal of an information security management system is to protect the confidentiality, integrity and availability of JT's customer information assets, which may include sensitive data.

Security accreditations help to differentiate JT's services and reinforce our security expertise, knowledge and capability in a very competitive market place. And it reassures our customers that their data is being held in a highly secure environment which has been carefully scrutinised and independently certified to the highest industry standards.

Our global customers expect the highest level of commitment to compliance and governance, so the services we offer are backed by the most rigorous industry standards.

What does the ISO/IEC 27001 certification mean?
ISO/IEC 27001 is an internationally-recognised security standard which provides our customers with the assurance that JT will keep the data on their information assets secure.

Given the dynamic nature of information risk and security, the ISMS concept incorporates continuous feedback and improvement activities to respond to changes in the threats, vulnerabilities or impacts of incidents.

ISO/IEC 27001 sets out a systematic approach to managing sensitive company information so that it remains secure and is the best-known standard for an ISMS. It covers people, processes and IT systems by applying a holistic risk management process embedded operationally.

How did JT go about achieving this certification?

We first sought the ISO certification in 2014 because we wanted a methodology and a framework that ensured we are using best practices for information security. Also, we wanted third-party verification that proved our commitment to information security to external parties.

Achieving such a highly regarded security certification required significant organisational commitment. From board to operational level, JT needed to demonstrate that employees from multiple areas of business conform to the ISMS – to comply with the exacting ISO/IEC 27001 standard.

We had to scrutinise the risks around information security and put in place strict policies and procedures. This was achieved by carrying out multiple internal audits and risk assessments, identifying and managing risks to corporate level, and demonstrating management conformity by holding quarterly management reviews of the ISMS process.

A crucial part of our information security strategy involves ongoing employee training to manage risks in order to protect our information assets and those of our customers.

We are proud of this work we have recently completed to ensure that our data centres and now our managed services continue to provide customers with the most secure hosting environments in the islands.

But accreditation is only one part of providing reliable and trusted facilities. It is our people and our commitment which ensures we can meet our goal to become the partner of choice for our customers.