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ISO-fying Call Centers: ISO 27001 on Prompt Information Security Policy by [Sonia Roody](#)

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A great deal of data runs through a call center every day: the client's account, phone number, etc. Due to the risks of identity theft, call centers have a stringent policy to follow in protecting pertinent client data. If any piece of info manages to leak out and fall into wrong hands, it can mean a disaster for both the client and the call center.

In light of this, the International Organization for Standardization (ISO) has ISO 27001, known as the Information Security Management System (ISMS). First published in 2005, ISO 27001 replaces the older BS7799-2 standard in safety and security of personal information. Some call centers and other information technology (IT) systems are accredited with the ISO 27001 standard. It is proof that they can keep their client's personal info under hi-tech lock and key.

Getting certified by ISO is no walk in the park. The process inspects a call center's framework from top to bottom – from defining its security policy to handling identified flaws in the security policy. When a company decides to follow ISO 27001, it corrects anything in the framework that is against the said standard.

A solid information security policy is necessary for the fact that the call center carries a myriad of information of different clients. The worst thing that could happen is to answer a call coming from someone who isn't who you think it is. The call center can be held liable for any damage as a result of the flaw in the policy or its implementation.

The task of beefing up the security policy doesn't end with the awarding of the ISO compliance. Call centers must constantly keep their pool of information safe and secure for as long as the service exists to carry its ISO certification for a long time. Choose a call center that has the ISO 27001 certification to be sure that the call center of your choice is reliable. They promise they won't give out personal information to anybody.

Name, address, phone number, password – whatever stays in call centers must always stay in call centers. They are carrying the identities of thousands of clients calling every day. It may be hard to look for someone reliable enough.

If you want to know more about the ISO 27001 and the ISMS, you can check out the website at 27000.org. The explanation of the said standard is simple enough for call centers to get a good idea of a solid security policy.

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