Executive Summary

The information technology grows very fast in the present world. The word has become a global village. When the business grows the competition is also growing. In order to increase the market share, business organizations have to compete very efficiently. The only way those organizations select is adopting changes through information technology strategies. When the information technology grows, the security challenge face by these organizations are also rising. Every minute in the world computer crimes or frauds by using computer technology are rising. The Inland Revenue Department is not exception to this situation.

The information technology assets were misused in the past by the users in the Department. Number of incidents detected in the past witnessing this situation. The reason behind this is there was no established IT security policy or practice to prevent such kind of incidents. The purpose of this policy paper was intend to formulate an Information Security policy to the Inland Revenue Department.

A study framework was constructed based on the literature survey, interviews, discussions with top management and   IT staff, and the tacit and explicit knowledge of the Authors gained from their 25 year experience in the area of taxation and information technology. A sample was selected from top management and the IT staff. Data was collected from IT staff using an open ended questionnaire and also discussions were arranged with top management. The data were analyzed and reached findings. The key finding of this study is that absence of an IT security policy or weak IT security practice has contributed much for the information asset misuse incidents in the past in the Inland Revenue Department. Subsequently, it has resulted unfavorable revenue performance too.

Further, the full automation of the department which is being implemented from 2016 is a big challenge to the department which indicates a proper IT Security policy is the timely requirement. Based on the findings, recommendations were made and incorporated in to the final policy paper.

The Authors have prepared an implementation plan to create awareness among top management and other system users. Thereafter, training programs will be organized to train people on usage of IT assets of the Department. Continues evaluation will be made to get the feedback and changes will be incorporated according to the needs of the time.