Scope of ISO/IEC 27001 - Visma Enterprise A/S

Classification: Public

Accountable: Information
Security Board
Responsible: Information Security

1. Purpose, scope and users

The purpose of this document is to define the boundaries of the information security management system (ISMS) in Visma Enterprise A/S regarding Visma's software suite
My Visma; Visma Løn, Visma HR, My Visma app and Datahub.

The boundaries are here defined as:

- Understanding the organization and its context (ISO/IEC 27001: 4.1)
- Understanding the needs and expectations of interested parties (ISO/IEC 27001: 4.2)
- Determining the scope of the information security management system (ISO/IEC 27001: 4.3)
- Information security management system (ISO/IEC 27001: 4.4)

2. Understanding the organization and its context

Visma Enterprise A/S

Visma Enterprise A/S is a legal entity in Visma that provides solutions for payroll administration and human resource management. Visma Enterprise A/S is responsible for the products: Visma Løn, Visma HR, My Visma app and Datahub, which are the scope for this ISO/IEC 27001 certification.

The organisation of Visma Enterprise A/S is described in 4.1.1.

3. Interested parties and their needs and expectations

This chapter briefly identifies and describes external and internal parties related to the certification.

3.1 External parties

External parties are identified and briefly described.

Customers

Visma Enterprise A/S has two types of customers:

- Professional services
  This type of customer use the systems: Visma Løn, Visma HR, My Visma app and Datahub and handle payroll administration, payroll processing, HR administration and receive and handle data themselves

- Managed Services
  Visma Enterprise A/S delivers full payroll administration and payroll processing services for this type of customers. This type of customers can also use Visma HR, My Visma app and Datahub

Customers expect a high level of stability and availability of services and preservation of confidentiality and integrity of their data. In addition, customers expect adequate risk management.

The contractual obligations are defined in Visma Løn, Visma HR, My Visma app and Datahub Standard Agreement. Individually agreed functionality is provided in the appendices to the agreement.

Suppliers

All suppliers are contractually obligated to ensure a high level of availability of services and preservation of confidentiality and integrity of data. According to the agreements, the suppliers classified hig are obliged to ensure that the risks are properly managed and reported to Visma Enterprise A/S.

Visma Enterprise A/S's operational suppliers with the classification "high" and their roles:

- Atea A/S
  Lautrupvang 6
  DK-2750 Ballerup

  Hosting of Visma Løn, Visma HR, My Visma app, Datahub, FTPS and SFTP.
  Visma Enterprise A/S follows up by information security requirement meetings and yearly ISAE 3402-ll and ISAE 3000-II reports.

- Puzzel A/S
  H.J. Holst Vej 5A
  DK-2605 Brøndby

  Provider of phone system.

- Visma IT & Communications AS
  Karenslyst Allé 56
  NO-0277 Oslo

  Provider of workstation images, network infrastruktur (Aalborg), file share, print server and document archive.
  Visma Enterprise A/S follows up by information security requirement meetings and a yearly ISAE 3402-ll report and ISAE 3000-ll report.

- Visma Dataløn & ProLøn A/S
  Gærtorvet 1-5
  DK-1799 Copenhagen V

  Provider of login module and CRM. Visma DataLøn & Proløn A/S is a data processor and the relationship is handled by service level management meetings and a yearly ISAE 3000 report.

  Contract owner
  Visma Dataløn & Proløn A/S owns contracts with the following suppliers. Note Visma Dataløn & ProLøn A/S isn't a data processor.
  Visma Enterprise A/S follows up by information security requirements and review and follows up on audit reports.

  Nets Denmark A/S
  Lautrupbjerg 10
  DK-2750 Ballerup

  Hosting of Visma Løn.
  Visma Enterprise A/S follows up by information security requirement meetings and a yearly ISRS 4400 report.

  PostNord Stålfors A/S
  Hedegaardsvej 88
  DK-2300 Copenhagen S

  Provider of physical print and distribution to e-boks.
  Visma Enterprise A/S followed up by information security requirement meetings and a yearly ISAE 3000 report.

Suppliers classified medium or low are outlined in the following document.

The physical components and the connecting networks between suppliers supporting the Visma Løn, Visma HR, My Visma app and Datahub processes are shown in figure 1.
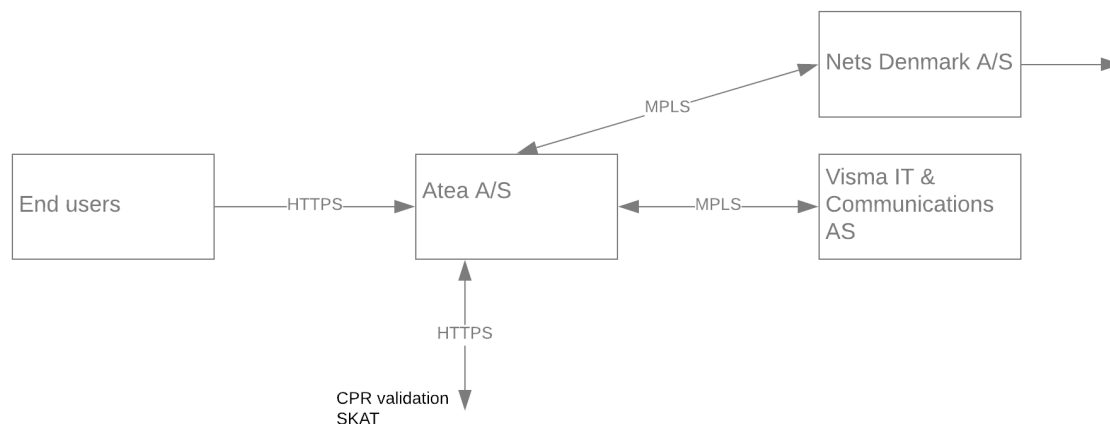


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Figure 1: Supplier network of Visma Løn, Visma HR, My Visma app and Datahub
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Recipients

Recipients are defined as sub-services handling specialized operations when using Visma Løn, Visma HR, My Visma app and Datahub.

- Tax authorities
- Banks
- Pension companies
- Various funds (ATP, barsel.dk, ACF etc.)
- Statistics Denmark
- E-boks

Suppliers expect Visma Enterprise A/S to be a professional business partner and recipients expect correct and secure deliveries.

Legislative Authorities

Visma Enterprise A/S must comply with current legislation among the following (regulations by Danish law):

1. Lov om behandling af personoplysninger
2. Databeskyttelse Forordningen/Persondataforordningen
3. Bogføringsloven

3.2 Internal parties

The management and employees of Visma Enterprise A/S are stakeholders in the field of information security.

4. Defining the scope of the information security management system

This chapter defines the scope of the information security management system.

4.1 Internal areas in scope

The organization of Visma Enterprise A/S is illustrated in figure 2 and the areas in the ISO/IEC 27001 scope are highlighted in blue.
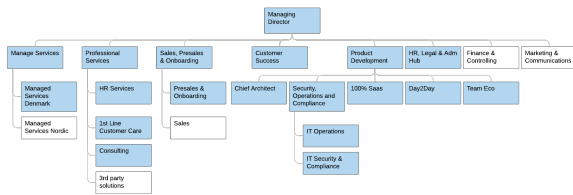
Figure 2: Organisation of Visma Enterprise A/S

Visma Enterprise A/S

The Managing Director has the legal responsibility for information security according to the ISO/IEC 27001.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

Onboarding & Dataservices

Management level of Onboarding & Dataservices and responsible for onboarding new customers to our services.

Onboarding

Responsible for onboarding new customers to our services.
Locations:
Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark
Visma Enterprise A/S, Alfred Nobels Vej 21 B, 9220 Aalborg Ø, Denmark

RPA & Dataservices

Facilitates consulting services to customers concerning automation of "simple" and repeatable processes.
Locations:
Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark
Visma Enterprise A/S, Alfred Nobels Vej 21 B, 9220 Aalborg Ø, Denmark

Sales

Management level of Sales and responsible for the following areas.

Mid Market

Sales activities regarding Mid Market customers.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

Large Enterprise

Sales activities regarding Large Enterprise customers.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

Professional Services

Management level of the customer related professional services (customers using our technical solutions themselves) and responsible for the following areas.

HR services

Facilitates consulting and support services to Visma HR customers.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

1st Line Customer Care

Facilitates consulting and support services to customers regarding Visma Løn.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

Consulting

Facilitates consulting services to customers.
Locations:
Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark
Visma Enterprise A/S, Alfred Nobels Vej 21 B, 9220 Aalborg Ø, Denmark

3rd party solutions

Facilitates consulting and support services to customers regarding 3rd party solutions such as Visma EasyCruit, Visma Time and Visma .Net Expense.
Locations:
Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark
Visma Enterprise A/S, Alfred Nobels Vej 21 B, 9220 Aalborg Ø, Denmark

Managed Services

Management level of the customer-related services regarding business process outsourcing and responsible for the following areas.

Managed Services Denmark

Handles payroll administration and payroll processing services for our customers in Denmark.
Locations:
Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark
Visma Enterprise A/S, Alfred Nobels Vej 21 B, 9220 Aalborg Ø, Denmark

Managed Services Nordic

Handles payroll administration and payroll processing services for our customers in the Nordics.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

Product Development

Management level of product development and maintenance of systems (Visma Løn, Visma HR, My Visma app and Datahub) and supporting services, operation services and security. Product development is responsible for the following areas:

Chief Architect

Compliance with architect standards and guidelines
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

Security, Operations and Compliance

Management level of IT Operations and IT Security & Compliance.

IT Operations

Vendor management, contracts and operational tasks.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

IT Security & Compliance

Implementation of information security and maintenance of information security documentation based on ISO/IEC 27001.
Implementation and maintenance of information security and compliance in Product Development.
Data protection management.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

HR, Legal & Adm Hub

Management level of HR, Legal and Adm Hub. Handles internal HR, business support and legal matters.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

Finance & Controlling

Management level of Finance and Controlling. Handles internal finance and control of all parts of the company.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

Marketing & Communications

Management level of Marketing and Communications. Handles all external marketing activities and internal communications.
Location: Visma Enterprise A/S, Gærtorvet 1-5, 1799 Copenhagen V, Denmark

4.1.2 Boundaries of services in scope

The high-level description of Visma Løn, Visma HR, My Visma app and Datahub are illustrated in figure 3.
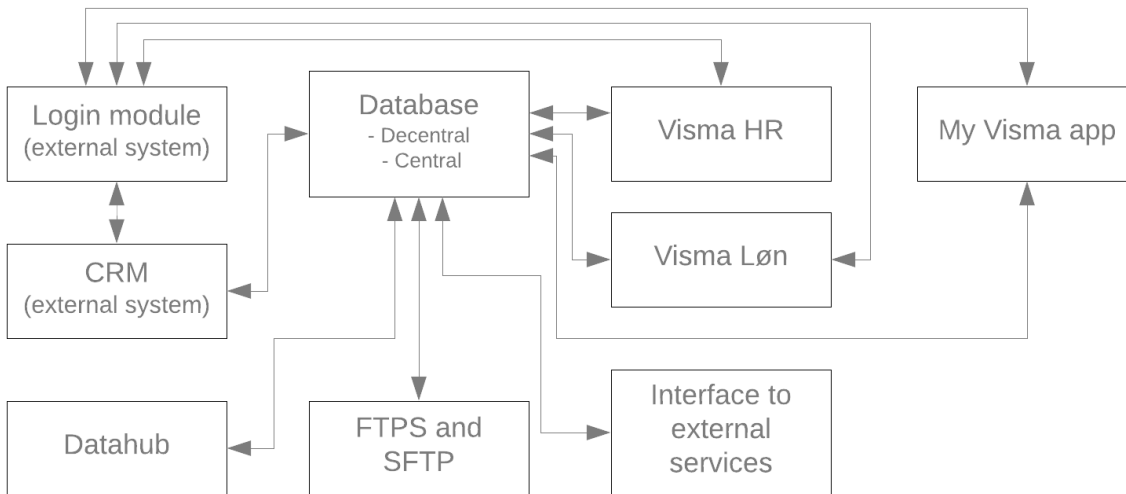

Figure 3: Boundaries of the system in scope

Database

Decentralized services supporting the application including storage of data hosted at Atea A/S.
Centralized services supporting the application including storage of data hosted at Nets Denmark A/S.

Datahub

Service that exhibits some data from Visma Løn and Visma HR. This service is hosted at Atea A/S.

Visma HR

Frontend incl. My Visma service provides Visma HR. The service is hosted at Atea A/S.

My Visma app

My Visma app service providing Visma HR view for the customers employees. The database is hosted at Atea A/S.

Visma Løn

Frontend service providing Visma Løn. The service is hosted at Atea A/S.

Interface to external services

Interfaces to external services are defined as sub-services handling specialized operations when using Visma Løn. Services are hosted by relevant parties eg. tax, pension etc.

FTPS and SFTP

A secure interface using the FTPS protocol for exchange of customer information. The FTPS and SFTP server is hosted by Atea A/S.

Login module (external system)

Secure user login service developed and maintained by Visma Dataløn & ProLøn A/S and hosted at Atea A/S.

CRM (external system)

Frontend service supporting dialog with customers. The service is developed and maintained by Visma Dataløn & ProLøn A/S and hosted at Atea A/S and Visma IT & Communication.

4.2 Physical scope and boundaries

The following Visma Enterprise A/S locations are in scope:

- Copenhagen
  Gærtorvet 1-5
  DK-1799 Copenhagen V
  Number of employees: 140

- Aalborg
  Alfred Nobels Vej 21 B
  DK-9220 Aalborg Ø
  Number of employees: 31

5 Information Security Management System

The adoption of an information security management system is a strategic decision of Visma Enterprise A/S. Information security is the responsibility of the management of Visma Enterprise A/S, just as business strategy, finance etc.

Visma Enterprise A/S has made a strategic decision to implement ISO/IEC 27001 in the above defined scope.

The entire implementation is documented internally.