Experience In Achieving MS ISO/IEC 17025 Accreditation Under Laboratory Accreditation Scheme Of Malaysia (SAMM)

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CyberSecurity Malaysia MySEF, Department of Security Assurance
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AGENDA

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- Scope
- Approach & methodology
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  - Development Phase
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    - Adequacy Audit
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    - Compliance Audit
- Challenges
- Success Factors
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BACKGROUND OF QUALITY MANAGEMENT SYSTEM
CyberSecurity Malaysia MySEF Organisation Chart
Policy Statement

• CyberSecurity Malaysia MySEF management shall be committed to providing clients with the highest levels of service in compliance with the requirements of the Malaysian Common Criteria Evaluation and Certification (MyCC) Scheme, MS ISO/IEC 17025 and all laws and regulations governing the Security Assurance department.

• The Quality Manager shall be responsible for ensuring that the quality management system defined within this manual is implemented and followed at all times.
Policy Statement


• The CyberSecurity Malaysia MySEF quality management system shall be accredited by Standards Malaysia against the requirements of MS ISO/IEC 17025.
Quality Objectives

- **Customer Satisfaction.** To deliver evaluation services that meet agreed customer requirements, timescales and expectations of value and service.
- **Effectiveness.** To ensure the effective application of ICT security evaluation methodology.
- **Efficiency.** To continually improve CyberSecurity Malaysia MySEF processes to deliver services more efficiently.
- **Impartiality.** To deliver services in an impartial an unhindered manner.
- **Objectivity.** To obtain evaluation results with a minimum of subjective judgment or opinion.
- **Repeatability and Reproducibility.** To retain sufficient and accurate records to enable evaluations to be repeated and results to be reproduced.
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OBJECTIVES
Objectives

• Fulfill MyCC Requirement
• Enhance Quality Management System
• Increase Staff Competency
• Branding and Image Building
• Gain Customer’s Confidence
• Market Value
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SCOPE
### SCOPE OF ACCREDITATION

<table>
<thead>
<tr>
<th>Materials/ Products Tested</th>
<th>Type of test/ Properties measured/ Range of measurement</th>
<th>Standard Test Methods/ Equipment/Techniques</th>
</tr>
</thead>
</table>
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APPROACH & METHODOLOGY
- PREPARATION PHASE
Preparation Phase

- Identify key personnel – Lab manager, Quality Manager, Senior Evaluator, Evaluators, Authorised Signatories
- Identify requirements – MyCC Scheme, SAMM (MS ISO 17025)
- Identify competency – Evaluators, Authorised Signatory
APPROACH & METHODOLOGY

- DEVELOPMENT PHASE
Development Phase

• MySEF Organisation Chart
• Quality Management System
• MySEF Management Committee (MySEF_MC)
• Internal Auditors
• Audit Plan and Schedule
• Risk Treatment Plan
• Root Cause Analysis
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APPROACH & METHODOLOGY
- ACCREDITATION PHASE
• MS ISO 17025:2005 General Requirements For The Competence Of Testing And Calibration Laboratories

• SPECIFIC TECHNICAL REQUIREMENTS 1.10 (STR 1.10) - Specific Technical Requirements For Accreditation Of Information Technology Security Evaluation And Testing: Common Criteria
Internal Audit

• Internal Audit was performed on 14 till 21 April 2009.
  – The auditors team:
    • Lab Manager (Team Leader)
    • Head of Internal Audit Department
    • Head of MyCB
    • Senior Evaluator
    • Evaluator
    • Certifier
  – Received 24 NCRs.
  – Closing: Audit report
Improvements

• Job Descriptions
• Deputizing arrangement
• Appointment Letters
• Document Control
• Impartiality amongst evaluator teams
• Customer Complaint Procedure
• Induction program
• Training Plan
• Physical and Electronics Storage
Adequacy Audit

• Conducted on 8 August 2010
• Documentation Review
  – Quality Manual
  – Procedure Manuals
Improvements

• Mapping Quality Manual with ISO clauses
Figure 3: Quality Documentation Framework
PRE-ASSESSMENT AUDIT

• Conducted on 4 November 2009

• Received 10 Minor NCRs
  – 6 Management Requirements
  – 4 Technical Requirements
  – Closed after 2 weeks
A Laboratory must be able to demonstrate:

- Competence to perform specific tests measurements or calibration
- Sound laboratory management
- Suitable qualified and trained staff
- Proper equipment management and adherence to calibration and maintenance program.
- Accurate and complete record keeping
- Adequate quality control and quality assurance procedures.
- Adherence to internal audit program.
- Appropriate facilities for the handling, storage and testing of samples.
- Assurance on essential consumables and outside support services.
- Not just an interest, but a commitment to doing things right.

Ref: http://www.standardsmalaysia.gov.my
Improvements

• Develop policy and procedure on the usage of SAMM accreditation symbol

• Improve Review of Request – basic tools is “MyCC Scheme, CC and CEM”

• Proficiency Test – Voluntary Periodic Assessment (VPA), TRM (oversight by certifiers) and MyCC Participation on CC governance and development

• Maintenance details and audit log for lab equipments
Compliance Audit

• Conducted on 4 December 2009
• Received 8 Minor NCRs
  – 6 Management Requirements
  – 2 Technical Requirements
  – Closed after 4 weeks
Improvements

• Declaration form of understanding Quality Manual and Quality Management System – mutual understanding
• Procedure on Induction Program – consistent practice
• Procedure on review of project request – obtain the right product
• Procedure on Measuring Customer Satisfaction – analysis of customer feedback form
Final Process to be accredited

- Assessment Report deliberated by Lab Accreditation Evaluation Panel (LAEP)
- LAEP’s recommendation for accreditation to the Director General
- Accreditation awarded for 3 years
Certificate of Accreditation

No: SAMM 456  Valid until: 15 March 2013

This is to certify that

CYBERSECURITY MALAYSIA MySEF
SERI KEMBANGAN,
SELANGOR, MALAYSIA
(FIELDS OF TESTING: INFORMATION TECHNOLOGY SECURITY
EVALUATION AND TEST FACILITY –
COMMON CRITERIA)

has been granted accreditation in respect of the scope of accreditation described in
the SCHEDULE attached, subject to the terms and conditions governing the Skim
Akreditasi Makmal Malaysia (SAMM), the Laboratory Accreditation Scheme of
Malaysia.

Laboratories accredited under SAMM meet the requirements of MS ISO/IEC 17025
‘General requirements for the competence of testing and calibration laboratories’. This
Malaysian Standard is identical with ISO/IEC 17025 published by the
International Organization for Standardization (ISO).

“This laboratory is accredited in accordance with recognized International
Standard ISO/IEC 17025:2005. This accreditation demonstrates technical
competence for a defined scope and the operation of a laboratory quality
management system (refer joint ISO-ILAC-IAF Communique dated 18 June 2005)”

Signatory:

1. Wan Shafuddin Bin Zainudin
I/C No. : 740512-02-5089

Schedule
Issue date: 16 March 2010
Valid until: 15 March 2013

NO: SAMM 456

LABORATORY LOCATION:
CYBERSECURITY MALAYSIA MySEF
(Permanent Laboratory)
LEVEL 7, SAPURA@MINES,
NO. 7, JALAN TASIK, THE MINES RESORT CITY,
43300 SERI KEMBANGAN, SELANGOR.

The standard used for assessment of this laboratory is MS ISO/IEC 17025:2005

FIELD OF TESTING: INFORMATION TECHNOLOGY SECURITY EVALUATION AND
TEST FACILITY – COMMON CRITERIA

SCOPE OF ACCREDITATION:

Materials/
Products
Tested
Protection Profile, and ICT
products and systems, which
include Firmware
and Software such as low
level drivers, operating
systems and applications.

Type of test/
Properties measured/
Range of measurement
Information Security
Evaluation of IT security
under the MyCC Scheme in
accordance with information
Technology Security
Evaluation Criteria ISO/IEC
15408 , "Information
technology – Security
techniques – Evaluation
criteria for IT”

Standard Test
Methods/Equipment/Techniques
ISO/IEC 18045 Information
Technology – Security techniques:
Methodology for IT Security
a) Security Evaluation of Protection
Profile (PP)
b) Security Evaluation of ICT
Products and Systems for :
- Evaluation of Assurance Level 1
(EAL1)
- Evaluation of Assurance Level 2
(EAL2)
- Evaluation of Assurance Level 3
(EAL3)
- Evaluation of Assurance Level 4
(EAL4)

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CHALLENGES
Challenges

• SAMM needs to develop STR1.10 to cater CC and MyCC Requirements—delay the application
• No technical assessor available till Nov 2009.
• Lab renovation to cater management direction.
• SAMM does not conduct any audit in the month of December
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SUCCESS FACTORS
Success Factors

• Top management support – CEO, COO
• Interdepartmental involvement – APS, IAD, LESEC, FIN, PNLD, SITSED and MyCB
• Team works – MySEF and Security Assurance Department
By Scotts Adam (www.dilbert.com), 2010
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