FUJITSU

Konica Minolta Business Expert, Inc.
（Currently known as Konica Minolta, Inc.）

From manual operation to "Precise & automated" operation
Improve security level by IT governance

KONICA MINOLTA

> Konica Minolta group, famous for its diversified business fields from Office equipment to optical devices or from healthcare field to planetarium, had a shared service company called Konica Minolta Business Expert, Inc.（Konica Minolta BE, now became a part of Konica Minolta, Inc.）who was specialized in administrative and indirect business service. Konica Minolta BE decided to introduce IT Policy N@vi service, IT governance support tool provided by Fujitsu Systems West (FWEST), for improvement and reinforcement of internal IT security management.

Mandatory daily check supported by all-in-one controlled system

"The creation of new value" is management philosophy of Konica Minolta group, and it has been carried out all over the world until today. Konica Minolta BE was a shared service company who took main part of corporate governance, main body for supporting business and increasing corporate value. Konica Minolta BE has decided to start an IT governance enhancement project for both efficiency and accuracy of ISMS operation, which intended to improve ISMS (IT security management system) that satisfies compliance of ISO/IEC 27001 among Konica Minolta BE and its 4 group companies (BE group). "All the security check items by ISMS are manda-

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tory to keep ourselves secured from security risk like lost or leakage. However, the volume of operation for collecting and reporting information expanded too much that we began to recognize difficulty to continue only with manual operations. In addition, we wanted to improve our ISMS processes; not only to passively rely on voluntary report from end users but actively collect security status by administers ourselves. Just as we were struggling at that time, we luckily met FWEST and "IT Policy N@vi" ." said Mr. Nagaoka, the manager of Konica Minolta BE and PMO of the project. "IT Policy N@vi" is for multi-device, all-in-one cloud service to support IT governance. FWEST proposed this solution to Konica Minolta BE along with IT Policy N@vi demonstration. Until then, the common way of security management was to individually conduct measures such as antivirus detection or USB interface control. Not like others, IT policy N@vi realizes IT governance based on customer's original policies. "Moreover, IT Policy N@vi provides simple and clear view of how the compliance is achieved against company policy by Web dashboard in real time. I

was quite sure that we can hit customer's heart" said Mr. Takagi, IT Policy N@vi manager of FWEST.
Takagi's challenge worked. Mr. Nagaoka accepted FWEST proposal with fresh surprise. "When I saw the stylish screen for the first time, I was convinced that 'This is it!'. IT Policy N@vi provides us not only the efficiency of administrative operations, but also automatic security check, which reduces effort on the end user side. We saw big merit on IT Policy N@vi."

"To be always better than yesterday" by learning and going after the style of customer

IT Policy N@vi project started with good impression from the first glance. But in fact, IT Policy N@vi continued to evolve itself after that. During regular meetings of this project, Konica Minolta BE and FWEST
"I wish to have that", in order to improve this solution.
"However good the performance of system is, true value depends on operations. IT Policy N@vi became better and better as

FWEST members made a great effort to improve in Konica Minolta style very quickly, like automatic deployment of version up. We truly felt like we worked together to create this solution, better than ever." by Mr. Nagaoka.

Also, another benefit was made by "Monthly online inventory function". Before IT Policy N@vi, IT asset inventory was done by IT asset book and matching operation between physical inventory vs. book inventory. IT Policy N@vi online inventory enabled one by one IT asset inventory including, 1)Where is it?, 2)Who is in charge? and 3)What software installed? by simple operations of end user who was managing 1200 PCs in office. Furthermore, the effort by IT division like confirming or reminding report submission to end user was reduced dramatically. FWEST learned a good lessons from Konica Minolta's style of IT asset inventory. "Through shaping up functions from IT administration view and end user view, we learned a lot from Konica Minolta about security, governance and operability of IT in the real organization." said Mr. Iuchi, FWEST IT Policy N@vi consultant.

The decrease of security incident is a sign of improvement for attention to information security.

On Jan.2013, one year after launch, IT Policy N@vi project of Konica Minolta BE was officially presented by Mr. Nagaoka in Konica Minolta group ISMS managers meeting, appealing big success in terms of efficiency and quality improvement in security management.

"Security incidents* are decreasing dramatically despite we are using more than 1,200 PCs. Today, only few security incidents a day are reported." By Mr. Nagaoka. Some of Konica Minolta members used to worry that if they install automatic check like IT Policy N@vi, end user may disregard the importance of security. (Mr. Nagaoka). "Such opinion became useless. In fact, end users started to pay more attention to the security than before. The decreasing curve shows the result that end user made effort voluntarily to find security incident on IT Policy N@vi agent screen and took actions to solve themselves. We expect advanced proposal from Fujitsu to enhance IT security in Konica Minolta global, because we are expanding business all over the world."

"Careless mistakes", "forget to check", humans are not perfect. That is why we should have IT Policy N@vi to overcome our weakness. FWEST will continue to support customers to realize IT governance for broad and wide variety of business field.

*The elements which end up to risk in information management and system operation,like troubles in administrative measures,computer virus intrusion,etc.

Konica Minolta Business Expert Inc. (Konica Minolta BE) was business process expert and shared service company of Konica Minolta group. Konica Minolta BE was responsible to realize corporate governance in the group.

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○The titles, figures, and proper nouns etc. described in this article are then-current information at the time of coverage.

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