Case Study in Fujitsu Services Ltd. UK&I

Fujitsu Services Ltd. UK&I (hereafter FS UK&I) is a leading provider of IT systems, services, and products to private enterprise and public institutions, with clients in sectors ranging from retail, financial services, telecommunications, government, defense, and consumer.

FS UK&I is also a major IT supplier to the British government, providing services to many of its divisions.

Its Information Security Team provides services to manage the security and business continuity aspects of customer information at all stages of the client solution life cycle.

Information Security Management

FS UK&I has achieved ISO/IEC 27001 certification for its networks and data centers, and is working to achieve certification for the user-facing services it offers clients such as the Royal Mail Group and Thomson Reuters.

The company plans to further expand the scope of its certifications, centered on its core business areas.


In conjunction with Fujitsu, FS UK&I also carries out internal audits to ensure that it conforms to the demands of global security.

Organizational chart for the Information Security Team

- Chief Information Officer (CIO): David Smith
- Information Security Group Director: Andy Cooke
- Human Resources: Linsey Reed-Beeston
- Technology Development Director: Andy Cooke
- Resources Manager: Margaret McKenna
- PA: Jackie Davies
- Information Security (IA) and Technology Development Director: Andy Cooke
- IA Delivery Practice Manager: Ian Parker
- IA Solutions Practice Manager: David Robinson
- IA Strategic Manager: Peter Shillito
- Information Security (IA) Manager: Iain Andrews
- BC/DR Manager: Danny Sinclair
- BC/DR Manager: Peter Joy
- Chief Security Officers (CSO): Ivor Parsons

*1 IA: Information Assurance
*2 PA: Personal Assistant
*3 BC: Business Continuity
*4 DR: Disaster Recovery

In Charge of Clients:
John Alcock – GB
Steve Cotrell – DANS
Andy Barnes – US
Information Security Measures

The same security services that FS UK&I offers to clients are used in-house by the company for its own security activities. These internal security measures are outlined below.

Security policies

FS UK&I’s core security policies are established as a part of the company’s business management system, and form the basis for the Security Manual. In addition, FS UK&I and Fujitsu’s association with external organizations and business partners follows policies set out in the Code of Connection, a code which was announced at the Global Security Forum held recently in Japan.

Other security-related policies are drawn up in conjunction with Fujitsu’s Global Information Security Controls Framework.

Information protection for devices

FS UK&I is moving ahead with volume-level encryption for all notebook PCs, desktop devices, and removable digital media connected via USB, in response to the expanding security demands of British government agencies and suppliers.

The company is rolling out the encryption software to meet these demands in steps, with implementation near completion.

Enhancement of education and awareness

FS UK&I requires security awareness training, including log management and reporting during secure operations, for all employees.

The company has also developed an online package for this training; it has fully implemented the package in divisions responsible for government business, and is rolling out implementation to all employees.

In addition, FS UK&I is looking into more effective mechanisms for security awareness training, such as methods for making security-related information known to all employees.

Toward the improvement of employees’ awareness with respect to customer relations, the company is undertaking security education and awareness training focused on the customer environment.

Auditing

FS UK&I undertakes information security auditing. In November and December of 2009, as stipulated under contracts, the company conducted an audit of IA services provided to external clients, with the results and follow-up plans from the audit reported to the FS UK&I corporate governance committee in December 2009.

In the fourth quarter of fiscal 2009, FS UK&I conducted an information security audit in cooperation with Fujitsu.

Within divisions in charge of government business, FS UK&I has launched efforts to evaluate the British government’s information maturity model.

Web filtering

Together with Symantec Corporation, FS UK&I is investing in anti-spam services and working to strengthen the functionality of its Internet scanning solution. The result has been a marked improvement in security functionality, with a projected 20% annual reduction in costs as well.

Services Provided

FS UK&I meets a wide range of client needs through the provision of security services that include the following components:

- Security solution design
- Security consulting
- Design and consultation for business continuity and disaster recovery
- Design and consulting for ID and access management

Outsourced services

- Security operation and operations management
- Auditing and compliance monitoring
- Chief security officer
- Security management