

Integrated ITSM Security & Compliance Management

Duration: 5 Days

Language: en

Course Code: PI1 - 137

Objective

By the end of the course, participants will be able to:

- Understand the intersection between ITSM, cybersecurity, and compliance frameworks.
- Identify key security risks in IT service environments and implement mitigation strategies.
- Align ITSM processes with standards such as ISO/IEC 27001, GDPR, and NIST.
- Design ITSM workflows that support secure incident, change, and asset management.
- Develop governance structures for policy enforcement and audit preparation.

Audience

This course is ideal for:

- IT service managers and team leads.
- Information security officers.
- Compliance and governance professionals.
- ITIL-certified professionals.
- Risk and audit managers.
- IT consultants and solution architects.

Training Methodology

The course combines interactive lectures, real-life use cases, industry standards, and practical exercises. Participants will engage in threat modeling, process mapping, compliance checklist building, and incident simulation scenarios to reinforce concepts.

Summary

As IT Service Management (ITSM) continues to evolve in response to digital transformation and complex cyber threats, organisations are expected to deliver secure, compliant, and efficient services. This course explores how to integrate security practices and compliance requirements

into ITSM frameworks to strengthen resilience, maintain trust, and ensure regulatory alignment.

Participants will gain practical insights into embedding cybersecurity controls, governance frameworks, and audit readiness within ITIL-aligned processes. The course bridges the gap between service management, information security, and regulatory compliance, empowering IT leaders to establish a unified and secure service delivery model.

Course Content & Outline

Section 1: ITSM Foundations and Risk Context

- Overview of ITSM frameworks (ITIL v4 focus)
- Key components: service lifecycle, service value system (SVS), and processes
- Introduction to risk management in service environments
- Common vulnerabilities in ITSM processes (e.g., change, incident, configuration)

Section 2: Cybersecurity Integration with ITSM

- Mapping security controls to ITSM functions
- Role of information security in incident, change, and access management
- Threat detection and response within service operations
- Secure configuration and asset management practices
- Role of SIEM and vulnerability management in ITSM

Section 3: Compliance and Regulatory Alignment

- Overview of major standards and regulations:

1. ISO/IEC 27001
2. NIST Cybersecurity Framework
3. GDPR
4. HIPAA (for healthcare)

- Embedding compliance checks into ITSM workflows
- Documentation and evidence preparation for audits
- Managing third-party risks and service-level agreements (SLAs)

Section 4: Governance, Policy, and Control Frameworks

- Developing security and compliance governance models

- Policies for acceptable use, access control, data protection
- Control libraries and their integration into the CMDB
- Reporting structures and escalation paths
- Building a culture of accountability in service teams

Section 5: Implementation Strategies and Best Practices

- Tools for integrating ITSM with security platforms (SIEM, GRC, IAM)
- Case study: Implementing secure incident response in an ITIL environment
- Building dashboards and KPIs for compliance and security monitoring
- Roadmap for continuous improvement and audit readiness
- Future trends: zero-trust architecture, automated compliance, AI in ITSM

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

IT & Computer Application, Technology

Tags

ITIL, ITSM, ITSM Tools, ITSM Security

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