Information Security at KPN

Introduction
KPN secures its services, organization and infrastructure in accordance with the principles of the internationally adopted information security standards ISO 27001 and ISO 27002. As a company we maintain high levels of information security by regularly performing or commissioning information security checks, verifications and internal/external audits.

Implementation of ISO 27001 and ISO 27002
ISO 27001 describes how an organization needs to structure its information security management system. The annex to ISO 27001 defines all 133 controls specified by the ISO (International Organization for Standardization). ISO 27002 sets out best practices for implementing the controls.

The 133 controls are subdivided into 11 sections:
1. Security policy
2. Organization of information security
3. Asset management
4. Human resources security
5. Physical and environmental security
6. Communications and operations management
7. Access control
8. Information systems acquisition, development and maintenance
9. Information security incident management
10. Business continuity management
11. Compliance
12. 

Continuity management
KPN has various continuity plans and has a crisis management department. We regularly exercise and test our continuity plans and subject them to regular internal/external audits. The objective of this approach is to limit risks and to assure efficient and effective restoration of our services in the event of a crisis.

KPN applies the internationally adopted standard BS 25999 as a guideline for implementing a solid continuity process.

Security measures
You can make your own important contribution to the security of your information streams and electronic personal data. Matters you need to consider include your username and password and the security of your internal wireless network. Therefore, we advise you additionally to take your own effective security measures. One way of doing this is to engage a certified installer. For tips and additional information you can visit our website at http://www.kpn.com/zakelijk/service/veilig-internetten.htm.

Or check out the security services that KPN offers (including Internet security) at http://www.kpn.com/zakelijk/Meer-diensten.htm

End of document.