

TAG-ITI Newsletter



Talal Abu-Ghazaleh Information Technology International
The Arab Organization for Global IT Professional Services
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TAG-ITI is Committed to Providing
Client-focused Innovative, High Quality
Consulting Services and IT Solutions

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Talal Abu-Ghazaleh Organization signs a memorandum of understanding with UNRWA for the establishment of Talal Abu-Ghazaleh Refurbished Computer



Amman - Talal Abu-Ghazaleh Organization (TAG-Org) signed on December 13, 2009 a memorandum of understanding with the UN Relief and Works Agency for Palestine Refugees (UNRWA) to launch the establishment of Talal Abu-Ghazaleh Refurbished Computer (TAGRC) center in the Gaza Palestinian refugee camp near Jerash, Jordan.

The MOU signing occurred during a special ceremony held at the Talal Abu-Ghazaleh College of Business/German Jordanian University in Amman. The MOU was signed on behalf of the TAG-Org by Mr.

Talal Abu-Ghazaleh, and on behalf of the UNRWA, by Mr. Richard Cook, director of the UNRWA operations in Jordan.

In his speech on the occasion, Mr. Talal Abu-Ghazaleh expressed his pleasure on the signing of the MoU marking the start of the project to support TAG-Org's efforts in cooperation with the UNRWA to build capacity in the Palestinian refugee camps starting with the Jerash camp, and said "I am happy with the cooperation with the UNRWA as I am a Palestinian refugee, and I was the first to win a scholarship from the UNRWA to study at the American University in Beirut. I am proud of what my Organization has done and is doing to support and assist the Palestinian refugees." He commended the generous support and attention given by the Jordanian government to support Palestinian refugee communities since the start of their cause in general and to support this project in particular. He specifically thanked the former Minister of Information and Communications Technology, Eng.

Basem Al Rousan, who urged the ministries to present all their used computers for the project.

On his part, Mr. Richard Cook also expressed his pleasure with the signing of the MOU and the cooperation with Talal Abu-Ghazaleh Organization, and he described the project, saying, "This project is of particular significance because of its focus on Jerash Camp and its ex-Gazan population, whose socio-economic conditions are so poor and opportunities for further education and employment are so limited."

TAGRC center aims at re-activating the used computers; building local capacity in information and communications technology; providing refurbished and updated computers in the form of grants to schools and low- and middle-income groups in the camps and remote villages; and providing software and localized educational e-content through cooperation with software vendors and digital libraries.



Securing Credit Card Information with PCI-DSS

The Payment Card Industry Data Security Standard (PCI-DSS) is a worldwide information security standard assembled by the Payment Card Industry Security Standards Council (PCI SSC). The standard was created to help organizations that process card payments prevent credit card fraud through increased controls around data and its exposure to compromise.

The PCI DSS, is a set of comprehensive requirements for enhancing payment account data security, and was developed by the founding payment brands of the PCI Security Standards Council, including American Express, Discover Financial Services, JCB International, MasterCard Worldwide and Visa Inc. Inc. International, to help facilitate the broad adoption of consistent data security measures on a global basis.

The PCI DSS is a multifaceted security standard that includes requirements for security management, policies, procedures, network architecture, software design and other critical protective measures. This comprehensive standard is intended to help organizations proactively protect customer account data.

Ongoing development of the standard will provide for feedback from the Advisory Board and other participating organizations. All key stakeholders are encouraged to provide input, during the creation and review of proposed additions or modifications to the PCI DSS.

The core of the PCI DSS is a group of principles and accompanying requirements, around which the specific elements of the DSS are organized:

Build and Maintain a Secure Network

- Requirement 1: Install and maintain a firewall configuration to protect cardholder data
- Requirement 2: Do not use vendor-supplied defaults for system passwords and other security parameters

Protect Cardholder Data

- Requirement 3: Protect stored cardholder data
- Requirement 4: Encrypt transmission of cardholder data across open, public networks

Maintain a Vulnerability Management Program

- Requirement 5: Use and regularly update anti-virus software
- Requirement 6: Develop and maintain secure systems and applications

Implement Strong Access Control Measures

- Requirement 7: Restrict access to cardholder data by business need-to-know
- Requirement 8: Assign a unique ID to each person with computer access
- Requirement 9: Restrict physical access to cardholder data

Regularly Monitor and Test Networks

- Requirement 10: Track and monitor all access to network resources and cardholder data
- Requirement 11: Regularly test security systems and processes

Maintain an Information Security Policy

- Requirement 12: Maintain a policy that addresses information security

Validation of compliance can be performed either internally or externally, depending on the volume of card transactions the organization is handling, but regardless of the size of the organization, compliance must be assessed annually. Organizations handling large volumes of transactions must have their compliance assessed by an independent assessor known as a Qualified Security Assessor (QSA), while companies handling smaller volumes have the option of self-certification via a Self-Assessment Questionnaire (SAQ). In some regions these SAQs still require signoff by a QSA for submission.

The standard applies to all organizations which hold, process, or pass cardholder information from any card branded with the logo of one of the card brands and thus gaining PCI-DSS certification is of great interest to all banking institutions.

Abu-Ghazaleh named the “Arab ICT Personality of the year”

Bahrain – Mr. Talal Abu-Ghazaleh, Chair of the UN Global Alliance for ICT and Development, will address the opening ceremony of the upcoming MENA ICT Week 2010 on 26th January 2010 in Manama, Bahrain.

A statement by the Union of Arab ICT Associations (IJMA3), the organizer of the Week, welcomed Mr. Abu-Ghazaleh to speak in the Opening Ceremony “as well as in the Panel Session 1 “Technology Advancements in a Changing World”, which looks at the status of the ICT sector in the Arab World, and discusses future directions and opportunities for growth”.

Mr. Abu-Ghazaleh will also participate in the other events of the Week including the IJMA3 Annual Meeting on January 26th, and the Arab Golden Chip Awards ceremony on January 27th, during which he will be granted the prestigious award

of “Arab ICT Personality of the year”, in recognition of his outstanding contributions to the development of ICT in the Arab region and the global role he is playing as the voice of Arabs at all international ICT and development forums.

The events will be attended by several ICT ministers from around the MENA region, ICT experts and executives, ambassadors, and representatives of large organizations from across the MENA region and the world. They will be covered by local and regional media agencies.

The MENA ICT Week 2010 will be held under the patronage of H.E. Shaikh Ahmed Bin Atiyatalla Al Khalifa, Minister of Cabinet Affairs and in partnership with Bahrain Internet Society, IJMA3, US Commercial Service, Gulf Future Business, Bahrain E-Government Authority, and ARISPA. The theme of this year's Week will be “Driving Economies for a Better Future.”

Union of Arab ICT Associations

IJMA3, an alliance of Arab ICT organizations, was formed during the regional ICT conference held at the Dead Sea in Jordan in March 2004. Its members include the ICT associations of Algeria, Morocco, Bahrain, Egypt, Jordan, Iraq, Kuwait, Lebanon, Palestine, Saudi Arabia, Sudan, Syria, and Tunisia. As a uniting platform of the Arabic ICT private sector, IJMA3 is concerned with accelerating the process of development in the Arab countries through ICT.

ISACA launches risk management certification

The Information Systems Audit and Control Association (ISACA) has launched a new risk management qualification for information security professionals. The qualification named “ Certified in Risk and Information Systems Control (CRISC)” targets professionals in the IT area who use information security controls to manage risk in technology environments.

ISACA announced that the certification will identify and measure skills related to risk

identification, response, and monitoring. It will also evaluate professionals' ability to design, implement, monitor and maintain information security controls.

CRISC is designed to help employers identify experts in this field, explained ISACA. “We conducted an extensive amount of research globally and found that enterprises are becoming more risk-aware and are looking to identify professionals who possess the skills to help them protect their assets and enhance their businesses,” said Urs Fischer, the chair of the CRISC task force within ISACA. “CRISC fills a gap that currently exists in the marketplace.”

ISACA, which focuses on audit, risk, and governance disciplines, will administer the first CRISC examination next year, although it will be possible for professionals to be 'grandfathered in' without passing an exam. The organization will announce details of that scheme in April.

This is the fourth certification launched by ISACA, which also offers the Certified Information Systems Auditor (CISA), Certified Information Security Manager (CISM), and the Certified in the Governance of Enterprise IT (CGEIT), which is its most recent certification, launched in 2006.

ISACA is also the publisher of the Risk IT standard for managing risk in IT, and the COBIT standard for IT governance.

ISACA is a membership association dedicated to information systems auditing and security. Founded as the EDP Auditors Association in 1969 in the USA, ISACA provides certification in auditing and security. Today, ISACA's membership—more than 86,000 strong worldwide—is characterized by its diversity.

<http://www.infosecurity-us.com/view/6474/isaca-launches-risk-management-certification/>



What is ITIL?

ITIL® is the only consistent and comprehensive documentation of best practice for IT Service Management. Used by thousands of organisations around the world, a whole ITIL philosophy has grown up around the guidance contained within the ITIL books and the supporting professional qualification scheme.

ITIL consists of a series of books giving guidance on the provision of quality IT services, and on the accommodation and environmental facilities needed to support IT. ITIL has been developed in recognition of organisations' growing dependency on IT and embodies best practices for IT Service Management.

The ethos behind the development of ITIL is the recognition that organisations are becoming increasingly dependent on IT in order to satisfy their corporate aims and meet their business needs. This leads to an increased requirement for high quality IT services.

ITIL: Overview and Benefits

ITIL provides a systematic and professional approach to the management of IT service provision. Adopting its guidance offers users a huge range of benefits that include:

- Reduced costs
- Improved IT services through the use of proven best practice processes
- Improved customer satisfaction through a more professional approach to service delivery
- Standards and guidance
- Improved productivity
- Improved use of skills and experience
- Improved delivery of third party services through the specification of ITIL or ISO 20000 as the standard for service delivery in services procurements.

<http://www.itil-officialsite.com/home/home.asp>

Microsoft Adds Retail Management Apps To Dynamix AX Line

By Rick Whiting, ChannelWeb

Microsoft is developing a complete set of retail management applications to complement its Dynamics AX product line, the company said on Monday Jan. 11th, 2010. The new Microsoft Dynamics AX for Retail is designed for midsize specialty retailers with multiple stores.

Microsoft unveiled the new application set Monday at the National Retail Federation Annual

Convention & Expo in New York.

"Retailing is still recovering from the recent economic recession," noted Crispin Read, general manager of Microsoft Dynamics ERP. Facing tight budgets and the need to adjust to changing consumer behavior, retailers are seeking ways to reduce costs and IT complexity, Read said in an interview. One way the new retail applications will help meet those needs, for example, is by providing links between online retail systems and point-of-sale systems that run in "brick and mortar" stores, he said.

The application set includes technology assets Microsoft acquired last year from LS Retail EHF and To-Increase Denmark A/S, combined with the ERP applications that make up the Dynamics AX suite. Read said Microsoft Dynamics AX for Retail will offer a broad range of capabilities including point-of-sale, store management, inventory management, distribution, supply chain management, online retail and online payment services.

The application suite is scheduled to be available starting in June 2010.

Microsoft also said a number of the company's channel partners have been enlisted to resell the new retail application suite, including Avanade, Blue Horseshoe, Columbus IT, Junction Solutions, Ignify and Maginus.

Microsoft Dynamics DX will help Avanade go after contracts with major retailers. "We are really after a lot of the bigger names in retail with this solution," said Michael Merfeld, senior business development director at the IT consulting and systems integration company. "Better, faster, cheaper" that's what a lot of retailers are looking for today."

The new software will bring Microsoft into more direct competition with retail management applications from Oracle and SAP. Microsoft also will continue to sell Microsoft POS 2009, a retail application designed