



# The Computerworld Honors Program

Honoring those who use Information Technology to benefit society

## Final Copy of Case Study

**Status:**

Laureate

**Year:**

2013

**Organization Name:**

United Nations Development Programme

**Organization URL:**

[www.undp.org](http://www.undp.org)

**Project Name:**

Information Security Assurance

**Please select the category in which you are submitting your entry:**

World Good

**Please provide an overview of the nominated project. Describe the problem it was intended to solve, the technology or approach used, how it was innovative and any technical or other challenges that had to be overcome for successful implementation and adoption. (In 300 words or less.)**

The UN Development Programme exists in order to empower the lives of people living in developing countries and, in the process, work with the governments of those countries in helping make resilient nations. It does this through a variety of programs designed to fight poverty; build democratic societies; help prevent crises and assist nations in recovering from crises; protect the environment; halt and reverse the spread of HIV/AIDS; empower women in developing countries; and help grow national capacity in developing countries. Its reputation, productivity and financial health are of paramount importance to the UN Development Programme. The UNDP Information Security Unit undertook an extensive program to protect the resources and capacity of UNDP to accomplish its mission by becoming certified as following best practices under ISO 27001 and ISO 9001. ISO 27001 is an international standard for best practices in information security. Only approximately 8,000 organisations worldwide have been able to achieve this certification of world class excellence in its security programme. ISO 9001 is an international standard for best practices in quality management of people and



resources. Approximately, 1 million organisations worldwide have achieved this certifications. The information security unit was able to achieve certifications under both ISO 27001 and ISO 9001 in 2012. These certifications improved UNDP's ability to meet its mission to the developing nations by better protecting its internal information resources, productivity and data. In addition, it helps to protect its international reputation by demonstrating to donors, member nation states and executive management that the organisation is exercising due diligence by performing to the highest standards of information security and quality management. These improved processes extended across the organisations including securing applications, networks and operating systems as well as improving its ability to respond to security and disaster incidents.

**When was this project implemented or last updated? (Please specify month and year.) Has it incorporated new technologies and/or other innovations since its initial deployment? (In 300 words or less.)**

It took the information security unit approximately three years to put the policies and programmes in place to achieve ISO 9001 and ISO 27001 certification. This was completed in July 2012 when Lloyd's Register Quality Assurance (LRQA) audited and awarded the certifications.

**Is implementation of the project complete? If no, please describe the project's phases and which phase the project is now in. (In 300 words or less.)**

The project is complete in the sense that the certifications to ISO 9001 and ISO 27001 have been awarded by LRQA. However, the certifications must be maintained, as LRQA audits the organisation once per year.

**Please provide at least one example of how the technology project has benefited a specific individual or organization. Feel free to include personal quotes from individuals who have directly benefited from the work. (In 300 words or less.)**

The ISO certifications have benefited UNDP by better protecting its internal information resources, finances and reputation. For example, the information security unit is working with the 177 different country offices throughout the world to improve their disaster recovery capability and secure their web sites from unauthorised hacking. The information security unit has developed a disaster recovery standard and secure coding guidelines. The unit followed up with the country offices in training on these standards and helping them to develop effective disaster recovery plans and web sites that are secure. The number of hacked web sites in the country offices has since declined 40% over the past 6 months, and the number of disaster recovery plans completed by country offices has increased by 300%.

**Would this project be considered an innovation, a best practice or other notable advancement that could be adopted by or tailored for other organizations and uses? If yes, please describe that here. (In 300 words or less.)**

This project would be considered both a best practice and a notable achievement. This is the first time in the history of the UN system that a unit has been awarded BOTH ISO 27001 and ISO 9001 certifications.