HP Software Professional Services Global Delivery Centre India benefits by implementing Personal Information Management Systems

HP Software Professional Services Global Delivery India Center

Professional Services Global Delivery Center, India is part of the HP Software Professional Services Business Unit. PS–GDC India operates from Bangalore and Chennai locations with staff strength of approximately 271.

PS–GDC India provides end to end professional services to HP's customers including Implementation Services of HP Software Products.

Originally, HP SW PS GDC INDIA organization had considered its staff members temporarily located onsite as out-of-scope. After the BSI Pre-Assessment audit, HP SW PS GDC INDIA implemented the onsite controls as mentioned below.

Drivers for Personal Information Management System

- Unwanted publicity by the press and media
- Misuse of Personal Information by e.g. employers, marketing companies etc.
- Intrusions on domestic life e.g. by public CCTV cameras
- Loss of personal assets due to theft of e.g. bank / credit card information kept in large data bases
- Use of IT to collect Personal Information in an increasingly connected world
- Increasing awareness of privacy and human rights
- Need to re-establish trust between the public and the holders of Personal Information and enable cross border flows of information
- Customers requiring service providers to demonstrate security controls on Personal Information

Implementation of PIMS at HP

HP's privacy program addresses 3 key areas:
a) Customer Privacy
b) Employee Privacy
c) Enterprises services/Client Privacy.

The organization has established Personal Information Management System (PIMS) that provides a framework for maintaining and improving compliance with data protection legislations and good practices of securing Personal information. The framework addresses the security, access, and accuracy of data and, among other things, prohibits sharing of customer information with outside third parties without permission.

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Benefits Derived from PIMS

1. Ensures that the IT industry can meet international requirements for data privacy, by reducing fears at an international level, that business could be affected by restrictions on the free flow of Personal Information.

2. Establish trust between the government, service providers and the citizens.

3. Addresses the need for privacy due to an increased awareness of privacy rights.

4. Protect citizen's rights in an increasingly connected society, by imposing various obligations on the employer and giving rights to individuals who have genuine fears about the information that is stored about them.

5. To protect the privacy of PI stored in huge databases to provide certain services like mobile telephony, ATM, Net Banking etc. which have been the subject of many threats.

6. Ensure that all organizations, government, regulatory bodies, civil societies and private organizations are subject to the same rules when they collaborate to protect the personal rights of individuals.

BRITISH STANDARD
BS 10012:2009
Data protection –
Specification for a
personal informatio
anagement syste

For multi-user access go to
d/networked.

Personal Information
Management Systems
by BSI Group India

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