Half Day Talk: IT Service Management ISO20000
Date/Time: 15 September 2020, 2.00pm – 5.30pm
Location: Sime Darby Convention Center, Kuala Lumpur

ISACA
Malaysia Chapter

Overview

The third edition of ISO/IEC 20000-1 has been developed to help organizations better respond to today's business environment and increasing service requirements. This standard will help your organization to improve the effectiveness of your service management system (SMS) so you can deliver high quality, reliable services to your customers.

Get insight into the ISO/IEC 20000-1:2018 development process and the different perspectives that were considered to ensure that the updated standard is fit to support the current and anticipated future trends in service management.

You'll learn about common terms and definitions, new and changed requirements outlined in the standard and the new ISO high level structure that is now applied to all new and revised management system standards.

This member talk will provide a walk through with participants on key stages in implementing IT Service Management System at enterprise level to achieve the certifications.

Keys Take Away

- Improvement between ISO/IEC 20000-1:2011 and ISO/IEC 20000-1:2018.
- The purpose and use of Annex SL high level structure.
- New and changed service management system requirements that will arise as a result of transitioning to latest standards.
- How the standard can be used beyond IT services.
- What these changes mean for your organization.

Who Should Attend

This talk is suitable for IT Professional, Auditors, Risk Managers, Advisors, Compliance Officers, etc. who want to have a better understanding on the IT Service Management - ISO20000 implementation, maintenance and audit.

3 CPE hours

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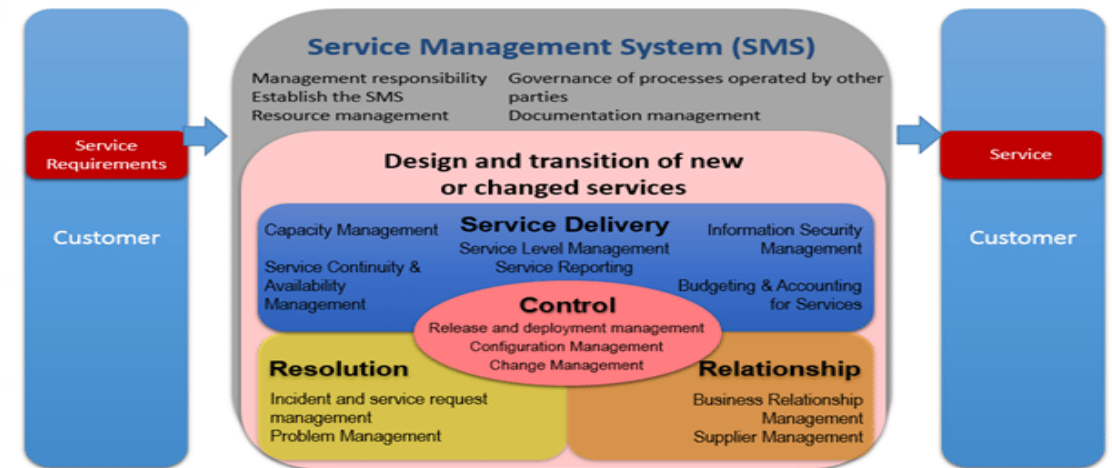
Our Speaker

Cik Wan Nasra Wan Firuz
Information Resilience Sector Lead

Wan Nasra is the Information Resilience Sector Lead for British Standards Institution, BSI Malaysia.

She holds a Bachelor's Degree in Computer and Communications Engineering and has more than 17 years working experience in ICT related industry which 8 years in management system audits. She is also the member of ISO/IEC JTC 1 SC27 WG1 – Information Security Management System (Malaysian Chapter).

Her management system audit experience involves compliance and information security audits with specialisation in information security and business continuity implementation. Sectors audited includes banking, telecommunications, government, transportation and national defence.

She also involved in information technology (IT) governance which includes requirements identification, process development and security metrics for critical IT areas. Publications include Information Security Management System Guideline – A Practical approach (2013), Transition to ISO/IEC 27001:2013 (2014) and ISO/IEC 27001: Have You Chosen the Correct Measurements? (2015)

Agenda

1:30pm   Registration

2:00pm   Speech by Cik Wan Nasra

➢ Introduction to BSI, a Royal Charter company

➢ ISO/IEC 20000-1:2018 IT Service Management System

➢ Benefits
   • What is it?
   • Who is it for? Why?

3:30pm   Break / Networking

4:00pm   Speech by Cik Wan Nasra

➢ Structures and Principles

➢ New and changes of the transitioning from ISO/IEC 22000-1:2011 to ISO/IEC 20000-1:2018

➢ Certification specification ISO/IEC 20000-1:2018

5:00pm   Q & A Session

5:30pm   The End

Details and Registrations

Event: Half Day Talk: IT Service Management ISO20000

Date: 15 September 2020

Time: 2.00pm to 5.30pm

Venue: Sime Darby Convention Centre, 1A, Jalan Bukit Kiara 1, 60000 Kuala Lumpur.

Fees: **Free** for ISACA members
RM 150 for non members guest (for paying guest, please contact Mr Seelan)

Contact: Mr Seelan, ISACA Office Administrator
Mobile: +6017 219 6225 | Email: officeadmin@isaca.org.my

* Members may invite guests to this event at RM 150 per person.

As good practice, ISACA Malaysia Chapter is informing you that your personal data will be processed, retained and used by ISACA Malaysia Chapter in relation to this training event. Your personal data may also be retained and used by ISACA Malaysia Chapter to market and promote training events conducted by ISACA Malaysia Chapter.

Registration via ISACA Malaysia Website Only!

Sime Darby Convention Centre
1A, Jalan Bukit Kiara 1,
60000 Kuala Lumpur, Malaysia.

Reservations & Registrations:
Seats are LIMITED. Please register via ISACA MY Chapter Website (isaca.org/malaysia). ISACA Malaysia Chapter reserves the right to change the venue, date, speakers, and programme or to cancel the programme should unavoidable circumstances arise. If applicable, a full refund of fees will be made in the event of cancellation.

Payment Details:
Fees are not refundable once registration is confirmed, however, replacements may be sent. Cheques should be made payable to "Information Systems Audit And Control Association" and mailed to: ISACA Malaysia Chapter, Unit 916, 9th Floor, Block A, Damansara Intan, No.1, Jalan SS 20/27, 47400 Petaling Jaya, Selangor.

Alternatively, payment can be banked-in to: Maybank Account number – 512231822725. Bank in slip or Internet Banking confirmation MUST be faxed to 03-7726 1257 or emailed to officeadmin@isaca.org.my, with a cover note stating Event Name, Organisation / Participant(s) Name and Amount Banked In. Payment will not be recognised without this cover note.