

RESILIA™ Practitioner Awareness Components (itSM761)

Course Overview

This course teaches students about thinking differently, risk management, and the CSI approach to becoming cyber resilient.

<u>Course Introduction</u>	3m
Course Introduction	
<u>Chapter 01 - Introduction to RESILIA™ Practitioner</u>	11m
Lesson: Course Organization	
Welcome to the Course!	
Why Are You Here?	
Using Bloom’s Taxonomy	
What do you Expect?	
Housekeeping Online	
Quizzes & Exercises	
RESILIA Certification Exam	
Getting Started with an Online Class	
Agenda	
<u>Chapter 02 - Think Different</u>	53m
Lesson: A Different Perspective	
Prevention is not Resilience	
Cyber Resilience Defined	
Cyber Resilience Starts with the Board	
Strategic Perspective for RESILIA	
Perspective & Position CR considerations	
Plan & Patterns CR considerations	
Lesson: A Different Way of Doing	
Enterprise Resilience (cybersecurity)	
Lessons Learned from Applying the 4Ps	
Applied to Control Objectives	
4Ps Coordinating Processes	
ITSM/CR Practice Guide	
4Ps in Strategy	
4Ps in Design	
4Ps in Transition	
4Ps in Operation	
4Ps in CSI	
CR & ITSM Lifecycle Processes	
CR – Principles	
CR - Themes	
Principles of Control Objectives Applied	
Themes of Control Objective Realized	

Summary: Think Different
Prevention is not Resilience
ITSM/CR Practice Guide

Chapter 03 - Risk Management

44m

Learning Objectives
Lesson: Risk Terminology
Assets, Threats, Vulnerabilities & Risks
Assets
Threats
Vulnerabilities
Risks
Lesson: Risk Management in Action
Overall Risk Context
Address Risks
Establish Context
Establish Criteria
Risk Identification
Risk Analysis & Evaluation
Risk Treatment
Risk Avoidance
Risk Modification
Risk Sharing
Risk Retention
Risk Monitoring & Review
Lesson: Risk Treatment
Risk Treatment
Create a Risk Treatment Plan
Manage the Risk Treatment Plan
Risk Register
Create a Risk Register
Manage the Risk Register
Summary: Risk Management
What is it?
Why do we need it?
Management of Risk
Actions to Address Risks
Risk Treatment Plan
Risk Register
End of Chapter

Chapter 04 - CSI Approach to Becoming Cyber Resilient

1h 19m

Learning Objectives
4Ps in CSI
Lesson: Applying the CSI Approach
CSI Approach to Cyber Resilience
Vision
Current Position
Desired Position
How to Get to the Desired Position

Monitor & Measure
How to Keep the Momentum Going
Lesson: 7-Steps to Cyber Resilience Improvement
Using the 7-Step Improvement Process
Step 1 – Strategy for Improvement
Step 2 – Define Measurement
Step 3 – Gather Data
Step 4 – Process Data
Step 5 – Analyze Information & Data
Vision to Measurement
Step 6 – Present & Use Information
Step 7 – Implement Improvement
Lesson: Manage Control Objectives
CR Lifecycle Control Objectives
Control Objectives & CSI
CSI Control Objectives
Cyber Resilience Audit & Review
Technology Review & Audit Applied
Technology Review & Audit Realized
Control Performance Evaluation Applied
Control Performance Evaluation Realized
Control Assessment
Control Assessment Applied
Control Assessment Realized
KPIs, KRIs & Benchmarking
KPIs, KRIs & Benchmarking Applied
KPIs, KRIs & Benchmarking Realized
Business Continuity Improvements
Business Continuity Improvements Applied
Business Continuity Improvements Realized
Process Improvements
Process Improvements Applied
Process Improvements Realized
Remediation & Improvement Planning
Remediation & Improvement Planning Applied
Remediation & Improvement Planning Realized
Summary: CSI Approach to Becoming Cyber Resilient
CSI Approach to Cyber Resilience
Using the 7-Step Improvement Process
CSI Control Objectives
End of Chapter

Chapter 05 - RESILIA™ Practitioner Summary

19m

Lesson: Review
Strategic Perspective for RESILIA
4Ps in Strategy
4Ps in Design
4Ps in Transition
4Ps in Operation
4Ps in CSI

CR Lifecycle Control Objectives
Strategy Control Objectives & Processes
Design Control Objectives & Processes
Transition Control Objectives & Processes
Operations Control Objectives & Processes
Lesson: Exam Preparation
RESILIA Certification Exam
Study Guide
Course Closure

Total Duration: 9h 12m