

**Control Effectiveness Measurement Process**

**Version History**

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| --- | --- | --- | --- | --- | --- |
| **Ver. No.** | **Release Date** | **Description of Change** | **Authored / Revised By** | **Reviewed By** | **Approved By** |
| 0.1 | 3rd Oct 13 | First Draft | Saket Madan | Rahul Raj | Ajay Kumar Zalpuri |
| 1.0 | 4th Oct 13 | Baseline | Saket Madan | Rahul Raj | Ajay Kumar Zalpuri |
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# Purpose

The purpose of this policy is to define the key performance indicators (KPI) for measurement of effectiveness of controls.

# Scope

This policy is applicable to operations of NST Pvt. Ltd.

# Process

3.1 The quality objectives of the organization are stated in the ISMS manual under section ISMS [( 4.2.1.2 ISMS Policy and Quality Objective)](file:///C:\Users\Vinit\AppData\Local\Temp\wzdca8\ISMS%20Document\Policies\NST-ISMS-Manual-V1.0.docx) Policy. These objectives are derived from business needs of NST Sever Room. Based on these information security objectives, key performance indicators are identified and are mentioned below.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| S.No. | KPI | Computation Method | Data Source | Frequency of data collection | Responsibility | Target |
| 1. | Server Downtime (Outage will be excluded) | Total Hours of down time in the month / 24 X calendar days in the month | Server downtimeLog Book | Daily / Consolidated on monthly | System Admin | < = 2% |
| 2. | Server Preventive Maintenance Schedule Variance | No of actual preventive maintenance carried out – no of planned preventive maintenance/ no of planned preventive maintenance \* 100 | Preventive Maintenance log book | Data to be updated weekly reported to IT manager | System Admin | <= 10% |
| 3. | Server, Memory and Disk Space | No of instances wherein breach of threshold is there  Disk Space should be <= 80% occupied,Memory and cpu utilization should not be more than 70% usage | Thru System manager tool | Consolidated trend analysis on monthly basis | Sys  Admin | Disk Space should be <= 80% occupied,Memory and cpu utilization should not be more than 70% usage |
| 4. | Application Downtime | Total Hours of down time in the month / 24 X calendar days in the month | Application Log Book | Daily / Consolidated on monthly | System Admin | <= 2% |
| 5. | Internet/ Network Link Uptime | 1 – (Internet/Link Down time/24 X calendar days in month) \* 100 | Vendor Data log book | Monthly | IT Mgr | <= 1% |
| 8. | BCP RTO | (Actual RTO – Planned RTO / planned RTO )\* 100 | BCP Test Results | 6 months | BCP Team | <= 10% |
| 9. | BCP RPO | (Actual RPO – Planned RPO / planned RPO )\* 100 | BCP Test Results | 6 months | BCP Team | <= 10% |
| 10 | Server Room Temperature | No of instances when the temp is greater than 24 C | Daily Data | Consolidated on weekly | Network Engineer | <= 1 |
| 11 | Server Room Humidity | No of instances when the humidity is less than 40 | Daily Data | Consolidated on weekly | Network Engineer | <= 1 |
| 12 | Server Room  UPS- BCP | Actual UPS back up power supply duration – planned backup power supply / planned backup power supply | BCP Test Results | 6 months | BCP Team | <= 10% |
| 13 | No of NCs not resolved within 60 days | No of NCs not resolved in sixty days | Audit report | 3 months | MR | <=2 |

* 1. Data will be collected on a weekly basis
  2. Data consolidation and analysis will be done a monthly basis and presentation will be prepared by Management Representative. This presentation will be shared with senior management.
  3. As outcome of data consolidation and analysis, corrective actions will be closed and preventive actions are subject to discussion in Information System Security Council meetings (SEPG meeting).