DXC TECHNOLOGY

Strengthening global company-wide information security

CUSTOMER
Nissan Motor Co., Ltd.

LOCATION
Japan

INDUSTRY
Automotive

Challenge

- Achieve the Midterm Information Security Plan (FY2023 - FY2026) goals, including preventing internal information theft, enhancing response posture against external cyber-attacks, improving ISMS (Information Security Management System) maturity, and achieving higher standards of corporate governance
- Improve the company-wide security operation level and the information security literacy of all employees through the activities of the Information Security Committee

Solution

- Provided facilitation and support to the Information Security Committee by developing and executing annual action plans, and managing bi-weekly company-wide Secretariat meetings
- Provided extensive project support, including undertaking an Information Security Maturity Assessment, developing processes for the prevention of internal information theft, and conducting an Asia Region seminar

Benefits

- Improving company-wide security levels through the implementation of the Midterm Information Security Plan and annual action plans
- Improving information security literacy of over 130,000 Nissan Group employees globally
- Continual and consistent security maturity level improvement of group companies, using Information Security Maturity Assessment KPIs
- Developing measures specifically designed to prevent internal information theft

Strengthening global company-wide information security

Automotive manufacturer, Nissan Motor Co., Ltd. is undertaking multiple challenges to achieve their mobility innovation goals as part of their long-term vision, Nissan Ambition 2030.

Rui Kamei
Chief Security Officer,
Corporate Security Office,
Nissan Motor Co., Ltd.

In the business plan "The Arc" announced in March 2024, Nissan outlined its new growth strategies, focusing on launching new models, accelerating electrification, innovating development and production methods, adopting new technologies, and strengthening strategic partnerships.

These strategies are intended to further accelerate global business growth, driving the mobility innovations outlined in the long-term vision, Nissan Ambition 2030.

Rui Kamei, Chief Security Officer (CSO) of the Nissan Group and head of Corporate Security Office, which is the global headquarters for information security, addresses the company's plans:

"As Nissan accelerates its commitment to cutting-edge technologies, the existing business models and partner strategies are undergoing major changes.

"Along with these changes, information security management has become more important than ever before. At the Corporate Security Office, we are working to strengthen company-wide information security management through the global implementation of the Information Security Policy, which serves as the foundational policy applied across the entire Nissan Group.

"This effort is supported through the activities of the Information Security Committee, which consists of representatives from various business units. We also focus on activities to improve the information security literacy of all employees."

The Information Security Committee is the core organization and the highest-level decision-making body in Nissan's information security domain.

The Committee is responsible for developing and driving the Midterm Information Security Plan, identifying internal and external information security incidents globally, and leading the implementation of countermeasures.

Saori Mishima
Deputy General Manager,
Corporate Security Office,
Nissan Motor Co., Ltd.

Shuntaro Torii
Senior Manager,
Corporate Security Office,
Nissan Motor Co., Ltd.

Kamei continues, "The Midterm Information Security Plan (FY2024 - FY2026) defines the midterm vision, goals, and activities based on our business plan, The Arc. These are incorporated into annual action plans and consistently driven forward through bi-weekly company-wide Secretariat meetings.

"For effective information security management, it is important to grasp the global trends, take preventive measures in advance, minimize the impact of incidents when they occur, and prevent their recurrence.

"With the support of one of our partners, DXC Technology, we have been enhancing the activities of the Information Security Committee and making progress toward achieving the goals in our midterm plan."

Supporting the development of the Information Security Policy

Since 2007, DXC has been deeply involved in developing Nissan's company-wide global Information Security Policy.

To this day, DXC continues to support the activities of the Information Security Committee and company-wide Secretariat meetings.

The DXC team of security professionals offers a wide range of expertise, including support in developing the Midterm Information Security Plan and annual action plans, assessing information security maturity, preventing internal information theft, and holding seminars on information security.

"The Information Security Policy serves as the foundation of our information security initiatives. It defines the information assets to be protected, as well as the methods and frameworks to safeguard them from various threats. DXC, which helps us develop and update this policy, is one of the few partners with broad knowledge and a global perspective in the information security domain," says Kamei.

Incidents that threaten businesses are becoming increasingly diverse and complex, resulting from sophisticated cyber attacks, user negligence, and internal information theft. Addressing these issues requires greater expertise.

"We have chosen DXC to support us in the information security domain for more than 15 years because of the trust we have in them, backed by their ongoing commitment to our business. DXC's extensive knowledge of Nissan's organization, operations, processes and systems, coupled with their experience in addressing and resolving emerging issues, is indispensable," says Kamei.

DXC provides comprehensive support for the activities of the Information Security Committee and is responsible for facilitating the bi-weekly company-wide Secretariat meetings, which are attended by representatives from more than 20 business units.

Masashi Ohara, DXC Technology Japan, a member of the support team and an expert in security risk management, provides an overview:

"At the company-wide Secretariat meetings, DXC share the latest security trends and case studies of incidents seen in Japan and other countries. We present the security posture and risks at Nissan and explain how to respond to similar incidents when they occur.

"We have chosen DXC to support us in the information security domain for more than 15 years because of the trust we have in them, backed by their ongoing commitment to our business. DXC's extensive knowledge of Nissan's organization, operations, processes and systems, coupled with their experience in addressing and resolving emerging issues, is indispensable."

— Rui Kamei,
Chief Security Officer,
Corporate Security Office,
Nissan Motor Co., Ltd.

"Additionally, if there are updates to existing regulations or major security guidelines in any countries or regions, we explain what will be revised and what needs to be noted. We strive to make the meetings not only informative, but also interactive, so that each business unit can drive its own improvement activities."

The annual Information Security Maturity Assessment

The key goals of the Midterm Information Security Plan (FY2023 - FY2026) are preventing internal information theft, enhancing response posture against external cyber-attacks, improving ISMS maturity, and committing to higher standards of corporate governance.

One of the fundamental activities to address these goals is the Information Security Maturity Assessment, targeting approximately 30 domestic and global Nissan Group companies. Yasushi Wakasa, DXC Technology Japan, explains:

"DXC is responsible for designing the assessment criteria and overall process, as well as conducting the survey and assessing approximately 20 global group companies (in Asia, North America and Europe). We conduct interviews based on the self-assessment sheets completed by the companies to determine how well they understand the assessment items. Then, we check the security measures, their specific activities, and their compliance with the Information Security Policy to identify gaps. This survey, assessment, and reporting process is conducted annually to drive a continuous improvement cycle throughout the Nissan Group."

According to Kamei, "The additional verification by DXC is helping raise the objectivity and reliability of the maturity assessment.

"The information security maturity of the group companies is one of our most important KPIs and is also critical from the perspective of supply chain risk management. Each company's score from the annual assessment is reported to top management.

"With the assessment repeated every year, what we find valuable is that we can effectively and consistently improve the security level of our entire group, as each company can identify necessary improvements. This is the very foundation of our information security management."

Yoshimi Ozeki
Sub-regional Lead,
Security Services Japan,
DXC Technology Japan

Yasushi Wakasa
Security Practice Lead,
Security Services Japan,
DXC Technology Japan

Masashi Ohara
Consultant,
Security Services Japan,
DXC Technology Japan

Preventing internal information theft

Nissan has implemented multi-layered measures to prevent internal information theft. However, even with the best security products, it is impossible to eliminate the risk of data breaches entirely.

"While PCs and smartphones provide practical benefits for business purposes, they can also be used as tools for intentionally stealing information from the office. From the standpoint of information security management, it is important to control risks appropriately, considering both 'technology and people.'

"With DXC's advice, we have developed actionable measures to prevent internal information theft from both a technical solution and human factor perspective," says Kamei.

The technical solutions include behavior detection, blocking, and logging by security products, based on assumed routes used to steal information.

Deputy General Manager of the Corporate Security Office, Saori Mishima provides a response with regards to the human factor:

"It is quite important to make people aware that 'the company is watching,' and it is even more effective to issue warnings based on their behavior.

"Through our continuous awareness-raising activities with advice from DXC, the existence and activities of the Information Security Committee have become widely known throughout our company. I feel that a culture has taken root among employees, where they believe that information security is also their own issue and that incidents must be prevented before they happen."

Shuntaro Torii, Senior Manager of the Corporate Security Office, adds, "There were several occasions when we realized that DXC had a deep understanding of Nissan's system environment and our perspective, as they pointed out risks and vulnerabilities that we had overlooked. I believe that DXC's many years of experience with company-wide service desk and PC operations were put to good use in this project."

The main partner in information security domain

In December 2023, an Asia region seminar was held in Japan for information security personnel from six regional Nissan Group companies in Asia. Yoshimi Ozeki, Sub-regional Lead of the Security Services at DXC Technology Japan, who oversaw the seminar from DXC, provides further information:

"DXC are proud that the Asia region seminar provided a valuable opportunity for all group participants to share their awareness of the information security challenges and their approaches to addressing them.

"We also noted that the 'Contingency Planning for Cyber Attacks' presentation by DXC Security consultants attracted considerable interest, making us realize once again the company's expectations and our responsibilities as security specialists for Nissan."

"We are strongly assured by DXC's solid understanding of our goals and the challenges we face."

— Rui Kamei,
Chief Security Officer,
Corporate Security Office,
Nissan Motor Co., Ltd.

Reflecting on the 15 years of collaboration with DXC, Kamei concluded with the following remarks:

"Our trust in DXC, our key partner in the information security domain, has been built through daily collaboration centered around the Information Security Committee activities and the challenges we have solved with various projects.

"We are strongly assured by DXC's solid understanding of our goals and the challenges we face. We look forward to continuing our work with DXC and seeing them leverage their capabilities as a global IT services provider to support the foundation of Nissan's information security."

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About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission-critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organizations trust DXC to deploy services to drive new levels of performance, competitiveness, and customer experience across their IT estates. Learn more about how we deliver excellence for our customers and colleagues at DXC.com.