

ISO 18788 - Security Operations Lead Auditor Course

Course Outline

- Background and Development of ISO 18788:2015
- Definition of ISO 18788:2015
- Benefits of ISO 18788:2015
- Types of Audits
- Why Audits are Needed
- Introduction to the Requirements of the ISO 18788:2015 Standard
- Interpretations of Key Terms
- Elements of a Management System
- The ISO 18788:2015 Standard
- Continual Improvement Cycle
- Management Process Model
- Management System Requirements
- The Documentation Requirements of ISO 18788:2015
- Management Responsibility
- Resource Management
- Measurement, Analysis and Improvement
- The Process Management Approach
- Process Management Approach
- The Planning Phase
- Establish Process Measurements
- Analyze the Process
- Design or Redesign the Process
- Process Mapping
- Introduction to Document Control
- Elements of Documents
- Process Approach to Documentation
- Identifying Documents and their Owners
- Types of Documents
- Master Document List
- Document Control
- Revisions and Maintenance
- Tips for Document Writers
- Introduction to Management Review
- Making Management Review Relevant to Management
- What Will Be Reviewed?
- Establishing the Objectives
- Planning the Management Review
- Output of Management Review
- ISO 17021:2015
- Fundamentals of Auditing
- Decide How to Audit

- Principles of Auditing
- Managing an Audit Program
- Preparation & Planning of Audits
- Preparation of Checklist
- ISO 17021:2015 and ISO 18788:2015
- Audit Activities
- ISO 17021:2015 Audit Process
- Certification Audit Processes and Criteria
- Identification of Non-Conformities (N/C's)
- Documenting the Audit (Audit Report)
- Conducting Audit Follow-Up
- Practical Auditing Exercise
- Competence and Evaluation of Auditors
- Creating a Corrective Action Plan
- What is Root Cause Analysis?
- When (and When Not) to Use Root Cause Analysis
- The Root Cause Analysis Process
- How to Construct a Root Cause Analysis Checklist
- Examples of How a Well-Run Root Cause Analysis Process Works
- Corrective and Preventive Actions