



# ISO 18788 Security Operations Lead Auditor Course

## Training Overview:

Security and safety challenges rank among the most pressing issues of modern times. Challenges such as, cyber-crime, terrorism, and environmental disasters impact the lives of millions across the globe. These issues also rank high on the agenda of politicians, international organizations and businesses. They also feature prominently in the public conscience and in governmental policies. In the current, interconnected world, security challenges are becoming increasingly complex.

## Course Objectives

The “ISO 18788:2015 Lead Auditor” course provides comprehensive training for participants to be able to:

- Understand to audit each and every ISO 18788:2015 requirements
- Learn fundamental auditing skills;
- Implement methods to comply with the ISO 18788:2015
- Audit process and techniques
- Improve Auditor’s skills and techniques
- Examine the requirements of ISO 18788 from an Auditor Perspective
- Write Audit reports process and follow up corrective actions
- Plan, Lead, Conduct and report an ISO 18788 audit;
- Effectively verify root cause analysis as part of the ISO 18788 Management procedure on corrective action

## Who Needs This Course?

- Persons responsible for conducting internal audits according to ISO 18788:2015 requirements
- Persons involved in the ISO 18788:2015 certification audit process

## Course Content

- **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

**Duration: 5 days**

### **Training Methodologies**

- Case Study
- Individual Exercises
- Role Play
- Group Exercises
- Group Presentation
- Examination