

ETCO INDIA Proposed Model

- **Business Process Management**
- **Information Security Management**
- **Technology Management**

These practices are normally part of independent governances in an organization without an integration.

Our model proposes them to be the part of an Integrated Services Management Framework to The Business.



If implemented successfully, every department will contribute effectively to:

- End Customer Satisfaction
- Business and Contractual Requirements
- Legal and Regulatory Compliance
- Delivery Effectiveness
- Risk Management and Information Security
- Information Asset Protection
- Control on Financial, Customer and Reputational Impacts

ETCO INDIA Proposed Implementation Methodology

We propose to deploy an Integrated Services Management Framework (as shown below) with the help of an Integrated Intranet and Backend Tools in your esteemed organization.

Business and Customer Requirements



**Information Risk Management System
– ISO/IEC 27005**

**Information Security Management System
– ISO/IEC 27001:2013, 27017:2015, 27018: 2014,
PCI DSS**

**Technology Services Management System
– ISO/IEC 20000-1:2005 and ITIL**

**Technology Infrastructure Management System
– Global Best Practices**

**Quality Management System
– ISO 9001:2000**

**An Integrated Services Management Framework –
Proposed Implementation Methodology
by ETCO INDIA**