

FQA Service Catalogue

FQA - UK Limited

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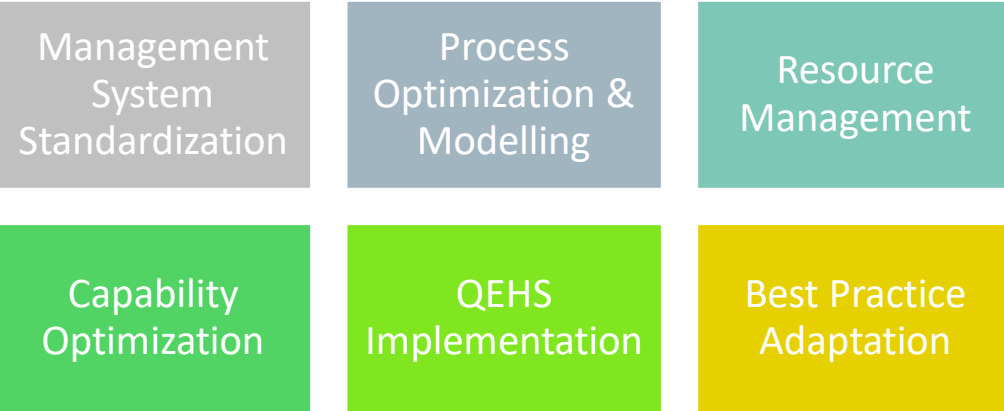
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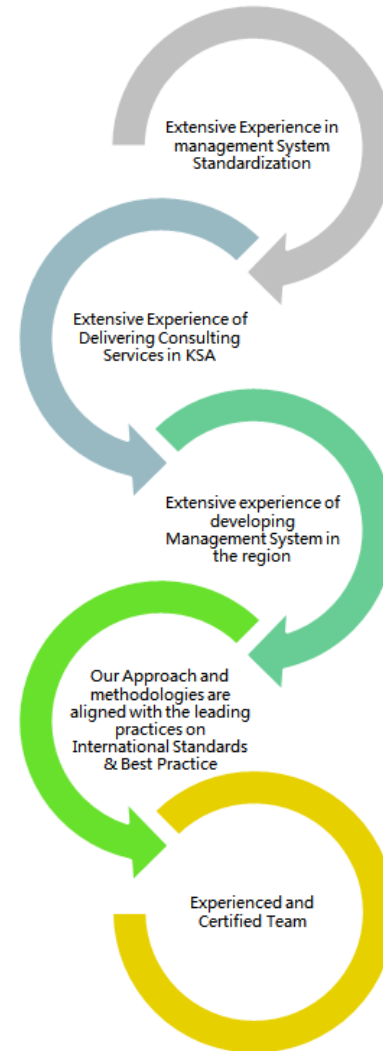


FQA At A Glance

FQA Services



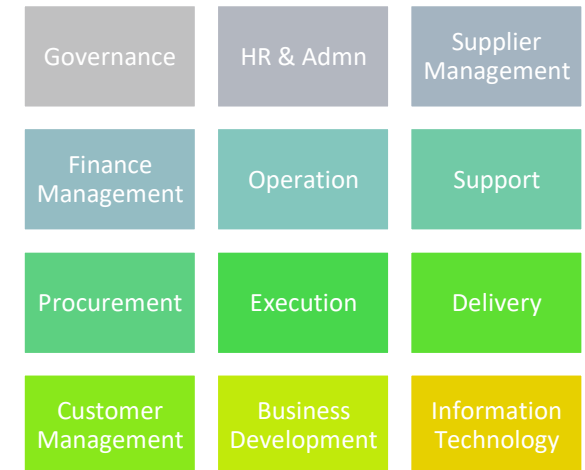
Why FQA Uniquely Positioned ?



Our Framework, and Methodologies



Focused Functional Area



Project Approach and Deliverables



Key deliverables

- Gap Assessment Report
- Governance and Operating Model
- Assessment Report
- Business Strategy Document
- Process Modelling
- Internal Audit Framework
- Management Review Framework
- Documentation Templated &
- Reporting Formats
- Trainings & Certification

FQA Service Portfolio

Enabling Business Excellence through improved - Agility, Scalability, Reliability, and Effectiveness

Plan

10% - 15% of Overall Spend
Design the 'Right Systems'

Build / Change

20% - 30% of Overall Spend
Design the 'Systems Right'

Run

50% - 60% of Overall Spend
Keeping the 'Lights ON'

PMO Design and Roll-out

Shared Services

Business Service Resiliency

ITSM Transformation

IT Strategy

Agile Advisory

Business Continuity

Information / Cyber Security

IT Governance, Demand / BA

Business Service Modeling

Quality Management

Service Catalog & Service Support

Strategic Association

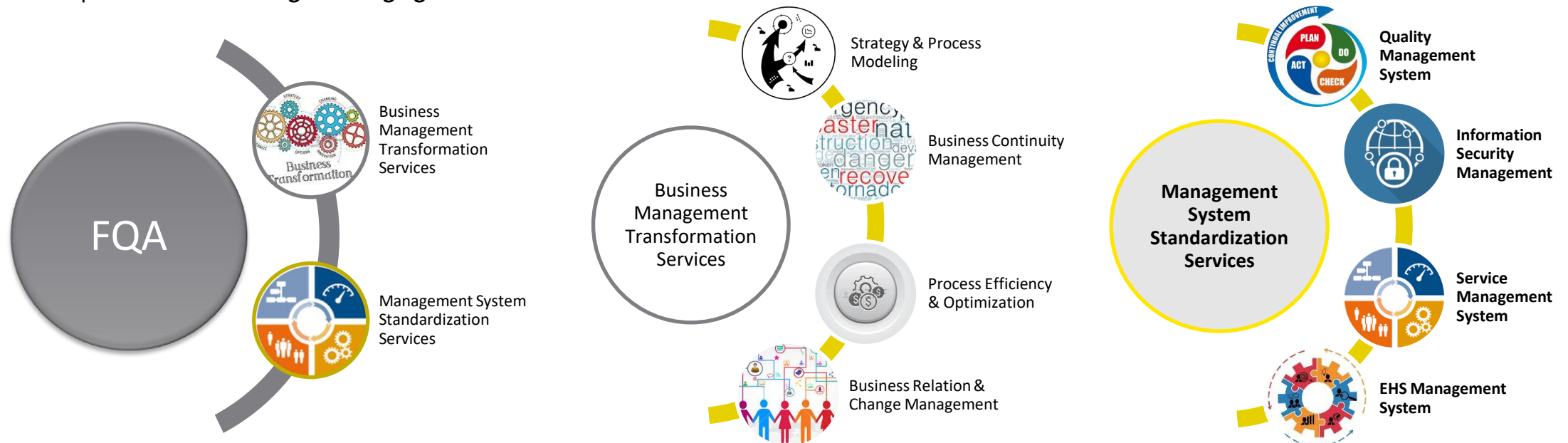


Consulting Services Introduction

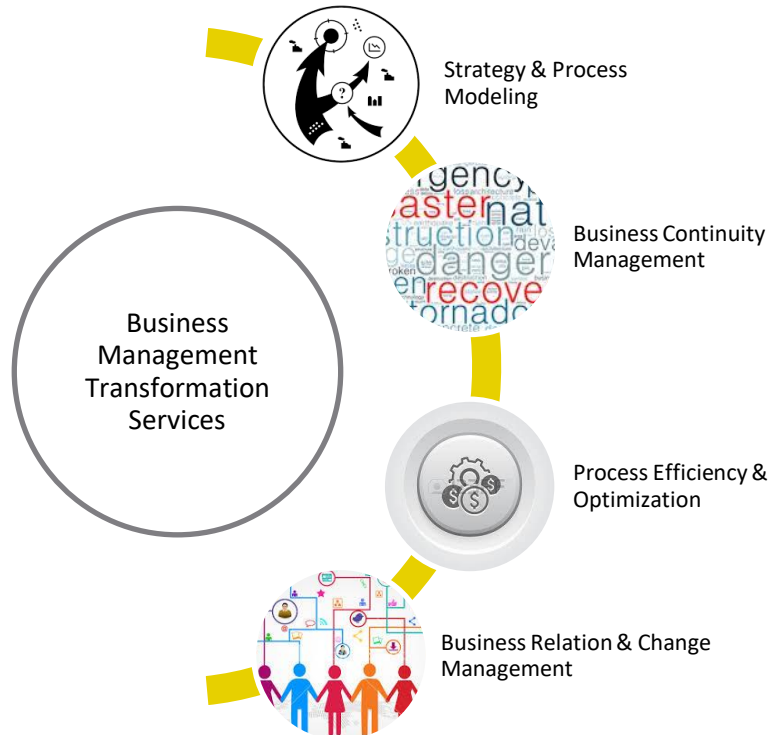
Operating environment for global organizations is increasingly getting complex. While IT is no longer a support function in an organization, transformation of functional areas needs to be in harmony with the business strategy too. As change becomes the new normal in the business world, organizations today need to reinvent in order to excel. FQA helps you achieve and sustain this success through strategic, functional and process transformation that enables you improve performance, increase effectiveness, reduce costs and enhance resilience.

FQA UK Limited (FQA) consults lead organizational and business process transformation to improve performance, increase effectiveness, reduce costs and improve resilience. We introduce leading edge practices and offer business advisory, business and functional transformation, IT consulting and Risk and Compliance Services to many of the world's leading organizations, governments and institutions.

In the role of a **trusted advisor**, FQA consistently delivers solutions that are measurable, implementable and customized to your requirements. FQA's transformational approach helps organizations capture value through innovation, disruptive growth and business effectiveness, while also shifting the focus from Optimized Operations to **Investing in Changing-The-Business**.



Consulting Services Introduction



Strategy & Process Modeling

Most of the process models concentrate on who does what, when, i.e. on the description of the operational performance of tasks. The goal driven approaches try to establish a close relationship between the “whys” and the “what”. The intentional spiral deals with the production of the business process models using the map formalism and the operational one deals with the specifications of the supporting systems. Originality/value – A business process is defined in terms of goals and strategies of reaching these goals. The approach allows choosing an appropriate level of details when analyzing and redesigning business processes.

Business Continuity Management

Business continuity management (BCM) is a framework for identifying an organization's risk of exposure to internal and external threats. The goal of BCM is to provide the organization with the ability to effectively respond to threats such as natural disasters or data breaches and protect the business interests of the organization. BCM includes disaster recovery, business recovery, crisis management, incident management, emergency management and contingency planning.

Process Efficiency & Optimization

Business Process Optimization is the act of taking your old business processes and optimizing them for efficiency. The general idea is to make it more efficient – the means of doing that, however, can vary a lot. Process Identification – You should have already picked a process you'd like to work on.

Business Relation & Change Management

Whether you're looking to implement new technology, update business processes, improve customer service, or undertake a digital transformation, a consistent change management process can help facilitate change and make the transition easier for your organization.

Cyber Security Services



External penetration testing

Objective of the External penetration testing is to assess the effectiveness of technical controls, in place on the Internet-facing and dial-in network, in preventing unauthorized access to critical systems and information



Internal penetration testing

The objective of Internal penetration testing is to perform automated scans using multiple tools as well as manual tests to discover the vulnerabilities in servers, databases & network/security devices within the internal network of the client



External / internal vulnerability assessment

The objective of vulnerability assessment is to perform automated scans using multiple tools to discover the vulnerabilities in servers, systems & network/security devices within the internal network of the client



WEB application penetration testing

The objective of the Web Application penetration testing is to assess the security of web based applications, to detect weakness in the applications due to development errors.



Wireless LAN assessment and penetration testing

The objective of the wireless LAN penetration testing is to assess the security in wireless network deployments. Identify the WLAN connections and assess the adequacy of their setup in terms of active and passive threats



Mobile penetration testing

The objective of the Mobile Application penetration testing is to assess the security of mobile applications (IOS/Android), to detect weakness in the applications due to development errors.



Security configuration review

The objective of the security configuration review is to identify configuration weaknesses in the Client's information systems



Virtual infrastructure testing

The objective of the virtual infrastructure testing is to identify and assess the virtual infrastructure risks, we will evaluate and review the setup surrounding the targeted virtual infrastructure



Application source code review

The objective of code review is to assess application code, focusing on application security considerations such as secure programming, client's security requirements, information protection needs, access controls, authorization and trusted computing needs



Voice over IP testing (VoIP)

The objective of this exercise is to test the security posture of the VOIP system for potential threats and provide recommendation on how to reduce risk from these threats.



Social engineering assessment

The objective of the social engineering assessment is to gather privileged information and to target privileged users (System administrators, super users etc.) and to detect and exploit weakness in the "people" aspect from the security triad

EU Data Protection Regulation at a Glance

Harmonisation and some progress	Broader scope	Increased obligations	Strengthened rights of individuals	Increased enforcement, fines, liability
<ul style="list-style-type: none"> • Harmonised rules, but not fully (e.g. employee data, children data) • One Stop Shop: Lead DPA for pan-European matters, in cooperation with other DPAs; Local DPA for local matters and redress for individuals • Risk-based approach • Some reduction of administrative burden (no national registration of processing, or prior authorisation) • BCR, seals and certifications • Greater cooperation and consistency by DP regulators 	<ul style="list-style-type: none"> • Obligations on both controller and processor • Extraterritorial application to foreign controller and processor • Wider definition of personal data and sensitive data; anonymous data and pseudonymisation • Processing data of children under 16 requires parental consent 	<ul style="list-style-type: none"> • DP principles tightened (consent, transparency/notices) • Profiling rules • Privacy Impact Assessment • Privacy by Design • Breach notification - to DPAs and individuals • Direct obligations and liability for processor • Accountability - privacy program • Internal record of processing • DP Officer 	<ul style="list-style-type: none"> • Right to erasure • Data portability • Right not to be subject to automated profiling / right to object 	<ul style="list-style-type: none"> • Regulatory fines up to 4% of annual worldwide turnover • Individual action • Class action • Criminal sanctions (in national laws) • Larger role for European Data Protection Board (EDPB)

FQA Service for GDPR

Ensuring the **accuracy** of personal data and enabling it to be **erased or rectified**. We ensure that the personal data is accurate and can be corrected if errors occur.

- **Limiting the storage** of personal data. We ensure retain personal data only for as long as necessary to achieve the purposes for which the data was collected.

- **Ensuring security, integrity, and confidentiality** of personal data. Facilitate organization to take steps to keep personal data secure through technical and organizational security measures.



Quality Management System

QMS is a collection of business processes focused on consistently meeting customer requirements and enhancing their satisfaction. It is aligned with an organization's purpose and strategic direction. (ISO 9001:2015)

Information Security Management

An information security management system (ISMS) is a set of policies and procedures for systematically managing an organization's sensitive information to comply ISO 27001 . The goal of an ISMS is to minimize risk and ensure business continuity by pro-actively limiting the impact of a security breach

Service Management System

A service management system (SMS) is an all-encompassing management system meant to bring together all aspects of organization management throughout of Service Lifecycle. It is also the main resource for the design and development as well as the transition into a service-oriented organization that meets its business needs proficiently.

EHS Management System

EHS management encapsulates the use of end-to-end business processes and requirements that are designed to systematically achieve continuous improvement in Environment, Health & Safety performance. These processes reflect the role of EHS performance in the larger overall goals of sustainability performance and operational excellence, taking into account the planning, processes, procedures, and implementation of EHS initiatives

Standardization and Implementation Approach



ISO

- ISO 27032 Cybersecurity
- ISO 38001 IT Governance
- ISO 31000 Risk Management
- ISO 9001 Quality Management
- ISO 27001 Information Security
- ISO 55001 Assets Management
- ISO 20000 Service Management
- ISO 50001 Energy Management
- TL 9000 Telecom Standardization
- ISO 14001 Environment Management
- ISO 45001 Occupational Health & Safety

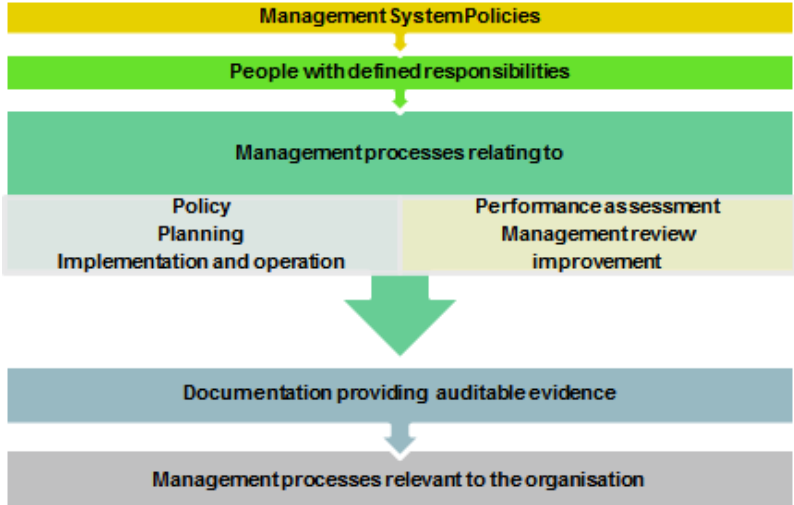
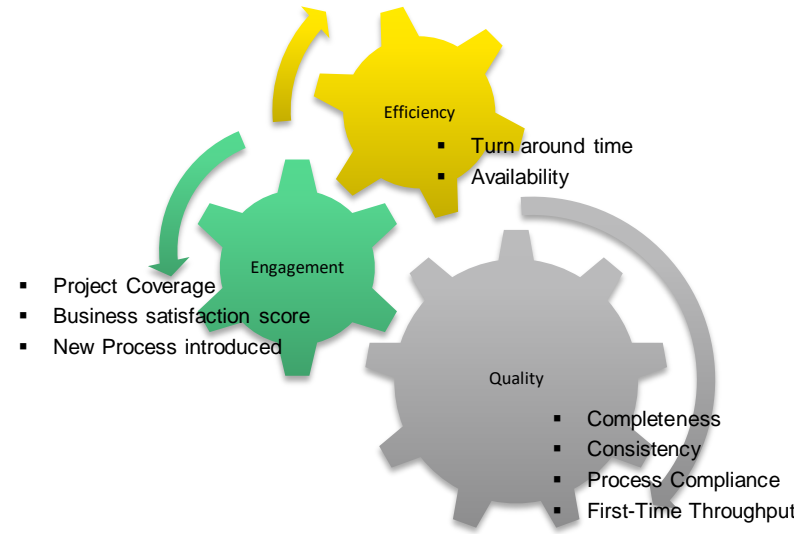
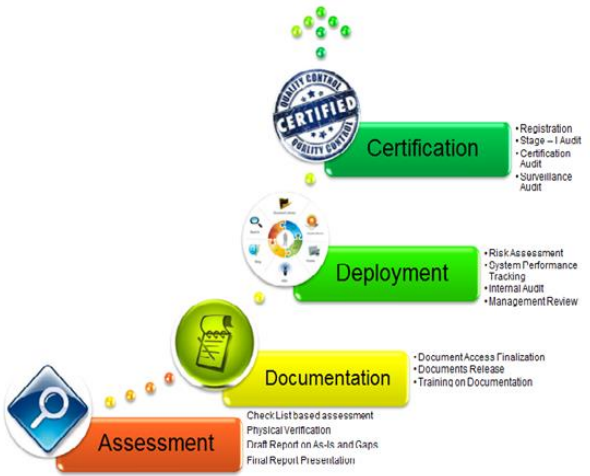


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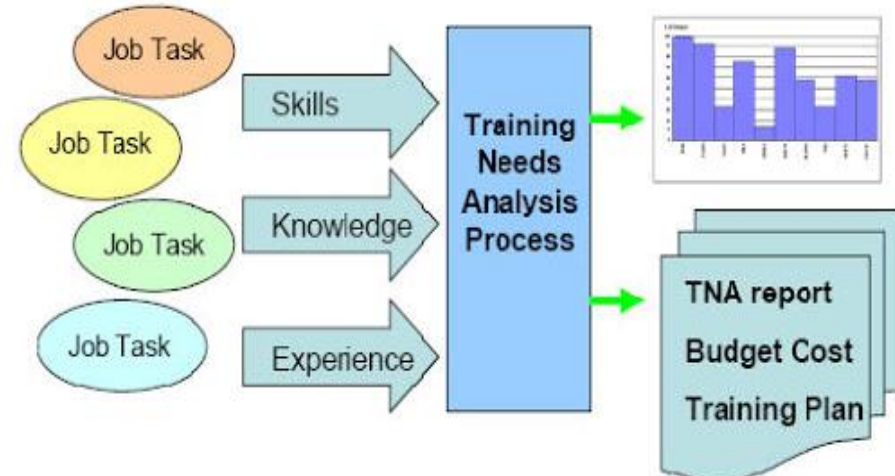
agile



FQA Training Services



Global Human Capital Trends survey* highlights **'Career and Learning'** as the 2nd most important trend for the Digital Age Workforce. It also states that the nature and content of work will get re-defined by Robotics, Automation and Artificial Intelligence in the coming years. These findings indicate that Employers must nurture their best talent. They must encourage them to acquire valuable skill sets that not only translate into better business value but also, meet their teams' career aspirations. And for Employees, now is the time to *own* their careers by upgrading or re-skilling themselves to grow into the next big role waiting for them. FQA facilitates TNA based training delivery through best of the training resources in their core core areas and provides various accredited certification.



FQA Training Spheres

Quality Management System:

ISO 9001 Quality Management Training; ISO 13485 Medical Devices Quality Management Training; ISO 17025 Laboratory Management System Training

Health, Safety & Environment:

ISO 22000 Food Safety Management System Training; ISO 45001 Occupational Health and Safety Management Training

Service Management:

ISO 20000 IT Service Management Training; ISO 55001 Asset Management Training

Governance, Risk & Compliance:

ISO 31000 Risk Management Training; ISO 38500 IT Governance Training

Transportation, Telecom & Energy:

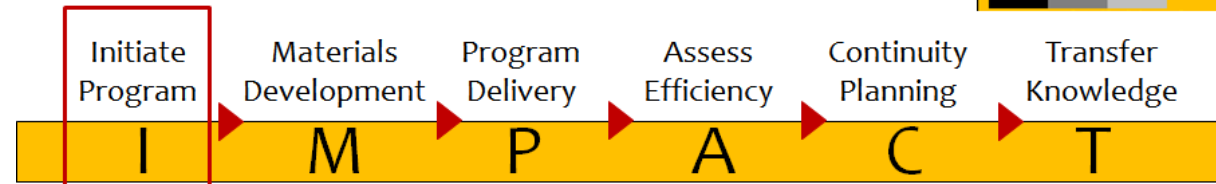
ISO 50001 Energy Management Training; ISO 55000 Assets Management, TL 9000; ISO 26000 Supply Chain Management

Business Continuity Management:

ISO 22301 BCM Training; Crisis Management Workshop

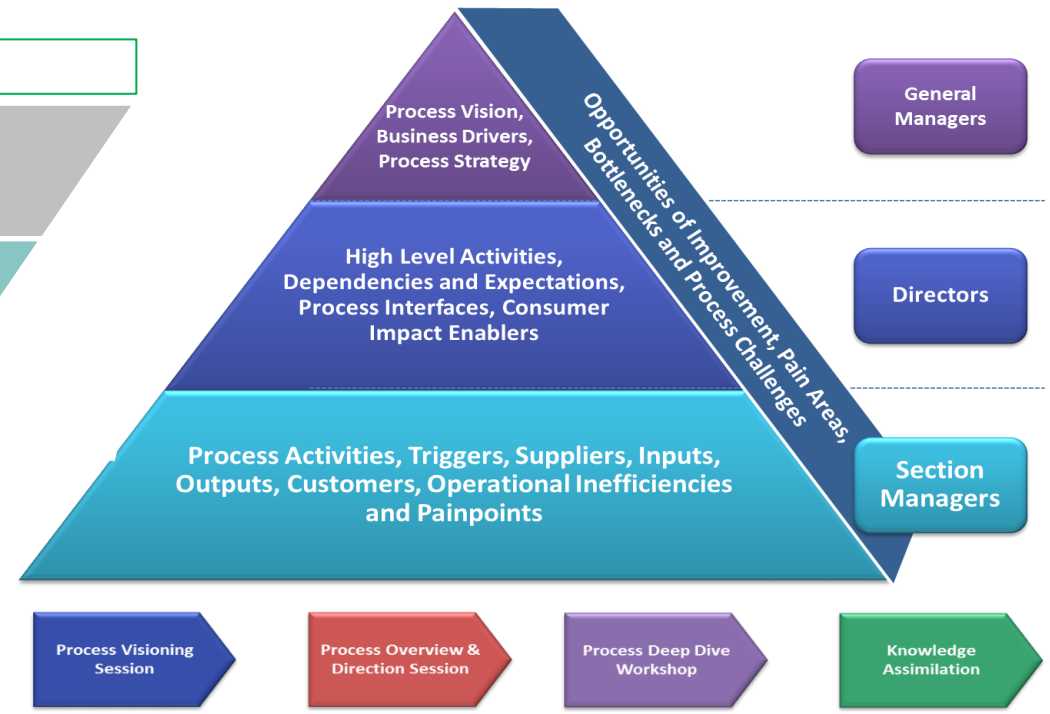
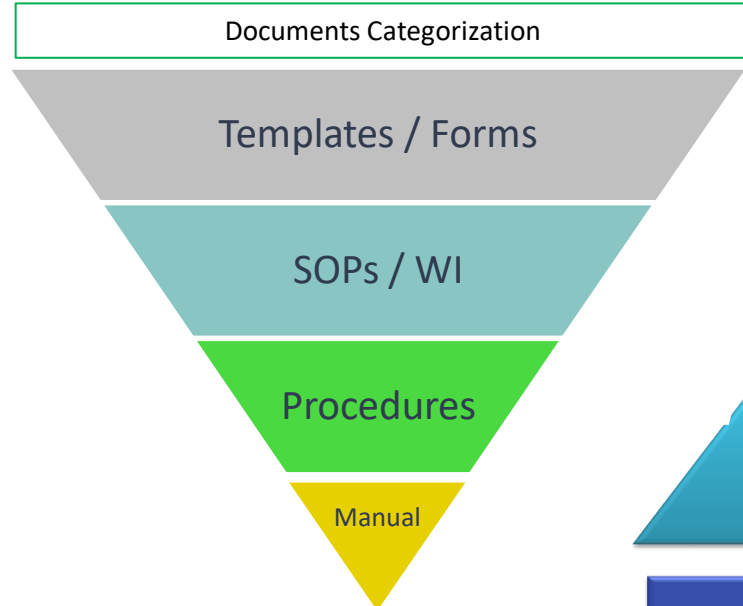
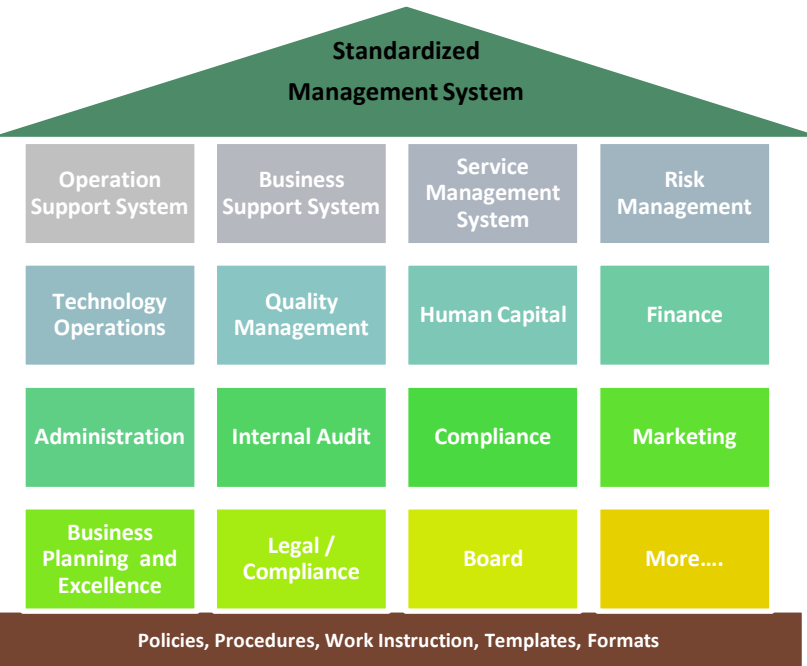
Courses : Auditors (Lead Auditor / Internal Auditor); Implementers, Professional, Awareness Certification Courses

IMPACT



KEY ACTIVITIES		KEY DELIVERABLES		DURATION
<ul style="list-style-type: none"> Governance Model Design Steering Committee Formation Training Needs Assessment - Classification of User Categories Current State Assessment Survey of Users Security Policies Develop Security Awareness Strategy & Framework 		<ul style="list-style-type: none"> Detailed Project Plan Governance Model Steering Committee Training Needs Assessment Report Current State Assessment Report Security Awareness Strategy & Framework 		<ul style="list-style-type: none"> 25 Days
KEY PEOPLE				
SEC		Client		
<ul style="list-style-type: none"> Project Manager Project Sponsor 		<ul style="list-style-type: none"> Project Team / Manager Project Sponsor 		

Engagement Approach



Process Session based Approach

Benefits Assured

Maximise quality and efficiency	Competitive advantage	Organisational improvement
Continual improvement via audits	Cost savings	Maintain optimum client delivery levels
Strengthen internal management	Business process maturity	Resilience
Increased awareness	Lessons learned	Business improvement
Customer loyalty	Compliance	Branding



FQA Standard Deliverable

- Context of Organization, Scope and Issues
- Management system plan
- Key performance indicator template
- Objective Monitoring Sheets
- Procedure for communication
- Job Description(Filled for all category)
- Process chart
- Process Improvement Form
- Assets Register
- Process chart
- Service management process charts and all documents
- Service management system plan
- Procedure for document control
- Master List And Distribution List Of SMS Documents
- Change Request Form
- Change Control Log
- Procedure for control of records
- Master List Of Records
- Customer Feed Back Form
- Procedure for training
- Personnel Recruitment
- Experience, Personal Information & Assessment Chart Training Calendar
- Employees Competence Report
- Induction Training Report
- Training Report
- Skills Matrix Sheet
- Requisition For Training
- Capacity Management Policy
- Capacity Planning
- Human Resource Requisition Form
- Capacity Plan template

- Change Management Policy
- Change Request Forms
- Procedure for delivery of new changes
- Employees Competence Report
- Human Resource Requisition Form
- Customer Service Report
- Operational Level Agreement Template catalogue
- Service level agreement
- Governance & Reporting Templates
- Customer Service Report
- Customer Complaint Report
- Procedure for availability management
- Availability Management Policy
- Availability Plan template
- Risk Management And Tracking Sheet
- Procedure for Budgeting and Accounting Services
- Budgeting and Accounting Policy
- Procedure for Capacity Management
- Procedure to Manage complaints
- Business Relationship Management
- Service catalogue template
- Contract template
- Customer Feed Back Form
- Customer Complaint Report
- Procedure for Supplier management
- Office Supplies Request Form
- Purchase Request Form
- Purchase Request Flow Register
- Supplier confidentiality
- Procedure for incident management

- Complaint Management Policy
- Record Of Disciplinary Action
- Procedure for problem management
- Problem Management Policy
- Breakdown History Card
- Change Request Forms
- Configuration Plan template
- Change Management Policy
- Change Control Management
- Change Request Forms
- Service acceptance criteria template

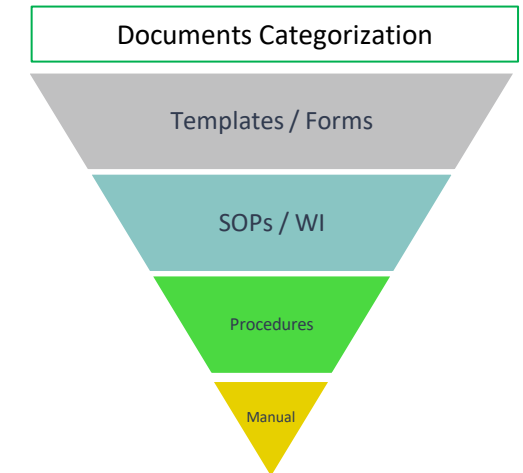
Monitor and review

- Procedure for internal audit
- Audit Plan / Programme
- Internal SMS Audit Non-Conformity Report
- Audit Checklist Report
- Internal Quality Audit - Observation Sheet
- Procedure for Management Review
- Agenda For Management Reviews

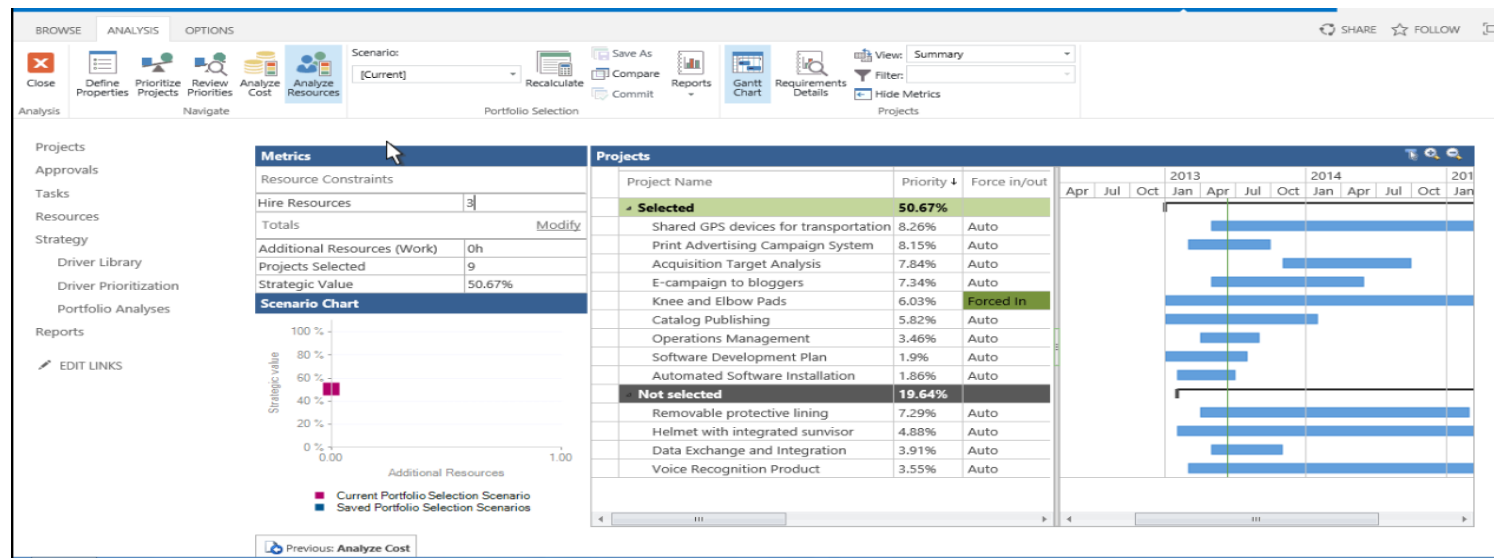
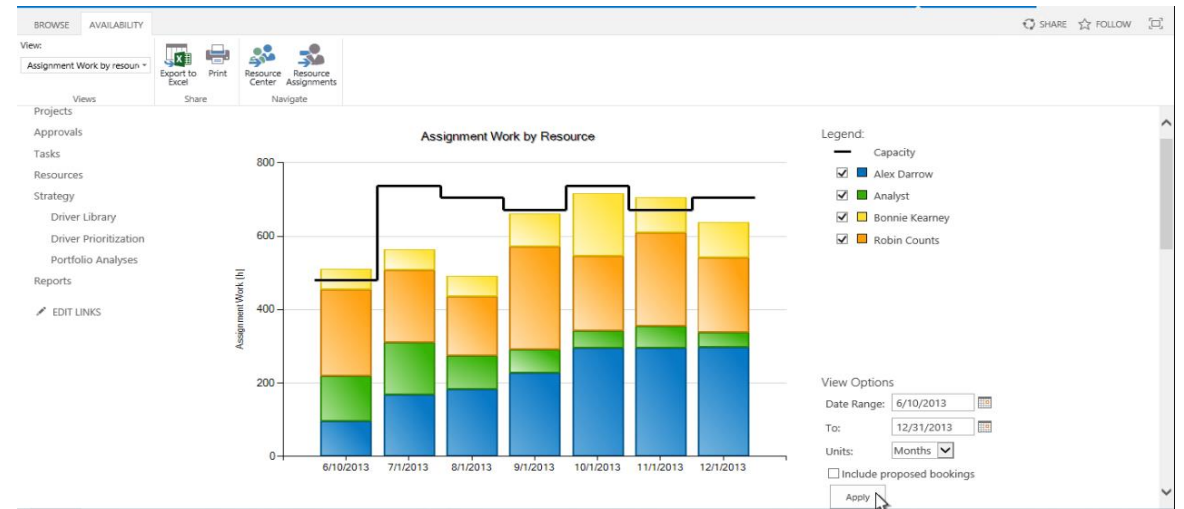
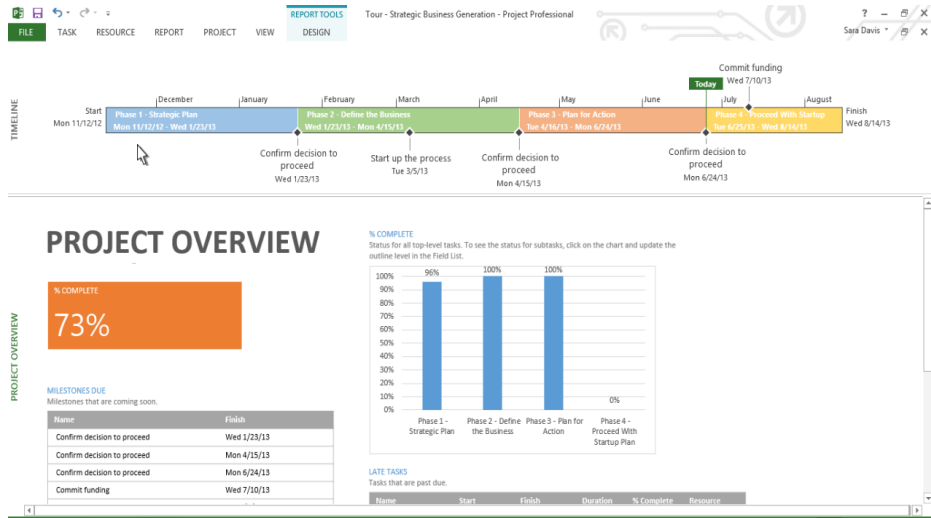
Maintain and improve

- Procedure for improvements
- Procedure for service management
- Corrective Action Report/Preventive Action Report
- SMS Non-Conformance Report Log
- Service Improvement Plan
- Process Improvement Form
- Component Failure Impact Analysis

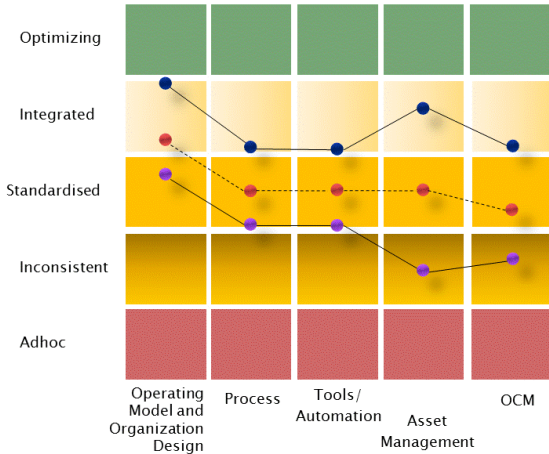
Training & Workshops Internal Audit



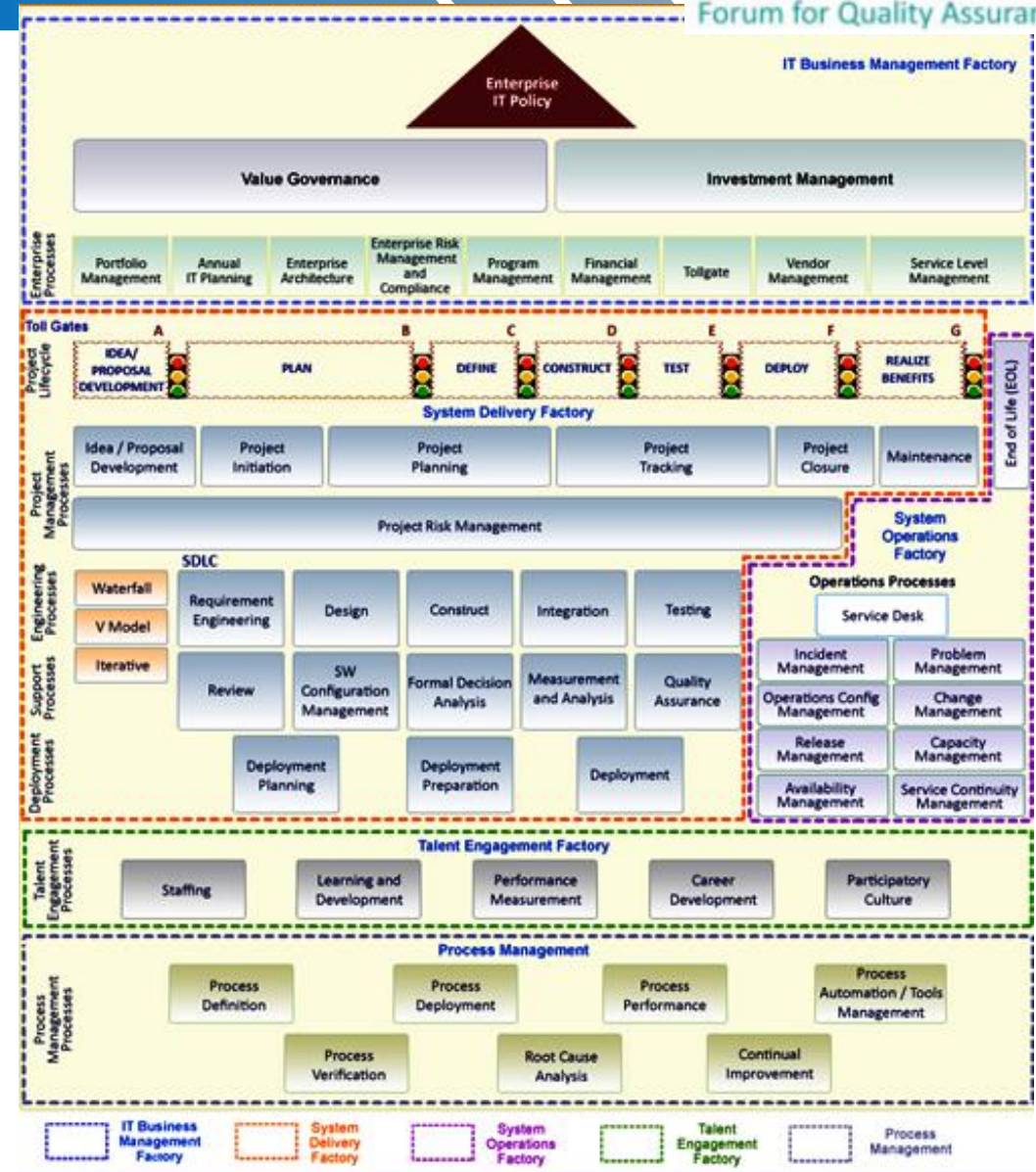
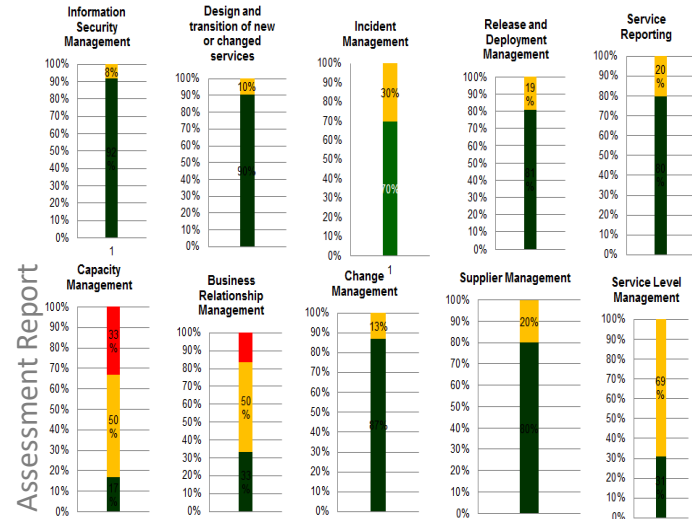
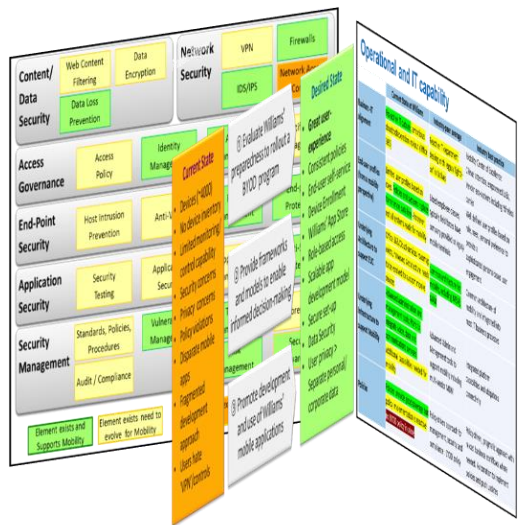
Deliverable - Snapshot



Deliverable - Snapshot



- Current capability profile
- Target capability profile in 6-12 months
- Target capability profile in 12-18 months



Partial list of Customers





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