# SECTION 1 - SUMMARY

Part A – Background Information

Nature of Activities Performed by M/s…………

Applicable Sections of the framework

For …………..

Auditor

# Part B - Overall Status of Findings

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Area Code | Area | No of Controls(A) | NA (B) |  AC (c) = A-B | H | M | L | C | Risk Mark (Hx3+Mx2+Lx1+Cx0) |
| DE.AE | Anomalies and Events (DE.AE): | 1 |  |  |  |  |  |  |  |
| DE.CM | Security Continuous Monitoring & Detection (DE.CM): | 98 |  |  |  |  |  |  |  |
| DE.DP | Detection Processes (DE.DP): | 3 |  |  |  |  |  |  |  |
| ID.AM | Asset Management (ID.AM) | 9 |  |  |  |  |  |  |  |
| ID.BE | Business Environment (ID.BE) | 4 |  |  |  |  |  |  |  |
| ID.GV | Governance (ID.GV) | 19 |  |  |  |  |  |  |  |
| ID.RA | Risk Assessment (ID.RA) | 4 |  |  |  |  |  |  |  |
| ID.RM | Risk Management (ID.RM) | 2 |  |  |  |  |  |  |  |
| ID.SC | Supply Chain Risk Management (ID.SC) | 4 |  |  |  |  |  |  |  |
| PR.AC | Identity Mgmt., Authentication and Access Control(PR.AC): |  15 |  |  |  |  |  |  |  |
| PR.AT | Awareness and Training (PR.AT): | 10 |  |  |  |  |  |  |  |
| PR.DS | Data Security (PR.DS): | 16 |  |  |  |  |  |  |  |
| PR.IP | Information Protection Processes and Procedures (PR.IP): | 19 |  |  |  |  |  |  |  |
| PR.MA | Maintenance (PR.MA): | 7 |  |  |  |  |  |  |  |
| PR.PT | Protective Technology (PR.PT): | 7 |  |  |  |  |  |  |  |
| RC.CO | Communications (RC.CO): | 3 |  |  |  |  |  |  |  |
| RC.IM | Improvements (RC.IM): | 2 |  |  |  |  |  |  |  |
| RC.RP | Recovery Planning (RC.RP): | 1 |  |  |  |  |  |  |  |
| RS.AN | Analysis (RS.AN) | 4 |  |  |  |  |  |  |  |

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Area Code | Area | No ofControls (A) | NA (B) |  AC (c) = A-B | H | M | L | C | Risk Mark (Hx3+Mx2+Lx1+Cx0) |
| RS.CO | Communications (RS.CO): |  5 |  |  |  |  |  |  |  |
| RS.IM | Improvements (RS.IM): | 4 |  |  |  |  |  |  |  |
| RS.MI | Mitigation (RS.MI): | 3 |  |  |  |  |  |  |  |
| RS.RP | Response Planning (RS.RP): | 15 |  |  |  |  |  |  |  |
| WFRL | Work From Remote Location (WFRL) | 55 |  |  |  |  |  |  |  |
| WFRL.IN | Work From Remote Location Investment (WFRL.IN) | 25 |  |  |  |  |  |  |  |
| IGDM | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | 13 |  |  |  |  |  |  |  |
|  | Total |  348 |  |  |  |  |  |  |  |

Note on Controls: NA (Not Applicable), AC (Applicable Controls), H – High, M – Medium, L – Low, C – Complied

# Part C - Details of Non-Compliances

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| [Sl. No](http://s.no/) |  Area | Audit Questionnaire | Auditors Observation | Risk Rating |
|  |  |  |  |  |

Risk Rating Guidelines

|  |  |  |
| --- | --- | --- |
| Control is DesignedAdequately | Control is Effectivelycomplied with | Risk Rating |
| Y | Y | NA. This will not be reported |
| N | N | HighControl has to be designed and implemented |
| N | Y | High/Medium – A subjective Auditor’s call depending on the nature of control. Control must be designedappropriately or reflect the controls in operation |
| Y | N | Low /Medium – A subjective Auditor’s call depending on the nature of control. Controls must be implemented as designed |

# SECTION 2 - AUDIT CHECKLIST

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  |  |  |  |  |
| 1 | Anomalies and Events (DE.AE): | Does the organization have a clearly defined policy including requirements justifying the exceptions, duration of exceptions, process of granting exceptions, and authority for approving, authority for review of exceptions granted on a periodic basis by officer(s) preferably at senior levels who are well equipped to understand the business and technical context of the exception(s)? |  |  |  |
| 2 | Security Continuous Monitoring & Detection(DE.CM): | Are the security logs maintained and monitored? |  |  |  |
| 3 | Security Continuous Monitoring & Detection(DE.CM): | Are there any procedure to monitor capacity utilization ofcritical systems and networks ? |  |  |  |
| 4 | Security Continuous Monitoring & Detection(DE.CM): | Are there mechanism to dynamically incorporate lessons learntto continually improve the response strategies? |  |  |  |
| 5 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Alert when users deviate from normallogin behaviour, such as time-of-day, workstation location and duration. |  |  |  |
| 6 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Any user or system accounts used toperform penetration testing should be controlled and monitored |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | to make sure they are only being used for legitimate purposes,and are removed or restored to normal function after testing is over. |  |  |  |
| 7 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Apply host-based firewalls or port filtering tools on end systems, with a default-deny rule that drops alltraffic except those services and ports that are explicitly allowed. |  |  |  |
| 8 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Apply static and dynamic analysis tools toverify that secure coding practices are being adhered to for internally developed software. |  |  |  |
| 9 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Associate active ports, services andprotocols to the hardware assets in the asset inventory. |  |  |  |
| 10 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Automatically disable dormant accountsafter a set period of inactivity. |  |  |  |
| 11 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Automatically lock workstation sessionsafter a standard period of inactivity. |  |  |  |
| 12 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Block all e-mail attachments entering the organization's email gateway if the file types are unnecessary forthe organization's business. |  |  |  |
| 13 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Conduct regular external and internalpenetration tests to identify vulnerabilities and attack vectors that can be used to exploit enterprise systems successfully. |  |  |  |
| 14 | Security Continuous Monitoring & Detection | Does the organisation Configure access for all accounts through |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  | (DE.CM): | as few centralized points of authentication as possible, includingnetwork, security, and cloud systems. |  |  |  |
| 15 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Configure devices to not auto-run contentfrom removable media. |  |  |  |
| 16 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Configure monitoring systems to recordnetwork packets passing through the boundary at each of the organization's network boundaries. |  |  |  |
| 17 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Configure network vulnerability scanning tools to detect and alert on unauthorized wireless access pointsconnected to the wired network. |  |  |  |
| 18 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Configure wireless access on client machines that do have an essential wireless business purpose, to allow access only to authorized wireless networks and to restrictaccess to other wireless networks. |  |  |  |
| 19 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Create a separate wireless network for personal or untrusted devices. Enterprise access from this network should be treated as untrusted and filtered and auditedaccordingly. |  |  |  |
| 20 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Create a test bed that mimics a production environment for specific penetration tests and Red Team attacks against elements that are not typically tested in production, suchas attacks against supervisory control and data acquisition and |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | other control systems. |  |  |  |
| 21 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Decrypt all encrypted network traffic at the boundary proxy prior to analysing the content. However, the organization may use whitelists of allowed sites that can beaccessed through the proxy without decrypting the traffic. |  |  |  |
| 22 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Deliver training to address the skills gap identified to positively impact workforce members' securitybehaviour. |  |  |  |
| 23 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Deny communications with known malicious or unused Internet IP addresses and limit access only to trusted and necessary IP address ranges at each of theorganization's network boundaries,. |  |  |  |
| 24 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Deploy Security Information and EventManagement (SIEM) or log analytic tool for log correlation and analysis. |  |  |  |
| 25 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Disable all workstation to workstation communication to limit an attacker's ability to move laterally and compromise neighbouring systems, through technologies such asPrivate VLANs or micro segmentation. |  |  |  |
| 26 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Disable any account that cannot beassociated with a business process or business owner. |  |  |  |
| 27 | Security Continuous Monitoring & Detection | Does the organisation Disable wireless access on devices that do |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  | (DE.CM): | not have a business purpose for wireless access. |  |  |  |
| 28 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Disable wireless peripheral access of devices (such as Bluetooth and NFC), unless such access isrequired for a business purpose. |  |  |  |
| 29 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Encrypt all sensitive information at rest using a tool that requires a secondary authentication mechanism not integrated into the operating system, in order to access theinformation. |  |  |  |
| 30 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Encrypt all sensitive information in transit. |  |  |  |
| 31 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Enforce network-based URL filters that limit a system's ability to connect to websites not approved by the organization. This filtering shall be enforced for each of the organization's systems, whether they are physically at anorganization's facilities or not. |  |  |  |
| 32 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Ensure network engineers use a dedicated machine for all administrative tasks or tasks requiring elevated access. This machine shall be segmented from the organization's primary network and not be allowed Internet access. This machine shall not be used for reading e-mail, composingdocuments, or surfing the Internet. |  |  |  |
| 33 | Security Continuous Monitoring & Detection | Does the organisation Ensure that all accounts have an expiration |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  | (DE.CM): | date that is monitored and enforced. |  |  |  |
| 34 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Ensure that all software development personnel receive training in writing secure code for theirspecific development environment and responsibilities. |  |  |  |
| 35 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Ensure that appropriate logs are beingaggregated to a central log management system for analysis and review. |  |  |  |
| 36 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Ensure that only authorized scriptinglanguages are able to run in all web browsers and email clients. |  |  |  |
| 37 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Ensure that only fully supported web browsers and email clients are allowed to execute in the organization, ideally only using the latest version of the browsersand email clients provided by the vendor. |  |  |  |
| 38 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Ensure that the organization's security awareness program is updated frequently (at least annually) to address new technologies, threats, standards and businessrequirements. |  |  |  |
| 39 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Establish a process to accept and address reports of software vulnerabilities, including providing a meansfor external entities to contact your security group. |  |  |  |
| 40 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Establish a program for penetration teststhat includes a full scope of blended attacks, such as wireless, |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | client-based, and web application attacks. |  |  |  |
| 41 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Establish secure coding practices appropriate to the programming language and developmentenvironment being used. |  |  |  |
| 42 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation For applications that rely on a database,use standard hardening configuration templates. All systems that are part of critical business processes should also be tested. |  |  |  |
| 43 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation For in-house developed software, ensure that explicit error checking is performed and documented for all input, including for size, data type, and acceptable ranges orformats. |  |  |  |
| 44 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation If USB storage devices are required, ensureall data stored on such devices must be encrypted while at rest. |  |  |  |
| 45 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Include tests for the presence of unprotected system information and artifacts that would be useful to attackers, including network diagrams, configuration files, older penetration test reports, e-mails or documents containing passwords or other information critical to systemoperation. |  |  |  |
| 46 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Leverage the Advanced EncryptionStandard (AES) to encrypt wireless data in transit. |  |  |  |
| 47 | Security Continuous Monitoring & Detection | Does the organisation Log all URL requests from each of the |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  | (DE.CM): | organization's systems, whether on-site or a mobile device, inorder to identify potentially malicious activity and assist incident handlers with identifying potentially compromised systems. |  |  |  |
| 48 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Maintain an inventory of all sensitive information stored, processed, or transmitted by the organization's technology systems, including those located on-site or at a remote service provider. |  |  |  |
| 49 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Maintain an inventory of authorizedwireless access points connected to the wired network. |  |  |  |
| 50 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Maintain an inventory of each of the organization's authentication systems, including those located on-site or at a remote service provider. |  |  |  |
| 51 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Maintain separate environments forproduction and non-production systems. Developers should not have unmonitored access to production environments. |  |  |  |
| 52 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Manage all network devices using multi-factor authentication and encrypted sessions. |  |  |  |
| 53 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Manage the network infrastructure across network connections that are separated from the business use of that network, relying on separate VLANs or, preferably, on entirely different physical connectivity for management sessionsfor network devices. |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
| 54 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Monitor attempts to access deactivatedaccounts through audit logging. |  |  |  |
| 55 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation On a regular basis, review logs to identifyanomalies or abnormal events. |  |  |  |
| 56 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation On a regular basis, tune SIEM system tobetter identify actionable events and decrease event noise. |  |  |  |
| 57 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Only use up-to-date and trusted third-party components for the software developed by the organization. |  |  |  |
| 58 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Perform a skills gap analysis to understand the skills and behaviours workforce members are not adheringto, using this information to build a baseline education roadmap. |  |  |  |
| 59 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Perform periodic Red Team exercises totest organizational readiness to identify and stop attacks or to respond quickly and effectively. |  |  |  |
| 60 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Place application firewalls in front of any critical servers to verify and validate the traffic going to theserver. Any unauthorized traffic should be blocked and logged. |  |  |  |
| 61 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Plan and conduct routine incident, response exercises and scenarios for the workforce involved in the incident response to maintain awareness and comfort inresponding to real world threats. Exercises should test |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | communication channels, decision making, and incidentresponders technical capabilities using tools and data available to them? |  |  |  |
| 62 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation protect web applications by deploying web application firewalls (WAFs) that inspect all traffic flowing to the web application for common web application attacks. For applications that are not web-based, specific application firewalls should be deployed if such tools are available for the given application type. If the traffic is encrypted, the device should either sit behind the encryption or be capable of decrypting the traffic prior to analysis. If neither option is appropriate, a host-based web application firewall should be deployed. |  |  |  |
| 63 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation remove sensitive data or systems not regularly accessed by the organization from the network. These systems shall only be used as stand-alone systems (disconnected from the network) by the business unit needing to occasionally use the system or completely virtualized and powered off untilneeded. |  |  |  |
| 64 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation require all remote login access to the organization's network to encrypt data in transit and use multi-factor authentication. |  |  |  |
| 65 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation require multi-factor authentication for alluser accounts, on all systems, whether managed on-site or by a |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | third-party provider. |  |  |  |
| 66 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation segment the network based on the label or classification level of the information stored on the servers, locate all sensitive information on separated Virtual Local AreaNetworks (VLANs)? |  |  |  |
| 67 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation subscribe to URL categorization services to ensure that they are up-to-date with the most recent website category definitions available? Uncategorized sites shall beblocked by default. |  |  |  |
| 68 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation to lower the chance of spoofed or modified emails from valid domains, implement Domain-based Message Authentication, Reporting and Conformance (DMARC) policy and verification, starting by implementing the Sender Policy Framework (SPF) and the Domain Keys IdentifiedMail(DKIM) standards? |  |  |  |
| 69 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation train the workforce on how to identify different forms of social engineering attacks, such as phishing,phone scams and impersonation calls. |  |  |  |
| 70 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation train workforce members on theimportance of enabling and utilizing secure authentication. |  |  |  |
| 71 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation train workforce members to be aware ofcauses for unintentional data exposures, such as losing their |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | mobile devices or emailing the wrong person due toautocomplete in email. |  |  |  |
| 72 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation train workforce on how to identify andproperly store, transfer, archive and destroy sensitive information? |  |  |  |
| 73 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation uninstall or disable any unauthorizedbrowser or email client plugins or add-on applications? |  |  |  |
| 74 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation use a wireless intrusion detection system (WIDS) to detect and alert on unauthorized wireless access pointsconnected to the network? |  |  |  |
| 75 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation use an automated tool, such as host-basedData Loss Prevention, to enforce access controls to data even when data is copied off a system? |  |  |  |
| 76 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation use DNS filtering services to help blockaccess to known malicious domains? |  |  |  |
| 77 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation use only standardized and extensivelyreviewed encryption algorithms? |  |  |  |
| 78 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation use sandboxing to analyse and blockinbound email attachments with malicious behaviour? |  |  |  |
| 79 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation use vulnerability scanning and penetrationtesting tools in concert. The results of vulnerability scanning assessments should be used as a starting point to guide and |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | focus penetration testing efforts? |  |  |  |
| 80 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation utilize an active discovery tool to identify all sensitive information stored, processed, or transmitted by the organization's technology systems, including those located on- site or at a remote service provider, and update theorganization's sensitive information inventory. |  |  |  |
| 81 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation Utilize approved whole disk encryptionsoftware to encrypt the hard drive of all mobile devices. |  |  |  |
| 82 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Verify that the version of all software acquired from outside your organization is still supported by the developer or appropriately hardened based on developer securityrecommendations. |  |  |  |
| 83 | Security Continuous Monitoring & Detection (DE.CM): | Does the organisation Wherever possible, ensure that Red Team results are documented using open, machine-readable standards (e.g., SCAP). Devise a scoring method for determining the results of Red Team exercises so that results can be compared overtime. |  |  |  |
| 84 | Security Continuous Monitoring & Detection (DE.CM): | Has the organization defined and set a procedure to implement a Security Operations Centre for centralised and coordinatedmonitoring and management of security related incident? |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
| 85 | Security Continuous Monitoring & Detection (DE.CM): | Has the organization defined incidents, method of detection, methods of reporting incidents by employees, vendors and customers and periodicity of monitoring, collection/sharing of threat information, expected response in each scenario/incident type, allocate and communicate clear roles and responsibilities of personnel manning/handling such incidents, provide specialised training to such personnel, post incident review, periodically testincident response plans? |  |  |  |
| 86 | Security Continuous Monitoring & Detection (DE.CM): | Has the organization implemented measures to control use of VBA/macros in MS office documents, control permissibleattachment types in email systems? |  |  |  |
| 87 | Security Continuous Monitoring & Detection (DE.CM): | Has the organization implemented mechanism to automaticallyidentify unauthorised device connections to the organization’s network and block such connections? |  |  |  |
| 88 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation conduct periodic tests for all the criticalapplication, server, network devices and data bases? |  |  |  |
| 89 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation implement a process to communicatevulnerabilities to vendors? |  |  |  |
| 90 | Security Continuous Monitoring & Detection(DE.CM): | Does the organisation maintain tracker for closure and correctiveaction of VAPT? |  |  |  |
| 91 | Security Continuous Monitoring & Detection(DE.CM): | Whether a policy to ensure high availability and timely detectionof attacks is defined and implemented ? |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
| 92 | Security Continuous Monitoring & Detection(DE.CM): | Whether vulnerability assessment and penetration testingprocedure and calendar are defined ? |  |  |  |
| 93 | Security Continuous Monitoring & Detection(DE.CM): |  Is VAPT of internet-facing applications or infrastructure components conducted periodically |  |  |  |
| 94 | Security Continuous Monitoring & Detection(DE.CM): |  Does Business applications including APIs or Web Services etc. undergo VAPT Testing including secure code review periodically & before go live. |  |  |  |
| 95 | Security Continuous Monitoring & Detection(DE.CM): |  Is mandatory security testing conducted for all changes to internet facing information assets or systems and reported gaps closed before moving into production. |  |  |  |
| 96 | Security Continuous Monitoring & Detection(DE.CM): |  Is External Black box Penetration Testing (PT) conducted for all internet facing information assets or systems once in a 6 months. |  |  |  |
| 97 | Security Continuous Monitoring & Detection(DE.CM): |  Are High risk gaps, reported from the VAPT closed within the time period prescribed under guidelines followed by validation test. |  |  |  |
| 98 | Security Continuous Monitoring & Detection(DE.CM): |  Are audit gaps reported in VAPT closed within the timeframe provided in the guidelines. |  |  |  |
| 99 |  Security Continuous Monitoring & Detection (DE.CM): |  Is the organizations information assets synchronized with a singular time source? |  |  |  |
|  100 | Detection Processes (DE.DP): | Are roles and responsibilities for detection well defined toensure accountability? |  |  |  |
|  101 | Detection Processes (DE.DP): | Do detection activities comply with all applicable requirements? |  |  |  |
|  102 | Detection Processes (DE.DP): | Has the organization put in place processes/mechanism to identify authorised hardware / mobile devices like Laptops, mobile phones, tablets, etc. and ensure that they are provided connectivity only when they meet the security requirementsprescribed by the organization? |  |  |  |
|  103 | Asset Management (ID.AM) | Does the Organisation use client/server certificates to authenticatehardware assets connecting to the organization's trusted network? |  |  |  |
|  104 | Asset Management (ID.AM) | Does the organisation Utilize port level access control, following 802.1x standards, to control which devices can authenticate to the network?The authentication system shall be tied into the hardware asset inventory data to ensure only authorized devices can connect tothe network. |  |  |  |
|  105 | Asset Management (ID.AM) | Does the organization identify critical assets based on theirsensitivity? |  |  |  |
|  106 | Asset Management (ID.AM) | Does the organization maintain an up-to-date inventory of itshardware, software, information assets, details of network |  |  |  |

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| --- | --- | --- | --- |
| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | resources and also maintain records of those personnel who areissued such assets? |  |  |  |
|  107 | Asset Management (ID.AM) | Has organization maintained an up-to-date centralised inventoryof authorised software/applications/libraries, etc. ? |  |  |  |
|  108 | Asset Management (ID.AM) | Has the organization managed and protected data/information asset considering how the data/information are stored, transmitted, processed, accessed and put to use within/outside the organization's network, and level of risk they are exposed todepending on the sensitivity of the data/information? |  |  |  |
|  109 | Asset Management (ID.AM) | Has the organization put in place appropriate environmental controls for securing location of critical assets providingprotection from natural threats? |  |  |  |
|  110 | Asset Management (ID.AM) | Has the organization put in place mechanism for monitoring anypotential compromises or breach to environmental controls? |  |  |  |
|  111 | Asset Management (ID.AM) | Is it ensured that unauthorized assets are either removed fromthe network, quarantined or the inventory is updated in a timely manner? |  |  |  |
|  112 | Business Environment (ID.BE) | Are Priorities for organizational mission, objectives, and activitiesw.r.t cybersecurity roles, responsibilities, and risk management decisions, established and communicated? |  |  |  |
|  113 | Business Environment (ID.BE) | Are Resilience requirements to support delivery of critical services are established for all operating states? (e.g. underduress/attack, during recovery, normal operations) |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  114 | Business Environment (ID.BE) | Has the organization established Standard Operating Procedures(SOP) for all major IT activities including for connecting devices to the network environment of the organization? |  |  |  |
|  115 | Business Environment (ID.BE) | Has the organization maintained up-to-date network architecture diagram at the organization level including wired/wirelessnetworks? |  |  |  |
| 116 | Governance (ID.GV) | Is official designated to assume overall responsibility for governance and monitoring of Information Security |  |  |  |
| 117 | Governance (ID.GV) | Does the organization form an IS RMC which shall be responsible to ensure that the policy remains updated at all times? |  |  |  |
| 118 | Governance (ID.GV) | Is the annual audit plan and the reports presented to the Audit Committee of the Board of the organization? |  |  |  |
|  119 | Governance (ID.GV) | Does Cyber Security Policy include process of recovering fromincidents through incident management & other appropriate recovery mechanisms? |  |  |  |
|  120 | Governance (ID.GV) | Does Cyber Security Policy include process on detecting incidents, anomalies and attacks via appropriate monitoringtools/process? |  |  |  |
|  121 | Governance (ID.GV) | Does Cyber Security Policy include process on protecting assetsby deploying suitable controls, tools & measures? |  |  |  |
|  122 | Governance (ID.GV) | Does Cyber Security Policy include process on responding afteridentification of the incident, anomaly or attack? |  |  |  |
|  123 | Governance (ID.GV) | Does the organization implement any operation/process/monetary transactions through API follow best practices from international standards like ISO 27001,COBIT 5, etc? Are such practices periodically reviewed? |  |  |  |
|  124 | Governance (ID.GV) |  Are cybersecurity roles and responsibilities coordinated andaligned with internal roles and external partners? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  125 | Governance (ID.GV) | Is there a Cyber Crisis Management Plan (CCMP) available? Are Cert-In / NCIIPC guidelines used for preparing Cyber Crisis Management Plan? |  |  |  |
|  126 | Governance (ID.GV) | Is there a SOC setup available which ensures continuoussurveillance ? |  |  |  |
|  127 | Governance (ID.GV) |  are the reporting procedures being taken to facilitate communication of unusual activities with designated CyberSecurity officer ? |  |  |  |
|  128 | Governance (ID.GV) | Whether a comprehensive Cyber Security Policy is in place ? |  |  |  |
|  129 | Governance (ID.GV) | Whether a cyber risk management policy is available ? |  |  |  |
| 130 | Governance (ID.GV) | Whether Business Continuity Plan and Disaster Recovery Plan isin place ? |  |  |  |
|  131 | Governance (ID.GV) | Whether IT architecture has been reviewed by the IT SubCommittee of the board ? |  |  |  |
|  132 | Governance (ID.GV) | Whether the Board of the organization formed an internal technology committee of experts? Does the committeeperiodically review implementation of the Cyber Security policy ? |  |  |  |
|  133 | Governance (ID.GV) | For Cloud and Mobile deployment has the organisation considered the best practices relating to Cloud, Mobile Security and related areas? |  |  |  |
| 134 | Governance (ID.GV) | Is the commitment of Senior Management ensured? |  |  |  |
|  135 | Risk Assessment (ID.RA) | Does the organization identify potential cyber risks (threats and vulnerabilities) along with the likelihood of such threats and impact on the business and deploy controls accordingly tosuppress the criticality? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  136 | Risk Assessment (ID.RA) | Does the organization periodically assess whether all the networkdevices are configured appropriately to the desired level of network security? |  |  |  |
|  137 | Risk Assessment (ID.RA) |  Are risk responses identified and prioritized? |  |  |  |
|  138 | Risk Assessment (ID.RA) |  Are threats from both internal and external parties identifiedand documented? |  |  |  |
|  139 | Risk Management (ID.RM) | Are Risk management processes established, managed, and agreed to by organizational stakeholders? |  |  |  |
|  140 | Risk Management (ID.RM) | Is Organizational risk tolerance is determined and clearlyexpressed? |  |  |  |
|  141 | Supply Chain Risk Management (ID.SC) | Do vendors adhere to the applicable guidelines provided in the Cyber Security policy? Does the organization obtain the necessary self-certifications from them to ensure compliance with the policy provisions? |  |  |  |
|  142 | Supply Chain Risk Management (ID.SC) | Has the vendors implemented appropriate information security controls and cybersecurity framework? |  |  |  |
|  143 | Supply Chain Risk Management (ID.SC) | Vendors agreement documents are maintained and updated ? |  |  |  |
|  144 | Supply Chain Risk Management (ID.SC) | Are there process for monitoring third - party access toprotected or sensitive information? |  |  |  |
| 145 | Identity Management, Authentication and Access Control (PR.AC): | Are ICT infrastructure logs maintained for a rolling period of 180 days as per CERT-In directions? |  |  |  |
| 146 | Identity Management, Authentication and Access Control (PR.AC): | Are ICT infrastructure, Critical and Business data stored in India?  |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  147 | Identity Management, Authentication and Access Control (PR.AC): | Are third-party staff who are given access to the organization's critical systems, networks, and other computer resources subjected to strict supervision, monitoring, and accessrestrictions? |  |  |  |
| 148 | Identity Management, Authentication and Access Control (PR.AC): | Do all critical systems of the organization that is accessible overthe internet have two-factor security (Such as VPNs, Firewall Controls, etc.)? |  |  |  |
| 149 | Identity Management, Authentication and Access Control (PR.AC): | Does the access control policy address strong password management control for access to systems, applications,networks and databases? |  |  |  |
| 150 | Identity Management, Authentication and Access Control (PR.AC): | Does the organization proactively deactivate access of privilegesof users who are leaving the organization or whose access privileges have been withdrawn? |  |  |  |
|  151 | Identity Management, Authentication and Access Control (PR.AC): | Has the organization deployed security measures and controls to supervise staff with elevated access entitlements (Such as privileged users) to organization's critical systems? Has the organization also restricted the no. of privileged user to the least number and deployed periodic review mechanism/process against privileged users' activities? Are such privileged users restricted ofaccess to system logs where their activities are being captured? |  |  |  |
| 152 | Identity Management, Authentication and Access Control (PR.AC): | Has the organization ensured that no personnel in the companyhave natural rights to access confidential data, applications, system resources or facilities by virtue of rank or position? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  153 | Identity Management, Authentication and Access Control (PR.AC): | Has the organization ensured that the perimeter of the critical equipment’s room/area are physically secured and continuously monitored by employing physical, human, and procedural controls such as security guards, CCTVs, Card access systems,mantrap, bollards, etc? |  |  |  |
|  154 | Identity Management, Authentication and Access Control (PR.AC): | Has the organization formulated an internet access policy to monitor and regulate the use of internet & internet based services such as social media sites, cloud-based storage sites, etc.within the organization's critical IT infrastructure? |  |  |  |
|  155 | Identity Management, Authentication and Access Control (PR.AC): | Has the organization implemented access to IT systems, applications, databases and networks on a need-to-use basis and the principle of least privilege? Is the access granted using strongauthentication mechanisms and only when it is required ? |  |  |  |
|  156 | Identity Management, Authentication and Access Control (PR.AC): | Has the organization implemented controls for providing identification and authentication of customers for access topartner systems using secure authentication technologies? |  |  |  |
|  157 | Identity Management, Authentication and AccessControl (PR.AC): | Has the organization implemented controls to minimize invalidlogin counts, deactivate dormant accounts? |  |  |  |
|  158 | Identity Management, Authentication and Access Control (PR.AC): | Is physical access to the critical systems of the organization restricted to the minimum number of authorized officials? Are third party staffs strictly monitored and physically accompanied all the time by the authorized employee of the organization whilethird party staff has been given physical access to critical systems |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
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|  159 | Identity Management, Authentication and AccessControl (PR.AC): | Is physical access to the critical systems of the organizationrevoked immediately if the same is no longer required? |  |  |  |
|  160 | Awareness and Training (PR.AT): | Are the history and versions of training content maintained? |  |  |  |
|  161 | Awareness and Training (PR.AT): | Are the targeted awareness/training for key personnelconducted periodically? |  |  |  |
|  162 | Awareness and Training (PR.AT): | Are the training programs reviewed and updated periodically? |  |  |  |
|  163 | Awareness and Training (PR.AT): | Are security policy/ies covering secure and acceptable use of network/assets including customer information/data defined and communicated to users/employees, vendors & partners , and also educating them about cybersecurity risks and protectionmeasures at their level. |  |  |  |
|  164 | Awareness and Training (PR.AT): |  Do users indicate that they understand their responsibilities? |  |  |  |
|  165 | Awareness and Training (PR.AT): | Is awareness level evaluated periodically? |  |  |  |
|  166 | Awareness and Training (PR.AT): | Is there additional training for leaders to understand their rolesin the event of a security incident? |  |  |  |
|  167 | Awareness and Training (PR.AT): | Is there a process to handle if a user does not complete thetraining? |  |  |  |
|  168 | Awareness and Training (PR.AT): | Is someone responsible for creating the security training for theorganization? |  |  |  |
| 169 |  Awareness and Training (PR.AT): |  Has the Organization periodically participated in national/ sectoral/ organisational Cyber Security Exercises? |  |  |  |
|  170 | Data Security (PR.DS): | Are open ports on network and systems which are not in use |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | blocked ? |  |  |  |
|  171 | Data Security (PR.DS): | Can the application be set to automatically log a user off theapplication after a predefined period of inactivity? |  |  |  |
|  172 | Data Security (PR.DS): | Can the application force password expiration and prevent usersfrom reusing a password? |  |  |  |
|  173 | Data Security (PR.DS): | Can the system administrator enforce password policy and/or complexity such as minimum length, numbers and alphabetrequirements, and upper and lower case constraint, etc.? |  |  |  |
|  174 | Data Security (PR.DS): | Does the application force “new” users to change their passwordupon first login into the application? |  |  |  |
|  175 | Data Security (PR.DS): | Does the application prohibit users from logging into theapplication on more than one workstation at the same time with the same user ID? |  |  |  |
|  176 | Data Security (PR.DS): | Does the application support integration with the enterpriseidentity management system? |  |  |  |
|  177 | Data Security (PR.DS): | Does the organization authorize data storage devices within theirIT infrastructure through appropriate validation process? |  |  |  |
|  178 | Data Security (PR.DS): | Is there a process by which the organization maintains theevidence of media disposal? |  |  |  |
|  179 | Data Security (PR.DS): | Has there been a implementation of a data-disposal and data-retention policy? |  |  |  |
|  180 | Data Security (PR.DS): | Are there processes for media formatting? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  181 | Data Security (PR.DS): | Is there a measurement of client system's vulnerabilities? |  |  |  |
|  182 | Data Security (PR.DS): | Is user authentication controlled by means other than useraccount and password or PIN? |  |  |  |
|  183 | Data Security (PR.DS): | Are various security mechanism used to share the data with thirdparties? |  |  |  |
|  184 | Data Security (PR.DS): | Are different technologies implemented for the encryption of data? |  |  |  |
|  185 | Data Security (PR.DS): | Are appropriate technologies implemented for data mobilitysecurity? |  |  |  |
|  186 | Information Protection Processes and Procedures(PR.IP): | Are duplicate copies of PC software and documentationmaintained off-location? |  |  |  |
|  187 | Information Protection Processes and Procedures (PR.IP): | Are Physically or logically segregated systems used to isolate andrun software that is required for business operations but incur higher risk for the organization. |  |  |  |
|  188 | Information Protection Processes and Procedures(PR.IP): | Are the contents of the Web site backed-up to ensure anorderly recovery if the site is corrupted? |  |  |  |
|  189 | Information Protection Processes and Procedures(PR.IP): | Are there methods to prevent unauthorized access by othergroups into individual files and department-shared files? |  |  |  |
|  190 | Information Protection Processes and Procedures(PR.IP): | Are there procedures for limiting access to LAN and networkoperating software? |  |  |  |
| 191 | Information Protection Processes and Procedures(PR.IP): | Are updates to the Web site independently reviewed, approvedand tested? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
| 192 | Information Protection Processes and Procedures (PR.IP): | Does information security policy cover use of devices such as mobile phones, faxes, photocopiers, scanners, etc., within their critical IT infrastructure, that can be used for capturing andtransmission of sensitive data? |  |  |  |
| 193 | Information Protection Processes and Procedures (PR.IP): | Does the organisation utilize application whitelisting technology on all assets to ensure that only authorized software executes and all unauthorized software is blocked from executing onassets.? |  |  |  |
| 194 | Information Protection Processes and Procedures (PR.IP): | Does the organisation utilize software inventory toolsthroughout the organization to automate the documentation of all software on business systems. |  |  |  |
|  195 | Information Protection Processes and Procedures (PR.IP): | Does the organization have a documented disaster recovery plan for processing critical jobs in the event of a major hardware orsoftware failure? |  |  |  |
| 196 | Information Protection Processes and Procedures (PR.IP): | Does the organization's application whitelisting software ensurethat only authorized software libraries (such as \*.dll, \*.ocx, \*.so, etc.) are allowed to load into a system process. |  |  |  |
| 197 | Information Protection Processes and Procedures (PR.IP): | Does the organization's application whitelisting software must ensure that only authorized, digitally signed scripts (such as \*.ps1,\*.py, macros, etc.) are allowed to run on a system. |  |  |  |
| 198 | Information Protection Processes and Procedures(PR.IP): | Is a periodic inventory taken to verify that the appropriatebackup files are being maintained? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
| 199 | Information Protection Processes and Procedures(PR.IP): | Is appropriate hardware backup available? |  |  |  |
| 200 | Information Protection Processes and Procedures (PR.IP): | Is it ensured that only software applications or operating systems currently supported by the software's vendor are added to the organization's authorized software inventory? Unsupported software should be tagged as unsupported in the inventorysystem. |  |  |  |
| 201 | Information Protection Processes and Procedures (PR.IP): | Is it ensured that the software inventory system should be tied into the hardware asset inventory so all devices and associatedsoftware are tracked from a single location? |  |  |  |
| 202 | Information Protection Processes and Procedures(PR.IP): | Is the use of remote access software restricted? |  |  |  |
| 203 | Information Protection Processes and Procedures(PR.IP): | Is there documentation describing data, programs, hardware, andsystem requirements? |  |  |  |
| 204 | Information Protection Processes and Procedures(PR.IP): |  Are policies and procedures being used to protect criticalinformation at different layers of security? |  |  |  |
|  205 | Maintenance (PR.MA): | Is there a process to determine after how many days ofidentification, patches would be fixed? |  |  |  |
| 206 | Maintenance (PR.MA): | Are remote maintenance of organizational assets approved,logged, and performed in a manner that prevents unauthorized access? |  |  |  |
| 207 | Maintenance (PR.MA): | Are Defined parameters taken for prioritizing the patches need |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | to be installed? |  |  |  |
|  208 | Maintenance (PR.MA): |  Are maintenance and repair of organizational assets logged whenever performed, with approved and controlled tools? |  |  |  |
|  209 | Maintenance (PR.MA): | Is there a process to deploy critical patches in a testenvironment? |  |  |  |
|  210 | Maintenance (PR.MA): | Are the approved patch management policy implemented? |  |  |  |
|  211 | Maintenance (PR.MA): | Have perimeters been defined for classifying patches? |  |  |  |
|  212 | Protective Technology (PR.PT): | Are adequate measures taken to isolate and secure the perimeter and connectivity of the servers running monetary transactionsapplications/process? |  |  |  |
|  213 | Protective Technology (PR.PT): | Does the organization Continuously monitor the release of patches by various vendors / OEMs, advisories issued by CERT- in and other similar agencies and expeditiously apply the securitypatches as per the patch management policy? |  |  |  |
|  214 | Protective Technology (PR.PT): | Has the organization deployed controls like host / network / application based IDS systems, customized kernels for Linux, anti- virus and anti-malware software etc., to prevent from virus /malware / ransomware attacks? |  |  |  |
|  215 | Protective Technology (PR.PT): | Has the organization documented and implemented secure mail and messaging systems, including those used by organization’s partners & vendors, that include measures to prevent email |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | spoofing, identical mail domains, protection of attachments, malicious links etc.? |  |  |  |
| 216 | Protective Technology (PR.PT): | Has the organization established baseline standards to facilitate consistent application of security configurations to operating systems, databases, network devices and enterprise mobile devices within their IT environment? Are LAN and wireless networks secured within organizations premises by deploying propercontrols? |  |  |  |
| 217 | Protective Technology (PR.PT): | Has the organization implemented mechanism to control installation of software/applications on end-user PCs, laptops, workstations, servers, mobile devices, etc. and mechanism to block /prevent and identify installation and running ofunauthorised software/applications on such devices/systems? |  |  |  |
| 218 | Protective Technology (PR.PT): | Has the organization installed network security devices, such as firewalls, proxy servers, intrusion detection and prevention systems (IDS) to protect their IT infrastructure which is exposed to the internet, from security exposures originating frominternal and external sources? |  |  |  |
| 219 | Communications (RC.CO): |  Are recovery activities communicated to internal andexternal stakeholders as well as executive and management team? |  |  |  |
| 220 | Improvements (RC.IM): | Are recovery strategies updated periodically? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  221 | Improvements (RC.IM): | Does recovery plans incorporate lessons learned? |  |  |  |
| 222 | Recovery Planning (RC.RP): |  Is recovery plan executed during or after a cybersecurityincident? |  |  |  |
|  223 | Analysis (RS.AN) | Are processes established to receive, analyse and respond to vulnerabilities disclosed to the organization from internal and external sources? (e.g. internal testing, security bulletins, orsecurity researchers) |  |  |  |
|  224 | Analysis (RS.AN) | Does the organisation have a process to ensure that impact of anincident analysed? |  |  |  |
| 225 | Analysis (RS.AN) | Does the organisation have a process to ensure that Notificationsfrom detection systems are investigated ? |  |  |  |
|  226 | Analysis (RS.AN) | Does the organisation have a process to ensure that forensics are performed? |  |  |  |
|  227 | Communications (RS.CO): | Are all the cyber attacks related incidents captured and logged? |  |  |  |
|  228 | Communications (RS.CO): | Are the cyber related incident reported to higher authority onperiodic basis? |  |  |  |
| 229 | Communications (RS.CO): | Are cyber incidents reported to CERT-In within 6 hours of noticing or being brought to notice about such incidents? |  |  |  |
|  230 | Communications (RS.CO): | Are third parties contractually required to protect theinformation that is shared with them as part of an incident? |  |  |  |
| 231 | Communications (RS.CO): | Are Contact details of Ministries, stakeholders, vendors and agencies like NCIIPC & CERTIn for incident resolutions up to date and documented? |  |  |  |
| 232 | Communications (RS.CO): | Are the timelines prescribed for reporting incidents to external organizations including IRDAI, CERT-IN strictly adhered to? |  |  |  |
| 233 | Communications (RS.CO): | Is root cause analysis of the incident and Action taken report submitted to the concerned insurer on demand? |  |  |  |
|  234 | Improvements (RS.IM): | Are Response strategies updated periodically? |  |  |  |
|  235 | Improvements (RS.IM): | Are the Board members provided with training programmes onIT Risk / Cybersecurity Risk and evolving best practices in this regard so as to cover all the Board members at least once a year. |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  236 | Improvements (RS.IM): | Are top management sensitised on varioustechnologicaldevelopments and cyber security relateddevelopments periodically? |  |  |  |
|  237 | Improvements (RS.IM): |  are lessons learned captured and shared? |  |  |  |
|  238 | Mitigation (RS.MI): | Has the organization defined the incident management responseprocedure ? |  |  |  |
|  239 | Mitigation (RS.MI): | Are newly identified vulnerabilities are mitigated or documentedas accepted risks? |  |  |  |
|  240 | Mitigation (RS.MI): | are the corrective action procedure for all thevulnerabilities identified in VAPT? |  |  |  |
|  241 | Response Planning (RS.RP): | Are the plans tested quarterly to include management andrecovering from backups? |  |  |  |
| 242 | Response Planning (RS.RP): | Does the organisation Compare all network device configuration against approved security configurations defined for each network device in use and alert when any deviations arediscovered. |  |  |  |
|  243 | Response Planning (RS.RP): | Does the organisation Ensure that all backups have at least one backup destination that is not continuously addressable throughoperating system calls / offline backup ? |  |  |  |
|  244 | Response Planning (RS.RP): | Does the organisation Ensure that all of the organization's key / critical systems are backed up as a complete system, through processes such as imaging, to enable the quick recovery of an entire system? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
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|  245 | Response Planning (RS.RP): | Does the organisation Install the latest stable version of anysecurity-related updates on all network devices. |  |  |  |
|  246 | Response Planning (RS.RP): | Does the organisation Maintain standard, documented securityconfiguration standards for all authorized network devices. |  |  |  |
|  247 | Response Planning (RS.RP): | Does the organisation Test data integrity on backup media on a regular basis by performing a data restoration process to ensurethat the backup is properly working. |  |  |  |
|  248 | Response Planning (RS.RP): | Has the business impact analysis conducted? |  |  |  |
|  249 | Response Planning (RS.RP): | Has the organization defined the business continuity plan andprocedure? |  |  |  |
|  250 | Response Planning (RS.RP): | Has the organization ensured that RPO(Recovery point objective)and RTO (Recovery point objective) are inline with the policy? |  |  |  |
|  251 | Response Planning (RS.RP): |  Are the incidents responded and analysed? |  |  |  |
|  252 | Response Planning (RS.RP): |  Are the security incidents analysed and corrective actionsimplemented for continual improvement ? |  |  |  |
|  253 | Response Planning (RS.RP): | Is the recovery plan understood and communicated through all securitytraining?Are employee responsibilities and roles explicitly stated in theplan and communicated? |  |  |  |
|  254 | Response Planning (RS.RP): | Is there an incident response / crisis team with clearly definedroles and responsibilities? |  |  |  |
| 255 | Response Planning (RS.RP): | Is Cyber Crisis plan implemented and exercised or rehearsed periodically? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  256 | Work From Remote Location (WFRL) | Does the Board approved Cyber Security Policy (Policy) of Regulated entity address risks associated with Work From Remote Location (WFRL) risks? |  |  |  |
|  257 | Work From Remote Location (WFRL) | Does the Policy confirms use of secure network with strongprotocols and Wi-Fi passwords at remote location? |  |  |  |
|  258 | Work From Remote Location (WFRL) | Does it mandates passwords change periodically? |  |  |  |
|  259 | Work From Remote Location (WFRL) | Are users provided with authorized assets of the organizationwhich are hardened as per security policy for strong password authentication? |  |  |  |
|  260 | Work From Remote Location (WFRL) | Are servers, applications and networks hardened and secured asper standardized security policy settings? |  |  |  |
|  261 | Work From Remote Location (WFRL) | Are device controls implemented on user systems and Information and Communication Technology (ICT) infrastructure systems to block admin level access, unauthorized installation orchanges to software, USB and other media, peripherals? |  |  |  |
|  262 | Work From Remote Location (WFRL) | Are user systems enabled with Antivirus, Endpoint protectioncontrols, data encryption and Data Loss Prevention mechanisms? |  |  |  |
|  263 | Work From Remote Location (WFRL) | Does these controls pervade across all the users from allfunctions |  |  |  |
|  264 | Work From Remote Location (WFRL) | Are user systems and organization ICT infrastructure regularlyupdated with security patches and fixes. (Auditor to mention the latest update date) |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  265 | Work From Remote Location (WFRL) | Are workflow approvals, deviations or exceptions captured as perChange Management Procedures. |  |  |  |
|  266 | Work From Remote Location (WFRL) | Are secure remote access mechanisms of Virtual Private Netowrk (VPN), Internet Proxy or Virtual Device Interface (VDI) provisioned for WFRL users accessing organizational data assetsand applications? |  |  |  |
|  267 | Work From Remote Location (WFRL) | Is the audit log monitoring and analysis provisioned onorganizational ICT infrastructure as a control for unauthorized access risks and cyber threats? |  |  |  |
|  268 | Work From Remote Location (WFRL) | Are users provided with assets authorized by the Insurer which are hardened as per the Insurers security policy settings forstrong password authentication? |  |  |  |
|  269 | Work From Remote Location (WFRL) | Does the policy, spell controls and procedures related to secure access of organizational data assets and applications from user- owned devices like mobile phones, tablets or other Bring YourOwn Device (BYOD) of the Insurer? |  |  |  |
|  270 | Work From Remote Location (WFRL) | Do data containerization, Multifactor authentication and remote data wipe have been done to prevent data tampering and misuse of lost mobile/tablet devices during the period when WFRL hasbeen permitted by the Insurer? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  271 | Work From Remote Location (WFRL) | Are users mandated to back-up critical data periodically (Policyshall mandate periodicity) on secure location in organization systems? |  |  |  |
|  272 | Work From Remote Location (WFRL) | Are Non-disclosure agreements / Undertaking on data security and confidentiality signed at the time of employee/ consultant/ third-party vendor on boarding before permitting Operations tobe commenced at WFRL? |  |  |  |
|  273 | Work From Remote Location (WFRL) | Are users provided with assets authorized by the Insurer and are hardened as per security policy settings and strong passwordauthentication? |  |  |  |
|  274 | Work From Remote Location (WFRL) | Is there an audit of Privileged user identity access authenticationtaken for administrative purposes? |  |  |  |
|  275 | Work From Remote Location (WFRL) | Is there an Audit of security information and events monitoringof audit logs analysis and incident response in place? |  |  |  |
|  276 | Work From Remote Location (WFRL) | Are controls in place to identify unauthorized access, malicious code execution, suspicious activities or behaviour, credential theft, presence of advance persistent threats like remote access toolkits and such cyber risks to organizational ICTinfrastructure? |  |  |  |
|  277 | Work From Remote Location (WFRL) | Are email services secured to prevent spam, spoofed mails andmalware filtering? |  |  |  |
|  278 | Work From Remote Location (WFRL) | Are users trained to handle spam, phishing scam and fraudulent |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | emails? |  |  |  |
|  279 | Work From Remote Location (WFRL) | Are suspicious or malicious domains on the internet detected and blocked on network firewall, web proxy filtering, intrusionprevention systems? |  |  |  |
|  280 | Work From Remote Location (WFRL) | Are device controls implemented on user systems and ICT infrastructure systems to block unauthorized internet domains, unauthorized software installation or changes to configuration,USB and any other media, peripherals? |  |  |  |
|  281 | Work From Remote Location (WFRL) | Are user systems and organization ICT infrastructure regularlyupdated with security patches and fixes? (Auditor to mention the latest update date) |  |  |  |
|  282 | Work From Remote Location (WFRL) | Are activities like walkthrough and interviews performed using approved remote access software over secure and hardenedsystems of auditee and auditor organizations? |  |  |  |
|  283 | Work From Remote Location (WFRL) | Are evidences and artefacts classified, securely demonstrated toconcerned stakeholders and not shared out of authorized domains? |  |  |  |
|  284 | Work From Remote Location (WFRL) | Are project implementation documents, MIS reports classifiedand shared on Need-to-know basis? |  |  |  |
|  285 | Work From Remote Location (WFRL) | Are plans and procedures set in place by the organization for |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | Cybersecurity incident response and Crisis managementactivities? |  |  |  |
|  286 | Work From Remote Location (WFRL) | Is Cyber Security Project management performed remotely? |  |  |  |
|  287 | Work From Remote Location (WFRL) | Confirm whether there are hardening procedures to check /scan systems brought back to Office? |  |  |  |
|  288 | Work From Remote Location (WFRL) | Confirm whether if all patches, AV, End Point Protection, Data Encryption mechanisms are checked to ensure its appropriatefunctioning? |  |  |  |
|  289 | Work From Remote Location (WFRL) | Are user systems and organization ICT infrastructure systemsregularly updated with security patches and fixes? |  |  |  |
|  290 | Work From Remote Location (WFRL) | Is the security event audit log monitoring and analysisprovisioned on Insurers ICT infrastructure? |  |  |  |
|  291 | Work From Remote Location (WFRL) | Are security patch updates reviewed and periodically applied on ICT infrastructure to prevent Distributed Denial ofServices(DDoS) attacks? |  |  |  |
|  292 | Work From Remote Location (WFRL) | In the case of disruption can IT support be accessed byinvestment application users through portal, help desk (phone) or email or visit to office? |  |  |  |
|  293 | Work From Remote Location (WFRL) | Are backups reviewed periodically and procedures aligned tominimize downtime impact? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  294 | Work From Remote Location (WFRL) | Is DR Drill performed to ensure adherence to BusinessContinuity metrics? (DR Drill should have been done on a normal working day) |  |  |  |
|  295 | Work From Remote Location (WFRL) | Is data restoration testing performed on periodic basis to ensureintegrity of backups? |  |  |  |
|  296 | Work From Remote Location (WFRL) | Are alternative site options and resource availability planned as apart of Business Continuity and tested for same? |  |  |  |
|  297 | Work From Remote Location (WFRL) | Are Secondary Network Connectivity and IT infrastructure isprovisioned and tested for the critical applications and services? |  |  |  |
|  298 | Work From Remote Location (WFRL) | Is it possible to access systems without user authentication or by- passing authentication? (Auditor shall specifically confirm thatthat users cannot bypass security) |  |  |  |
|  299 | Work From Remote Location (WFRL) | Are applications accessible ONLY to authorised users through asecured VPN or VDI access? |  |  |  |
|  300 | Work From Remote Location (WFRL) | Are users authenticated and authorised by a domain policyserver? |  |  |  |
| 301 | Work From Remote Location (WFRL) | Are Logs of application IT infrastructure are collected andanalysed by 24X7 Security Operation Centre (SOC) team? |  |  |  |
|  302 | Work From Remote Location (WFRL) | Is Continuous (Auditor shall specifically comment on the Periodicity interval) monitoring of IT logs to review unauthorized Login/Logout by users, access violations etc. done throughSecurity Information and Event Monitoring (SIEM) and |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | monitored by Security Operations Centre (SOC)? |  |  |  |
|  303 | Work From Remote Location (WFRL) | Are Enterprise wide monitoring of Information security incidentsdone by SOC team on 24X7 basis? |  |  |  |
|  304 | Work From Remote Location (WFRL) | Are ICT infrastructure logs maintained as per regulatoryguidelines? |  |  |  |
|  305 | Work From Remote Location (WFRL) | Are Installation of unapproved software and utilities barred bycentrally enforced policy? |  |  |  |
|  306 | Work From Remote Location (WFRL) | Are users using only Organization approved collaborationsoftware? |  |  |  |
|  307 | Work From Remote Location (WFRL) | Is there a preventive control to block UnauthorizedCollaboration tools on the firewall/network security devices? |  |  |  |
|  308 | Work From Remote Location (WFRL) | Are Cybersecurity awareness circulars and advisories regularlysent to employees, third party vendor and consultants. |  |  |  |
|  309 | Work From Remote Location (WFRL) | Does the Organization has a Dealing room policy and Standardoperating policy to supervise controls over the dealing activities during WFRL? |  |  |  |
|  310 | Work From Remote Location (WFRL) | Are all agreements/documents with third parties digitally signedusing a special tool? |  |  |  |
|  311 | Work From Remote Location - Investment(WFRL.IN) | Are Recorded lines working and and well-maintained condition? |  |  |  |
|  312 | Work From Remote Location - Investment(WFRL.IN) | Does Mid-office check voice recording as per a defined processin Standard Operating Procedure (SOP)? |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  313 | Work From Remote Location - Investment(WFRL.IN) | Are Dealers provided with a dedicated and secured recording lineduring WFH for placing the calls to the brokers. |  |  |  |
|  314 | Work From Remote Location - Investment(WFRL.IN) | Is Voice logger used for recording of calls made from officelocation? |  |  |  |
|  315 | Work From Remote Location - Investment(WFRL.IN) | Is Back up/storage of call recordings enabled as a part of proofof transaction that can be accessed anytime? |  |  |  |
|  316 | Work From Remote Location - Investment(WFRL.IN) | Does the SOP define process to handle disruption incommunication links between the dealers and brokers? |  |  |  |
|  317 | Work From Remote Location - Investment(WFRL.IN) | Are such communications logged /recorded? |  |  |  |
|  318 | Work From Remote Location - Investment(WFRL.IN) | Does the Mid-Office independently review these logs / records ? |  |  |  |
|  319 | Work From Remote Location - Investment(WFRL.IN) | Are appropriate prior approvals / authorisations taken toprocess such transactions? |  |  |  |
|  320 | Work From Remote Location - Investment(WFRL.IN) | Do Dealers execute ALL transactions only through recordedtelephone lines? |  |  |  |
|  321 | Work From Remote Location - Investment (WFRL.IN) | Are all authorized Bloomberg terminals / Bloomberg anywhere ID's / NDS terminals/TREPS Terminals/Emails only and arecompletely disabled for SMS / Chat facilities? |  |  |  |
|  322 | Work From Remote Location - Investment(WFRL.IN) | Confirm that Bloomberg terminals are accessible through multifactor authentication and are disabled for SMS / Chat facilities. |  |  |  |
|  323 | Work From Remote Location - Investment | In the event of disruption of communication link, are there |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  | (WFRL.IN) | defined policies / processes to guide the officials of theInvestments Function to process transactions with appropriate approvals? |  |  |  |
|  324 | Work From Remote Location - Investment (WFRL.IN) | Confirm specifically that investment transactions are executed with all mandates defined as a part of Dealing room Work flow /SOP with requisite approvals |  |  |  |
|  325 | Work From Remote Location - Investment (WFRL.IN) | Do Dealers execute all transactions via recorded telephone linesor authorized Bloomberg terminals / Bloomberg anywhere ID's / NDS terminals/TREPS terminals/Emails only? |  |  |  |
|  326 | Work From Remote Location - Investment (WFRL.IN) | Confirm specifically that in addition to the recorded lines the dealers places the orders only through empanelled brokers ONLY through authorized communication modes as perSOP/Dealing room policy? |  |  |  |
|  327 | Work From Remote Location - Investment(WFRL.IN) | Are Contingency policy and plans, revised and tested periodicallyfor an effective business continuity? |  |  |  |
|  328 | Work From Remote Location - Investment (WFRL.IN) | Is Secondary network connectivity and IT infrastructure provisioned and tested for the critical applications and services?Check for are any SPoFs - Single Point of Failure |  |  |  |
|  329 | Work From Remote Location - Investment (WFRL.IN) | Are Disaster Recovery (DR) Drills performed to verify theavailability of applications, processes and resources at remote backup site. Are issues identified during DR testing addressed? |  |  |  |
|  330 | Work From Remote Location - Investment | Is IT support accessed by Investment application users by way of |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  | (WFRL.IN) | portal, helpdesk or visit to office. |  |  |  |
|  331 | Work From Remote Location - Investment(WFRL.IN) | Are Backup/Alternative locations and resources identifiedwithin Investment function to ensure business continuity? |  |  |  |
|  332 | Work From Remote Location - Investment(WFRL.IN) | Is Email facility enabled with empanelled broker, counter parties,custodian etc. |  |  |  |
|  333 | Work From Remote Location - Investment(WFRL.IN) | Are Emails shared ONLY through authorized company emailaddresses registered with concerned counterparties? |  |  |  |
|  334 | Work From Remote Location - Investment (WFRL.IN) | Is Voice recording analysis and rate scan done on a regular basis to supervise trades and transaction price as defined in dealingroom policy? |  |  |  |
|  335 | Work From Remote Location - Investment(WFRL.IN) | Is there a supervisory monitoring process check list whichincludes transaction price monitoring and trade monitoring etc.? |  |  |  |
|  336 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the intermediary prominently published on its website, mobile based application or both, as the case may be, the rules and regulations, privacy policy and user agreement for access orusage of its computer resource by any person? |  |  |  |
|  337 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the rules and regulations, privacy policy or user agreement of the intermediary informed the user of its computer resource not to host, display, upload, modify, publish, transmit, store, update or share any information that(i) belongs to another person and to which the user does nothave any right; |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | 1. is defamatory, obscene, pornographic, paedopholic, invasive of another privacy including bodily privacy, insulting or harassing on the basis of gender, libellous, racially or ethnically objectionable, relating or encouraging money laundering or gambling, or otherwise inconsistent with or contrary to the laws in force;
2. is harmful to child;
3. infringes any patent, trademark, copyright or other proprietary rights;
4. violates any law for the time being in force;
5. deceives or misleads the addressee about the origin of the message or knowingly and

intentionally communicates any information which is patently false or misleading innature but may reasonably be perceived as a fact;1. impersonates another person;
2. threatens the unity, integrity, defence, security or sovereignty of India, friendly

relations with foreign States, or public order, or causes incitement to the commissionof any cognisable offence or prevents investigation of any offence or is insultingother nation; |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | 1. contains software virus or any other computer code, file or program designed to

interrupt, destroy or limit the functionality of any computer resource;1. is patently false and untrue, and is written or published in any form, with the intent to

mislead or harass a person, entity or agency for financial gain or to cause any injuryto any person; |  |  |  |
|  338 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the intermediary periodically informed its users, at least once every year, that in case of non-compliance with rules and regulations, privacy policy or user agreement for access or usage of the computer resource of such intermediary, it has the right to terminate the access or usage rights of the users to the computer resource immediately or remove non-compliantinformation or both, as the case may be |  |  |  |
|  339 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the intermediary, on whose computer resource the information is stored, hosted or published, upon receiving actual knowledge in the form of an order by a court ofcompetent jurisdiction or on being notified by the Appropriate Government or its agency under clause (b) of sub-section (3) of section 79 of the Act, not host, store or publishany unlawful information, which is prohibited under any law for |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | the time being in force relation to the interest of the sovereignty and integrity of India; security of the State;friendly relations with foreign States; public order; decency or morality; in relation to contempt of court; defamation; incitement to an offence relating to the above, or any information which is prohibited under any law for the time beingin force: |  |  |  |
|  340 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the intermediary periodically, and at least once in a year, informed its users of its rules and regulations, privacy policy or user agreement or any change in the rules and regulations,privacy policy or user agreement, as the case may be |  |  |  |
|  341 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | If the intermediary collected information from a user for registration on the computerresource, has it retained his information for a period of one hundred and eighty days afterany cancellation or withdrawal of his registration, as the case maybe; |  |  |  |
|  342 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the intermediary taken all reasonable measures to secure its computer resource andinformation contained therein following the reasonable security practices and procedures asprescribed in the Information Technology (Reasonable SecurityPractices and Procedures |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | and Sensitive Personal Information) Rules, 2011 |  |  |  |
|  343 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Does the intermediary, as soon as possible, but not later than seventy two hours of thereceipt of an order, provide information under its control or possession, or assistance to theGovernment agency which is lawfully authorised for investigative or protective or cybersecurity activities, for the purposes of verification of identity, or for the prevention,detection, investigation, or prosecution, of offences under any law for the time being inforce, or for cyber security incidents: |  |  |  |
|  344 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the intermediary reported cyber security incidents and share related information with theIndian Computer Emergency Response Team in accordance with the policies andprocedures as mentioned in the Information Technology (The Indian Computer EmergencyResponse Team and Manner of Performing Functions and Duties)Rules, 2013. |  |  |  |
|  345 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Is the intermediary aware that it shall not knowingly deploy or install or modify technical configuration ofcomputer resource or become party to any act that may change |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  |  | or has the potential tochange the normal course of operation of the computer resource than what it is supposed toperform thereby circumventing any law for the time being inforce |  |  |  |
|  346 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the intermediary prominentlypublished on its website, mobile based application or both,as the case may be, the name of theGrievance Officer and his contact details as well as mechanism by which a user or a victimmay make complaint against violation of the provisions of this rule or any other matterspertaining to the computer resources made available by it, and the Grievance Officer shall -1. acknowledge the complaint within twenty four hours and dispose offsuch complaint

within a period of fifteen days from the date of its receipt;1. receive and acknowledge any order, notice or direction issued by the Appropriate

Government, any competent authority or a court of competentjurisdiction. |  |  |  |
|  347 | Information Technology(Intermediary Guidelines and Digital Media Ethics | Has the intermediary, within twenty-four hours from the receiptof a complaint made by |  |  |  |

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| [No](http://s.no/) | Area | Audit Questionnaire | Auditors Observation |
| Y | N | Comments |
|  | Code) Rules, 2021 (IGDM) | an individual or any person on his behalf under this sub-rule, in relation to any contentwhich is prima facie in the nature of any material which exposes the private area of suchindividual, shows such individual in full or partial nudity or shows or depicts suchindividual in any sexual act or conduct, or is in the nature of impersonation in an electronicform, including artificially morphed images of such individual, take all reasonable andpracticable measures to remove or disable access to such content which is hosted, stored,published or transmitted by it: |  |  |  |
|  348 | Information Technology(Intermediary Guidelines and Digital Media Ethics Code) Rules, 2021 (IGDM) | Has the intermediary implemented a mechanism for the receipt of complaints under clause(b) of this sub-rule which may enable the individual or person to provide details, as may benecessary, in relation to such content or communication link |  |  |  |