

Course 2 Week 1.

Overview of People, Process and Technologies.

What is IT Security.

↳ protection of computer system from theft or damage to the hardware, software or the information on them, as well as from disruption or misdirection, of the services they provide.

Framework, Policy and Roles.

Security Standards and Compliance.

Best Practices, Guidelines & Frameworks

- Improve the controls, methodologies
- seeking to improve, controls and metrics
- helps to translate the business needs into technical or operational needs.

Maintenance and compliance.

- Rules to follow for a specific industry
- Enforcement for the government, industry & clients.
- Ensure if the company or the organization do not want to implement those controls, for compliance.

Business Process Management and IT Infrastructure Library Basics.

Process IT Security.

- ↳ Cyberattacks and Alerts are increasing and growing exponentially complex and targeted.
- ↳ Requires more time and attention from Security Analysts, IT Security teams are increasingly needed to take charge of their threat management operations with a proactive approach.

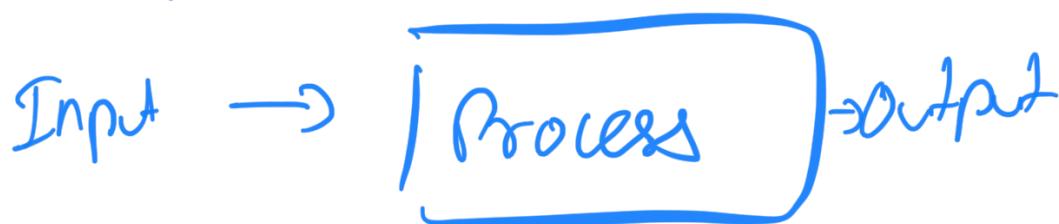
Enabling Success

- ↳ Security Operations Centres (SOC) need

to have "the current key skills, now, and processes to be able to detect investigate and stop threats before they become costly situ branches.

Business Process Management.

Process → A set of defined, repeatable steps that take inputs, add value, and produce outputs that satisfy a customer's requirements.

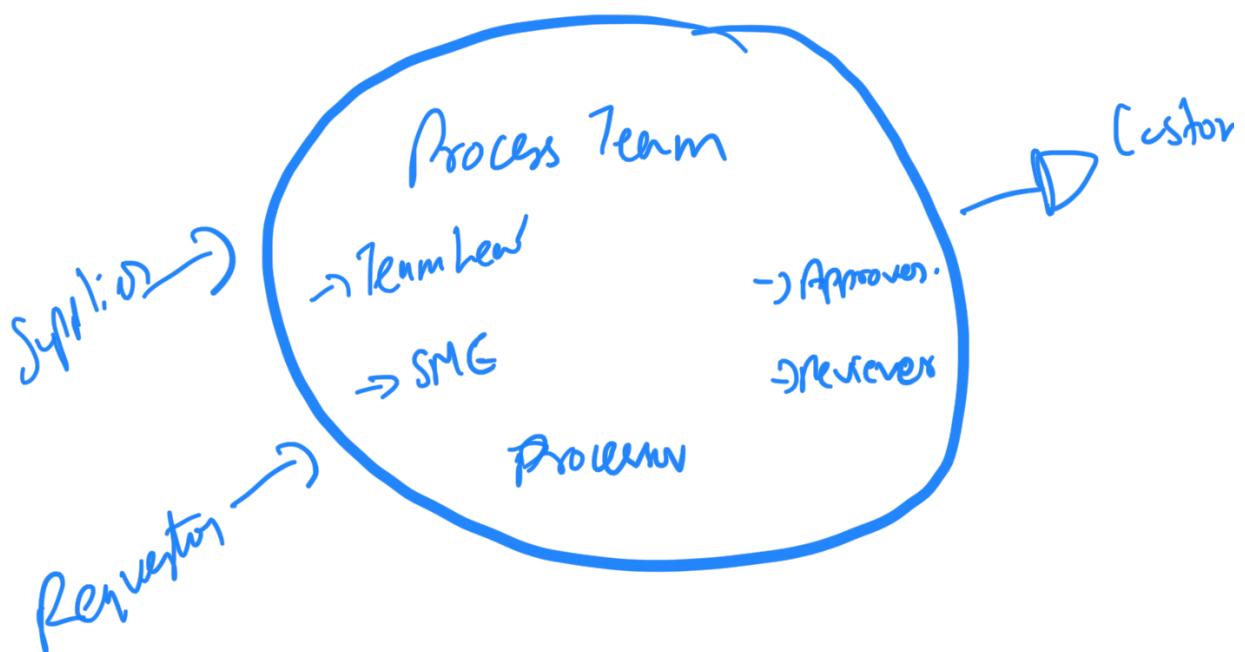


Input → Information or materials that are required by the process to get started.

Output → Services, or products that satisfy customer requirements.

Bounds / Scope → The process starts when ... and ends when

Tasks/steps. → Action that we repeatable.



What makes a process successful?

- 1.) Charter
- 2.) Clear Objectives
- 3.) Governance / Ownership
- 4.) Repeatability (reduced variation)
- 5.) Automation
- 6.) Established Performance Indicators (metrics)

Metrics Performance metrics

↳ Cycle Time Cost

↳ Quality Rework.

Continued Process Improved.



ITIL Lifecycle: IT Infrastructure Library.

→ ITIL is a best practice Framework that has been drawn from both the public and private sector internationally.

→ It describes how IT Resources should be organized to deliver Business value

→ It models how to document processes, functions and roles of IT Service Management. (CISM).

Service Strategy

- Service Portfolio Management.
- Financial Management.
- Demand Management.
- Business Relationship Management.

Service Design

- Service Catalogue Management
- Service Level Management.
- Information Security Management.
- Supplier Management.

Service Transition

- Change Management
- Project Management.
- Release & Deployment Management.
- Service validation & Testing.
- Knowledge Management.

Service Operations.

- Event Management.
- Incident Management.
- Problem Management.

(CSI) Continual Service Improvement

- Review Metrics
- Identify Opportunities.
- Set Priorities.
- Implement Improvements.

Problem Management.

- The process responsible for managing the lifecycle of all problems.

Change Management.

- Manages changes to services, service assets and configuration items across the ITIL Lifecycle.

+ ... + ... +

Incident Management

↳ An incident is an unplanned interruption to an IT service, and/or failure of a configuration item.