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Introduction

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Welcome

VIDEO · 1 MIN · REQUIRED

Course Overview

VIDEO · 10 MIN · REQUIRED

The Basics

0/6

Understanding the ISMS

0/6

Implementing the Management System

0/6

Planning for the Audit

0/6

Executing the Audit

0/6

Final Exam

0/2

Course Overview

Introduction

Class is now in-session! [course outline]

1

- Background & history of ISO
- Accreditation vs. Certification
- Multi-year audit cycles
- Normative & informative criteria
- Revisions vs. Amendments vs. Corrigenda

2

- What is ISO/IEC 27001:2022?
- Applicability of the standard
- Focus within the newest revision
- How to read & sequence ISO 27001
- Deciphering the auditable requirements

3

- Determining the scope
- Executing the Risk Assessment
- Statement Of Applicability (SOA)
- Planning for Internal Audit
- Top management review

4

- Overview of ISO 17021, ISO 27006, & IAF Mandatory Documents
- Audit team roles
- Application & Application Review
- Building an Audit Program
- Developing an Annual Audit Plan

5

- Opening Meeting
- Conducting the Audit
- Closing Meeting
- Drafting the Audit Report and Nonconformity Reports
- Certificate Decisions

The end goal.

Certification Exam & Credentialing



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Background & history of ISO

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Quiz #1

QUIZ · 5 QUESTIONS · REQUIRED

○ Understanding the ISMS

0/6

○ Implementing the Management System

Background & history of ISO

Module 1 | Lesson A



Background & history of ISO [cont'd]

- Standards are developed by Technical Committees (TC) comprising SMEs from industry, government, academia
- Joint Technical Committees (JTC) are collaborative groups of TCs or Subcommittees (SC)
 - JTC 1 covers Information Technology
 - JTC 1/SC 27 develops ISO 27000 series (Information Security Management)

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○ Understanding the ISMS

0/6

○ Implementing the Management System

Background & history of ISO

Module 1 | Lesson A



Background & history of ISO [cont'd]

- ISO Management System Standards (MSSs) provide frameworks for managing specific operational aspects
 - ISO 27001: Information Security Management System (ISMS)
 - ISO 27701: Privacy Information Management System (PIMS)
 - ISO 42001: Artificial Intelligence Management System (AIMS)
- MSS follow the Plan-Do-Check-Act (PDCA) cycle for iterative improvement

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We're going to dive more into that topic specifically here coming up next



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○ Quiz #1

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○ Understanding the ISMS

0/6

○ Implementing the Management System

0/6

Background & history of ISO

Module 1 | Lesson A



Background & history of ISO [cont'd]

- Over 25,000 international standards across various fields
- ISO standards build trust and credibility due to rigorous development processes
- Benefits include cost savings, operational efficiency, and enhanced marketability
- ISO standards often serve as a basis for legal or regulatory requirements and procurement processes

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Accreditation vs. certification

Module 1 | Lesson B



Accreditation vs. Certification [cont'd]

- Accreditation evaluates a CB's competency to initially and continually conduct certification audits
 - ISO/IEC 17021-1: Requirements for management system CBs
- ABs ensure CBs meet international standards and marketplace expectations

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the International Credit Association Forum, the IAF. You can find a website

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○ Implementing the Management System

Accreditation vs. certification

Module 1 | Lesson B

Accreditation vs. Certification [cont'd]



- Accreditation bodies oversee certification bodies as a system of checks and balances
- Accreditation bodies undergo peer evaluations through the International Accreditation Forum (IAF)
- Importance of the IAF Multilateral Recognition Agreement (MLA):
 - Ensures global recognition of certifications issued by accredited CB

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to skirt a cardination that buyer beware with us

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○ Understanding the ISMS 0/6

○ Implementing the Management System 0/6

Accreditation vs. certification

Module 1 | Lesson B



Accreditation VS. Certification [cont'd]

- Accredited certificates are recognized globally through the IAF MLA.
- Unaccredited certificates lack market trust and recognition.
- **Case Study**
 - A company received an ISO 27001 certification from an unaccredited CB
 - The certificate was rejected by a customer, requiring the company to undergo a costly re-audit by an accredited CB to meet customer requirements

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Multi-year audit cycles

- ISO certification is a process of continuous improvement spread across a **3-year audit cycle**
 - Year 1: Initial Certification Audit (2 stages)
 - Year 2: First Surveillance Audit
 - Year 3: Second Surveillance Audit
- In Year 4, the organization restarts the cycle with a Recertification Audit (single stage) before going through the subsequent surveillance audits

↳



Multi-year audit cycles

[cont'd]

- Cycle begins with the Initial Certification Audit, consisting of 2 stages:
 - **Stage 1 Certification Audit:** Reviews the design of the management system and governance documentation
 - **Stage 2 Certification Audit:** Assesses the implementation and effectiveness of the management system
- If objectives are met in both stages, certification is granted for 3 years, subject to successful, annual surveillance audits



Multi-year audit cycles

[cont'd]

- **Surveillance audits** are conducted annually to verify continued conformity to the ISO standard(s)
 - Review of prior nonconformities and corrective actions
 - Changes to the organization or certification scope
 - High-risk areas identified by the auditor or organization
- Noncompliance with surveillance audits results in certificate suspension or withdrawal



Multi-year audit cycles

[cont'd]

- **Recertification Audit** is performed at the end of each 3-year cycle to reassess the entirety of the management system
- Similarities with an Initial Certification Audit but conducted in a single stage workstream
- Successful recertification generates a renewed certificate with a new expiration dated 3 years from the decision
- Failure to pass the recertification audit results in certification suspension or withdrawal

Multi-year audit cycles

[cont'd]



Multi-year certificate cycles promotes continual improvement:

- **Objectives:** Annual or more frequent reviews align management system goals with organizational priorities
- **Risk-based approach:** Encourages identification and prioritization of risks on an annual basis to avoid oversights
- **Nonconformities & corrective actions:** Annual tracking ensures gaps are addressed and prevents recurring issues



Multi-year audit cycles

[cont'd]

- **Nonconformities (NC)**: non-fulfilment of a requirement
 - **Minor NC**: does not affect the capability of the management system to achieve the intended results
 - **Major NC**: affects the capability of the management system to achieve the intended results
- Nonconformities are not typically raised in a Stage 1 Certification Audit, instead **Areas of Concern (AOC)**



Multi-year audit cycles

[cont'd]

- Nonconformities are addressed via short-term corrections & longer-term corrective actions
 - **Corrections:** Eliminate the detected issue (treats the symptom)
 - **Corrective Actions:** Identify and eliminate the root cause to prevent recurrence (treats the underlying condition)
- Auditors review planned corrective actions before certification decisions
- Unresolved nonconformities or ineffective corrective actions can lead to certificate suspension/withdrawal



Multi-year audit cycles

[cont'd]

Common challenges that may affect continued certification:

- **Resource constraints:** Budget cuts or staff changes
- **Process changes:** New tools or processes might fail to align with ISO requirements
- **Scope changes:** Adding products, services, or acquisitions to certification scope without proper control

Avoiding these pitfalls is critical to maintaining the management system and successful audits



Multi-year audit cycles

[cont'd]

- **Tailoring audits:** Each audit stage requires a different focus—initial certification is comprehensive, while surveillance audits target high-risk areas or new elements
- **Tracking corrective actions:** Maintain an effective corrective action tracker for visibility and remediation of nonconformities
- **Risk management:** Ensure risks are reviewed, updated, and mitigated at least once annually to maximize the benefits of the multi-year cycle



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Multi-year audit cycles



Multi-year audit cycles

[cont'd]

II 18:54

Common challenges that may affect continued certification:

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- **Scope changes:** Adding products, services, or acquisitions to certification scope without proper control

Avoiding these pitfalls is critical to maintaining the management system and successful audits

Module 1 | Lesson C

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your rubric to determine whether there's conformity or not
conformity for a specific element of that system

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○ Implementing the Management System 0/6

Normative & informative criteria

Module 1 | Lesson D



Normative & informative criteria

- ISO standards include 2 types of references:
 - **Normative criteria:** mandatory requirements organizations must meet to achieve certification
 - **Informative criteria:** guidance documents detailing recommendations and best practices to support implementation
- Auditors must only evaluate conformity against normative criteria

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II 1:16



so you'll see this example I put on the screen and clause four point one if I say

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Normative & informative criteria



Module 1 | Lesson D

Normative & informative criteria [cont'd]

- Normative criteria are the mandatory rules for a certified organization
- Identifiable in ISO standards by the word “**shall**” within requirement statements
 - The organization **shall** determine external and internal issues that are relevant to its purpose and that affect its ability to achieve the intended outcome(s) of its information security management system. (ISO 27001, Clause 4.1)
- Failure to meet normative requirements results in a nonconformity.



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○ Implementing the Management System

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Normative & informative criteria

Module 1 | Lesson D



Normative & informative criteria [cont'd]

ISO 27001, Clause 5.2

Top management **shall** establish an information security policy that...

ISO 42001, Clause 6.1.4

The organization **shall** define a process for assessing the potential consequences for individuals or groups of individuals, or both, and societies that can result from the development, provision or use of AI systems.

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Normative & informative criteria

Module 1 | Lesson D



Normative & informative criteria [cont'd]

- Informative criteria provide guidance, recommendations, or best practices.
- Statements utilize words like “**should**”
 - **ISO 27002:** Implementation guidance for ISO 27001 Annex A controls
 - **ISO 27003:** Implementation guidance for ISO 27001 clauses
 - **ISO 27701, Annex D:** Mapping of ISO 27701 to GDPR



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we'll get two detailed into a pricing information system as part of this

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Module 1 | Lesson D

Normative & informative criteria

- Lead auditors must use normative criteria to guide audit trails and ensure certification requirements are met
- Some International Standards detail optional controls:
 - ISO 27001, Annex A and ISO 27701, Annex A & B include control options
 - Annexes within ISO 42001 are similar
- If an organization selects an optional control for implementation, it becomes normative criteria and must be audited

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feels very old English when we say core kingdom. It's basically a correction to

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Revisions vs. amendments vs. corrigenda

Module 1 | Lesson E



Revisions vs. Amendments vs. Corrigenda

- ISO standards can be updated to reflect advancements in technology, industry best practices, and regulatory changes
- Updates occur in 3 forms:
 - Revisions
 - Amendments
 - Corrigendum / Corrigenda (pl.)

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shortly too but.
When these standards go through major revisions

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Revisions vs. amendments vs. corrigenda

Module 1 | Lesson E

Revisions vs. Amendments vs. Corrigenda [cont'd]

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8:06

- Organizations must adapt during the **transition period** (typically, 1-3 years)
 - Update processes, procedures, controls, documentation, & policies
 - Conduct a gap assessment to address new requirements
- Auditors must familiarize themselves with revised requirements
 - Ensure competence in auditing updated standards

Let's talk about our second form of a document beyond an international standard. This

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○ Implementing the Management System 0/6

Revisions vs. amendments vs. corrigenda

Module 1 | Lesson E



Revisions vs. Amendments vs. Corrigenda [cont'd]

- **Amendment:** Minor change to a standard, addressing specific requirements
 - Amendments are implemented immediately and audited in the next planned audit
- **Example:** February 2024 amendment required organizations to assess climate change relevance in their management systems

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Revisions vs. amendments vs. corrigenda

Module 1 | Lesson E



Revisions vs. Amendments vs. Corrigenda [cont'd]

- **Corrigendum:** formal correction to an ISO document or standard
 - Fixes errors in formatting, grammar, references, or dependencies
 - Does not introduce or change requirements
- No significant impact for organizations
- Auditors are required to use the corrected versions of these documents although corrigenda rarely affect audit processes

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Revisions vs. amendments vs. corrigenda

Module 1 | Lesson E



Revisions vs. Amendments vs. Corrigenda [cont'd]

- **Revisions:** Transition periods (1-3 years) allow organizations to update management systems
 - Gap assessments help address new requirements
- **Amendments:** No transition period
 - Smaller-scale changes require immediate implementation
- **Corrigenda:** require no system changes but ensure accurate referencing during audits

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Deciphering the auditable requirements

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Quiz #2

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Implementing the Management System

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What is ISO/IEC 27001:2022?

Module 2 | Lesson A

What is ISO/IEC 27001:2022?

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left hand side you're seeing what we call the full reference here we got

- Frequently, abbreviated as **ISO 27001**
- International Standard for establishing, implementing, maintaining, and improving an **Information Security Management System (ISMS)**
- Published by ISO in 2005, revised in 2013, and revised again in 2022
- Framework takes a risk-based approach to managing information security risks
 - Confidentiality, Integrity, Availability

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Quiz #2 QUIZ · 5 QUESTIONS · REQUIRED

What is ISO/IEC 27001:2022?

Module 2 | Lesson A

What is ISO/IEC 27001:2022? [cont'd]

- 2022 revision updated controls in Annex A to address evolving cybersecurity threats
- Added 11 new controls, including threat intelligence & data leakage prevention
- Aligned structure with ISO Harmonized Structure (Annex SL) for better integration with other ISO standards

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What is ISO/IEC 27001:2022? [cont'd]

Module 2 | Lesson A

- ISO 27001 follows the Plan-Do-Check-Act (PDCA) lifecycle:
 - **Plan:** Establish ISMS policies, resources, and objectives
 - **Do:** Implement risk assessments, treatments, and controls
 - **Check:** Monitor key metrics to ensure effectiveness
 - **Act:** Improve by addressing nonconformities

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II 3:40

management system standards MSS follows point to cheque out PCA

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What is ISO/IEC 27001:2022? [cont'd]

Module 2 | Lesson A

- **Purpose of ISO 27001:** provides a systematic, repeatable approach for managing sensitive data
- Focuses on mitigating risks associated with threats and vulnerabilities.
 - Enables organizations to identify and mitigate risks
 - Comply with regulatory or contractual requirements
 - Enhance information security practices

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through emerging regulation or just our data handling practises this management system is designed to flex is design

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Implementing the Management System

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What is ISO/EC 27001:2022?

Module 2 | Lesson A

Structure of ISO 27001

- Clause 1: Scope
- Clause 2: Normative References
- Clause 3: Terms and Definitions
- Clause 4-10: Core management system elements (e.g., Context, Leadership, Planning, Support, Operation, Performance Evaluation, and Improvement)

Annex A: Provides a detailed list of controls for use to mitigate identified, applicable risks

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ten and that's because clauses four through ten is what are the actual normal requirements and you'll see here on the screen

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What is ISO/IEC 27001:2022? [cont'd]

Module 2 | Lesson A

- **Relevance:** Globally-recognized framework for managing information security-related risks
- **Regulatory Alignment:** Helps organizations meet requirements like HIPAA, HITRUST, and SOC 2
- **Competitive Advantage:** Certification demonstrates commitment to data security
- **Customer Trust:** Opens new markets, reduces the burden of customer security audits, and enhances credibility

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9:22

system utilising multiple management system standards. Next, why I like twenty seven thousand one or shared account more

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Applicability of the standard

Module 2 | Lesson B

Applicability of the standard

any information security management system or governance programme that governs it or info related risk. It's such

- **Adaptability:** High-level framework allows customization to meet the needs of:
 - Small startups
 - Large, complex organizations, such as software and holdings companies
- **Scope Flexibility:** Organizations define the ISMS scope to align with their operations and stakeholder expectations
- **Customer Focus:** Scoping reflects what customers and stakeholders need based on their interests

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Applicability of the standard

Module 2 | Lesson B

Applicability of the standard [cont'd]

- **Technology & Cloud Service Providers**
 - Manage large volumes of customer data.
 - Certification distinguishes security-conscious companies in competitive markets
 - Reassures regulators of proactive data protection
- **Financial Services:** protects highly sensitive financial data (e.g., bank and insurance information)
- **Healthcare:** focuses on safeguarding patient health data, which is a prime target for attacks

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Applicability of the standard

Module 2 | Lesson B

Applicability of the standard [cont'd]

- **Regulatory Landscape:** certain industries (e.g., financial services) have legal obligations for information security
- **Client and Partner Commitments**
 - Certification is often a baseline requirement for customer procurement
 - Reduces the burden of security audits and due diligence questionnaires
- **Geographical Footprint**
 - For global operations, including international offices in the ISMS scope can enhance assurance pertaining to the coverage of implemented controls

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length already throughout this training, but GDPR are the EU AI act that

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Focus within the newest revision

ISO 27001 Revision (2022)

- Aligned more closely with other management system standards
- Clauses 4-10 remained largely unchanged, with minor word choice changes and clarifications

Annex A updates

- Controls reduced from 114 (across 14 domains) down to 93 total organized into 4 themes
- 11 new controls**, incl. threat intelligence, information security within cloud services, configuration management, data masking

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vision was released it was a major revision. If we are recalling some of our terminology from the first module this revision largely

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Focus within the newest revision [cont'd]

• Adhere to requisite transition timelines within **IAF MD 26**

• Conduct an **internal gap analysis** to identify updates needed in the ISMS

• Revisit risk assessments and treatment plans to align with Annex A changes

• Update documentation to reflect new control references

• Design, implement, and document any newly-identified controls from Annex A

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this new revision. Let's move on now. transition timelines obviously very important. Iaf in D twenty six

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Focus within the newest revision [cont'd]

- Communicate changes, new controls, and processes to internal stakeholders
- Perform an **internal audit** per Clause 9.2 to validate ISMS components and new requirements
- Schedule a **transition audit** with the external certification body
- Can be conducted as a standalone audit or alongside the next scheduled audit

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certification to 22. All right, last item on this topic here and again it's a quick lesson and obviously making sure

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Clause 4 : Context of the Organization

- Define drivers, stakeholders, and scope of the ISMS

Clause 5 : Leadership

- Top leadership demonstrates commitment, assigns responsibility, and provides strategic direction

Clause 6 : Planning

- Define security objectives and establish a risk management process for consistent risk assessment

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actually say about these mandatory requirements? So what we've done here on your screen

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Clause 7: Support

- Allocate resources, maintain competency, establish communication plans

Clause 8: Operation

- Plan, implement, and control ISMS processes, including risk assessment and treatment

Clause 9: Performance Evaluation

- Monitor and measure ISMS effectiveness through audits and management reviews

Clause 10: Improvement

- Identify opportunities for improvement and correct nonconformities

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6.

Class 7. Very familiar, but I like to call it kind of a cluster clause. I



II 2:03

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How to read & sequence ISO 27001 [cont'd]

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management system overall. this all culminates into this optional set of controls here in Annex A

Annex A: organizations select "in-scope" controls to mitigate identified risks

- Controls that are irrelevant are marked as "out-of-scope" with justification

Guidance Documents

- [ISO/IEC 27002:2022] implementation guidance for Annex A
- [ISO/IEC 27003:2022] implementation guidance for Clauses 4 through 10

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How to read & sequence ISO 27001 [cont'd]

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II 6:44

out to recap here it always helps out a logical flow to the standard.
If you notice we



- Logical flow aids in developing a cohesive audit plan
- Understanding requirements and guidance helps identify gaps in ISMS implementation.
- Following the sequence ensures auditors can pinpoint breakdowns in requirements that hinder improvement during implementation or future audits

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Deciphering the auditable requirements

• **Required Activities:** actions to implement and maintain the ISMS

• **Required Documentation:** evidence needed to demonstrate conformity

• Auditors must verify the ISMS conforms to ISO 27001 by focusing on:

- 26 Required Activities (Clauses 4-10)
- 17 Required Documentation artifacts

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27,001 required activities versus required documentation. These are not terms you're going to find in

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Required Activities

Deciphering the auditable requirements [cont'd]

• [Clause 4.1] Determine internal and external issues (drivers) affecting the scope

• [Clause 4.2] Identify stakeholders and their information security requirements

• [Clause 4.3] Define the ISMS scope based on issues and stakeholders

• [Clause 4.4] Establish, implement, maintain, and improve the ISMS

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1:37

two talks about those interested parties or stakeholders that are most interested in the

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Deciphering the auditable requirements

Module 2 | Lesson E

Required Activities

Deciphering the auditable requirements [cont'd]

- [Clause 5.1] Leadership commitment to the ISMS
- [Clause 5.2] Establish an information security policy
- [Clause 5.3] Assign and communicate ISMS roles and responsibilities

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II 2:36

in terms of our documents leadership commitment to the IMS this could be an

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Required Activities

Deciphering the auditable requirements [cont'd]

- [Clause 6.1.1] Consider drivers and stakeholder requirements for risks and opportunities
- [Clause 6.1.2] Establish and implement a measurable, repeatable risk assessment process
- [Clause 6.1.3] Develop and implement a risk treatment process
- [Clause 6.2] Define and document ISMS objectives

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II 3:35

risk management programme around it. However that last word right

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Required Activities

Deciphering the auditable requirements [cont'd]



- [Clause 7.1] Allocate adequate resources (financial, personnel, tooling, time) for ISMS
- [Clause 7.2] Ensure personnel competency and retain evidence of competency
- [Clause 7.3] Promote ISMS awareness and understanding among personnel
- [Clause 7.4] Establish communication protocols for internal and external stakeholders
- [Clause 7.5] Maintain and control ISMS documentation

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5:12

inserted into your policy from class five point two keep moving this along clause seven my cluster swear word clause

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Required Activities

Deciphering the auditable requirements [cont'd]

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control processes required objectives more or less a self assessment for ongoing

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Deciphering the auditable requirements

Module 2 | Lesson E

Required Activities

Deciphering the auditable requirements [cont'd]

- [Clause 9.1] Define metrics and monitor ISMS performance.
- [Clause 9.2] Conduct annual internal audits to evaluate ISMS effectiveness
- [Clause 9.3] Perform top management reviews of ISMS performance at planned intervals

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II 8:10

from scope to scope. We should see top management involved in this process. It should

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Module 2 | Lesson E

Required Activities

Deciphering the auditable requirements [cont'd]



- [Clause 10.1] Address ISMS nonconformities, conduct root cause analyses, and implement corrective actions
- [Clause 10.2] Continuously improve the ISMS to achieve intended results

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findings against outputs to that steering committee planned interval

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Deciphering the audible requirements

Module 2 | Lesson E

Required Documentation

Deciphering the audible requirements [cont'd]

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10:39

documentation item required documentation is always front centre and you

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Deciphering the audible requirements

Module 2 | Lesson E

Required Documentation

Deciphering the audible requirements [cont'd]



• [Clause 7.2] Personnel competency

• [Clause 7.5] Documentation deemed necessary by the organization

• [Clause 8.1] Documentation ensuring processes are carried out as planned

• [Clause 8.2] Risk register

• [Clause 8.3] Risk treatment plans

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12:43

Personnel compensacy. That's a form of a documentary record. This could be resumes CVS. This could

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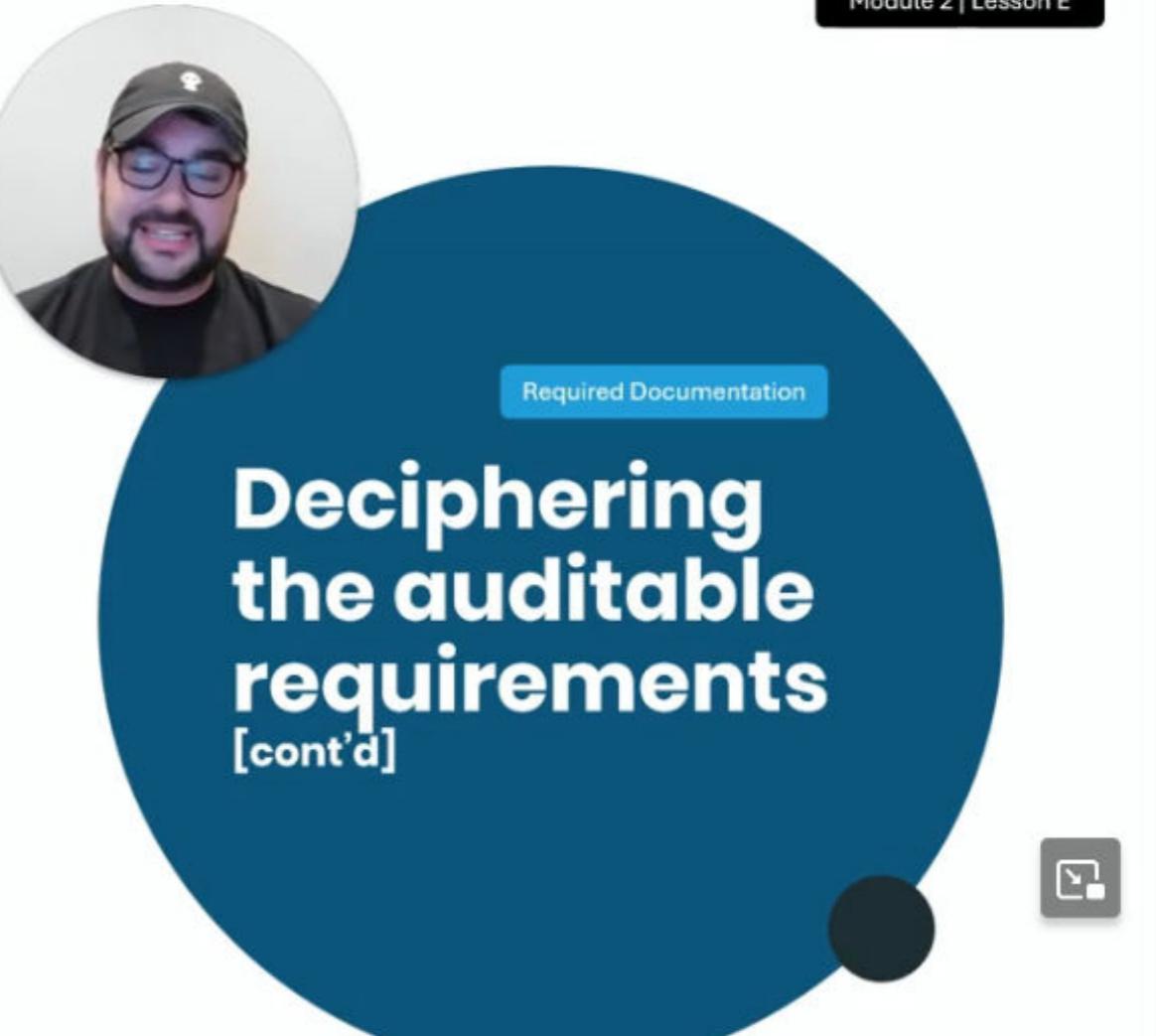
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Required Documentation

Deciphering the auditable requirements [cont'd]



of those risks.

Closest 9.1. This is those self assess

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