2.6 LIST OF ISO'S (INFORMATION SECURITY OFFICERS)

The list of ISO's are:

1. *Wael Al-Hazzani*
2. *Ali Al-Shayea*
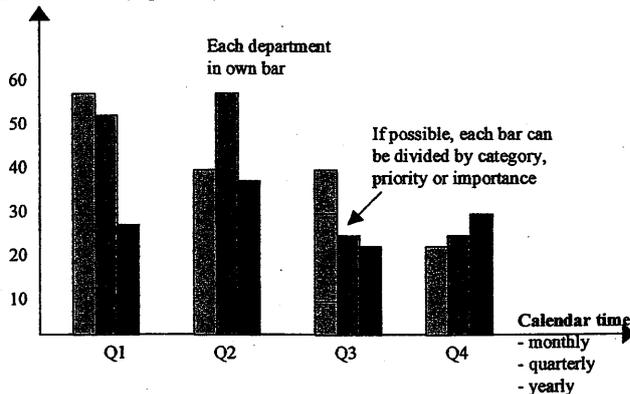3. *Saud Hamoud*

2.7 REPORT TEMPLATES

At least the following report types have been identified for ISMS to generate.

1. *Performance and SLA reports (indicating response and resolving times)*
2. *Department reports (for each department own use)*
3. *Trend and history reports*

In the following examples, the example reports are formulated as graphs, because in some cases graph is more useful and easily readable format than figures and numbers. Still, the same information should be reported also in the table format whenever feasible.
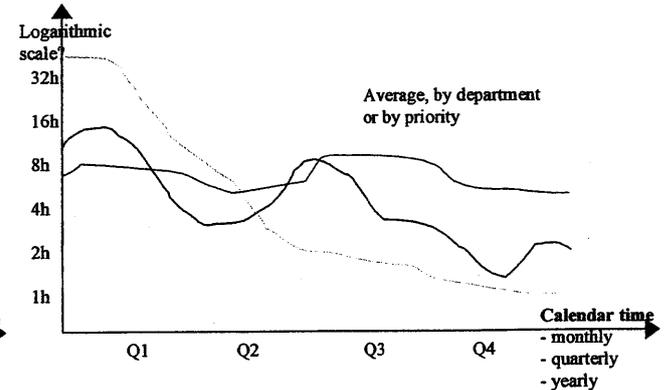
Amount of tickets (total)
Amount of tickets (category)
Amount of tickets (priority)
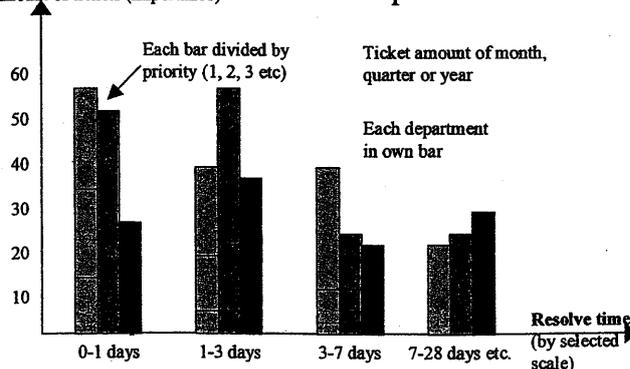Amount of tickets (importance)

Trend chart; amount of tickets

Each department in own bar

If possible, each bar can be divided by category, priority or importance

Calendar time
- monthly
- quarterly
- yearly

Resolving and response time (hours, days etc)

Trend chart; resolve/response time

Logarithmic scale

Average, by department or by priority

Calendar time
- monthly
- quarterly
- yearly

Amount of tickets (total)
Amount of tickets (category)
Amount of tickets (importance)

Performance/SLA chart; tickets and priorities

Each bar divided by priority (1, 2, 3 etc)

Ticket amount of month, quarter or year

Each department in own bar

Resolve time (by selected scale)

Percentage or amount

Performance trend chart; not-resolved-in-time

By department or by priority

Calendar time
- monthly
- quarterly
- yearly