

Day	Module	Topics	Time (in Mins)	Cum. Time (in Mins)	Cum Time (Hrs)
Day - 1					
Day 1	Introduction to management systems and standards	Introduction between participants and faculty	60	60	1.0
		Overview of standards and related management systems	30	90	1.5
		Health Break	15	105	1.8
		Introduction to Quality Management	20	125	2.1
		Visual on ISO 9001	10	135	2.3
		Introduction to Information Security	30	165	2.8
		Introduction to IT Service Management	25	190	3.2
		Introduction to BCMS	20	210	3.5
		Lunch break	60	270	4.5
	Implementation Roadmap Apex manual definition	Management system implementation roadmap overview	30	300	5.0
		Discussion on qualities and competence of an	15	315	5.3
		Defining management system - Requirements from ISO 9001, ISO 27001, ISO 20000 and BS 25999	60	375	6.3
		Exercise on developing the apex manual	60	435	7.3
		Review of apex manual	45	480	8.0
Day - 2					
Day 2	ISO 27001 Controls and SoA Defining Processes	Introduction to controls in ISO 27001	30	30	0.5
		Define SoA based on a case study	45	75	1.3
		Interactive presentation on controls from	30	105	1.8
		Health Break	15	120	2.0
		Process requirements from ISO 9001, ISO 27001, ISO 20000 and BS 25999	60	180	3.0
		Guidelines for developing processes	30	210	3.5
		Lunch break	60	270	4.5
	Gap analysis and process definition	Gap analysis for combined standards	60	330	5.5
		Gap analysis results presentation	30	360	6.0
		Health Break	15	375	6.3
		Exercise on process definition	60	435	7.3
		Review of processes developed	45	480	8.0
		Day - 3			
Day 3	BIA and Risk Analysis	Conducting Business Impact Analysis	30	30	0.5
		Exercise on BIA	30	60	1.0
		Review of BIA	30	90	1.5
		Health Break	15	105	1.8
		Risk management from ISO 9001, ISO 27001, ISO 20000 and BS 25999	30	135	2.3
		Risk analysis techniques	30	165	2.8
		Exercise on risk assessment	45	210	3.5
		Lunch break	60	270	4.5
	BCP Service catalog	Review of risk assessments	30	300	5.0
		Business Continuity Planning (BCP)	30	330	5.5
		Case study on BCP	45	375	6.3
		Case study briefing	30	405	6.8

		Defining service catalog and SLA	30	435	7.3
		Exercise on service catalog	45	480	8.0
Day - 4					
Day 4	CMDB Metrics	Review of service catalog and SLA	30	30	0.5
		Understanding CMDB	30	60	1.0
		Exercise on CMDB	45	105	1.8
		Health Break	15	120	2.0
		Review of CMDB exercise	30	150	2.5
		Defining measurement program	45	195	3.3
		Lunch break	60	255	4.3
	Metrics Management review	Exercise on defining metrics	45	300	5.0
		Review of metrics	30	330	5.5
		Planning management reviews	30	360	6.0
		Health Break	15	375	6.3
		Exercise on management review	60	435	7.3
		Review of management review checklists	45	480	8.0
	Day - 5				
Day 5	Internal audits Awareness training	Planning internal audits	45	45	0.8
		Auditor qualities	15	60	1.0
		Exercise on internal audit planning	60	120	2.0
		Health Break	15	135	2.3
		Review of internal audit planning	45	180	3.0
		User awareness training planning and inputs	30	210	3.5
		Lunch break	60	270	4.5
	External audit Closure	Planning for document review	30	300	5.0
		Audit findings closure	30	330	5.5
		Planning for external audit	30	360	6.0
		Health Break	15	375	6.3
		CAPA techniques	30	405	6.8
		External audit	30	435	7.3
		Any other topic of interest	15	450	7.5
		Certification program formalities and wind-up	30	480	8.0