



PECB CERTIFIED ISO/IEC 38500 LEAD IT CORPORATE GOVERNANCE MANAGER

MASTERING THE IMPLEMENTATION AND MANAGEMENT OF CORPORATE GOVERNANCE OF INFORMATION TECHNOLOGY BASED ON ISO/IEC 38500

SUMMARY

This five-day intensive course enables participants to develop the necessary expertise and knowledge to support an organization in implementing and managing Corporate Governance of IT as specified in ISO/IEC 38500:2008. Participants will also gain a thorough understanding of best practices used to appropriately govern a Corporate Governance of IT system across all the principles of ISO/IEC 38500. ISO/IEC 38500 applies to the governance of management processes (and decisions) relating to the information and communication services used by an organization. These processes could be controlled by IT specialists within the organization or external service providers, or by business units within the organization. This training is consistent with COBIT 5 (Control Objectives for Information and Related Technology) and CGEIT (Certified in the Governance of Enterprise IT).

WHO SHOULD ATTEND?

- ▶ Project managers or consultants wanting to prepare and to support an organization in the implementation of Corporate Governance of IT
- ▶ ISO 38500 auditors who wish to fully understand the Corporate Governance of IT implementation process
- ▶ CxO and Senior Managers responsible for the IT governance of an enterprise and the management of its risks
- ▶ Members of groups monitoring the resources within the organization
- ▶ External business or technical specialists, such as legal or accounting specialists, retail associations, or professional bodies
- ▶ Vendors of hardware, software, communications and other IT products
- ▶ Internal and external service providers (including consultants)
- ▶ Members of an information security and/or IT team
- ▶ Expert advisors in information technology
- ▶ Technical experts wanting to formalize, amend, and/or extend the organizations IT-related objectives

COURSE AGENDA

DURATION: 5 DAYS

DAY 1

Introduction to IT Governance and ISO 38500

- ▶ Introduction and a brief history of Corporate Governance of IT
- ▶ Presentation of the standards ISO/IEC 38500, COBIT 5, and CGEIT
- ▶ Overview of the fundamental principles of the Corporate Governance of IT
- ▶ Governance model for the Corporate Governance of IT
- ▶ Assigning roles and accountabilities
- ▶ Establishing the GEIT Project Team and drafting the GEIT Project Plan
- ▶ The difference between governance and management

DAY 2

IT Strategy and Acquisition

- ▶ Strategic alignment of IT-related objectives with enterprise objectives through goal cascading
- ▶ Meeting stakeholder needs through benefits realization, risk optimization, and resource optimization
- ▶ Formulating a strategy through
 - » Mapping out the big picture
 - » Deciding how to get there
 - » Acting effectively to manage risk
 - » Evaluating changes
- ▶ Effectively managing changes in business strategy which are due to the dynamic nature of a business environment
- ▶ Establishing an IT strategy committee with the focus on offering advice on IT value, risk, and performance.
- ▶ Acquisition – Balancing benefits opportunities, costs, and risks
- ▶ Categorizing IT investments
- ▶ Managing investments through
 - » Business case
 - » Program management
 - » Benefits realization
- ▶ Preparing an acquisition and procurement process
- ▶ Calculation of benefits using financially-oriented and nonfinancially-oriented cost-benefit techniques
- ▶ Drafting and implementing cost optimization strategies

DAY 3

Performance and Risk Management

- ▶ Implementation of an IT service management system
- ▶ Continuous improvement through the following frameworks:
 - » Six Sigma
 - » Total Quality Management (TQM)
 - » Plan-Do-Check-Act (PDCA)
- ▶ Interoperability of diverse systems and organizations
- ▶ Risk management: identification, analysis and treatment of risk (drawing on guidance from ISO 31000)
- ▶ Implementing a Business Continuity Management System and a Recovery Strategy

DAY 4

Resource Management, Conformance, and Human Behaviour

- ▶ Establishing an effective Human Resource Management
- ▶ Drafting and incorporating HR strategies
- ▶ Contract Management, Relationship Management, and Asset Management through SLAs and OLAs
- ▶ Management and governance of data
- ▶ Record and monitor IT resource utilization and availability
- ▶ Outsourcing practices: Onsite, Offsite, and Offshore
- ▶ Measure continuous performance of service delivery
- ▶ Governance of conformance to legal requirements and other standards
- ▶ Governance of human behavior and management of organizational and cultural change

DAY 5

Certification Exam



LEARNING OBJECTIVES

- ▶ To understand the implementation of the Corporate Governance of IT by adhering to the governance framework and principles of ISO/IEC 38500
- ▶ To gain a comprehensive understanding of the concepts, approaches, standards, methods and techniques required for the effective management of a Corporate Governance of IT
- ▶ To understand the relationship between the components of a Corporate Governance of IT, including responsibility, strategy, acquisition, performance, conformance, and human behavior
- ▶ Preparing an acquisition and procurement process
- ▶ Calculation of benefits using financially-oriented and nonfinancially-oriented cost-benefit techniques
- ▶ Drafting and implementing cost optimization strategies

EXAMINATION

The “PECB Certified ISO/IEC 38500 Lead Manager” exam fully meets the requirements of the PECB Examination and Certification Program (ECP). The exam covers the following competence domains:

1

Domain 1: Principles for good Corporate Governance of IT

Main Objective: To ensure that the principles of Corporate Governance of IT are understood, interpreted, and illustrated according to ISO/IEC 38500

2

Domain 2: Evaluate-Direct-Monitor Model of ISO/IEC 38500

Main Objective: To ensure that the Evaluate-Direct-Monitor model of the standard are understood, well interpreted and provides guidance on how implement and manage requirements based on ISO/IEC 38500.

3

Domain 3: Guidance for the Corporate Governance of IT

Main Objective: To ensure that the guidance provided for good Corporate Governance is understood and well interpreted.

4

Domain 4: Evaluate the need and applicability of each principle

Main Objective: To ensure that the principles of the standard are properly evaluated and understood.

5

Domain 5: Direct the adherence to each principle

Main Objective: To ensure that the principles are adhered based on ISO/IEC 38500.

6

Domain 6: Monitor all or key activities related to all the principles

Main Objective: To ensure that the principles of the standard are monitored.

- ▶ The “PECB Certified ISO/IEC 38500 Lead Manager” exam is available in different languages (the complete list of languages can be found in the examination application form)
- ▶ Duration: 3 hours
- ▶ For more information about the exam, refer to PECB section on ISO/IEC 38500 Lead Manager Exam



CERTIFICATION

- ▶ After successfully completing the exam, participants can apply for the credentials of PECB Certified ISO/IEC 38500 Lead Manager, depending on their level of experience
- ▶ A certificate will be issued to participants who successfully pass the exam and comply with all the other requirements related to the selected credential:

Credential	Exam	Professional Experience	IT Corporate Governance Manager experience	Other Requirements
PECB Certified ISO/IEC 38500 Provisional I.T. Corporate Governance Manager	PECB Certified ISO/IEC 38500 Lead IT. Corporate Governance Manager Exam	None	None	Signing the PECB code of ethics
PECB Certified ISO/IEC 38500 IT. Corporate Governance Manager	PECB Certified ISO/IEC 38500 IT Corporate Governance Manager Exam	Two years One year of IT Corporate Governance Manager	IT Corporate Governance Manager activities totaling 200 hours	Signing the PECB code of ethics
PECB Certified ISO/IEC 38500 Lead IT. Corporate Governance Manager	PECB Certified ISO/IEC 38500 Lead IT Corporate Governance Manager Exam	Five years Two years of IT Corporate Governance Manager	IT Corporate Governance Manager activities totaling 300 hours	Signing the PECB code of ethics

For more information about ISO/IEC 38500 certifications and PECB certification process, refer to PECB section on ISO/IEC 38500 Lead Manager

GENERAL INFORMATION

- ▶ Certification fees are included in the exam price
- ▶ A student manual containing over 500 pages of information and practical examples will be distributed to participants
- ▶ A participation certificate of 31 CPD (Continuing Professional Development) credits will be issued to participants
- ▶ In case of failure of the exam, participants are allowed to retake the exam for free under certain conditions

For additional information, please contact us at info@pecb.com | www.pecb.com