



# Course Calendar

*December 2011 to January 2013*



Government of Alberta ■

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## School Technology Services Program

School Technology Services Program (STSP) is a comprehensive approach to the challenges associated with governing and managing information technology investments and assets. STSP will support school authorities in self-assessing their current status and developing competencies in the three key areas of IT Governance, IT Management and Information Security Management.

For more information about STSP, contact Angie Tarasoff at [Angie.Tarasoff@gov.ab.ca](mailto:Angie.Tarasoff@gov.ab.ca) or by phone at 780-427-0253 (toll-free by dialing 310-0000 first).

*Alberta Education's School Technology Sector works to support and enable learning and teaching with technology in Alberta's K-12 education system, and is coordinating School Technology Services Program as part of this work.*

## Training Overview

Alberta school authorities use Information Technology (IT) extensively in their day-to-day operations. Recognizing the critical role IT plays in our schools and the education system as a whole, Alberta Education is offering courses in conjunction with ISACA Edmonton to share best practices and build capacity of IT management and IT support personnel in Alberta school authorities.

This training in IT Governance, IT Service Management and Information Security Management is for school authority senior leaders and IT staff. The courses are offered at no cost to school authority personnel. However, individuals will be responsible for any exam costs should they choose to take them for certification purposes (with the exception of the ISO/IEC 27001 Foundation course).

## How to Register

To register for courses, please visit ISACA Edmonton's website at <http://www.isaca-edmonton.ca/calendar.asp#courses>.

Please note that the registration deadlines for the courses is two weeks prior to its start date. It is anticipated that the demand will be high, so please register early. Information on the course will be sent to you with your confirmation of enrollment.

If you have any questions about the courses, please contact Qin Chang, Senior Network Analyst with School Technology Sector, at [Qin.Chang@gov.ab.ca](mailto:Qin.Chang@gov.ab.ca) or by phone at 780-427-1382.

## About ISACA

ISACA was incorporated by IT professionals who recognized a need for a centralized source of information and guidance in the growing field of auditing controls for computer systems. Today, ISACA has more than 180 chapters in over 75 countries, and more than 95,000 members worldwide. ISACA and its chapters provide members education, resource sharing, advocacy, professional networking and a host of other benefits on a local level. Contact the ISACA Edmonton directly at [education@isaca-edmonton.ca](mailto:education@isaca-edmonton.ca) for more information on the chapter and its activities.

## Calendar

If you have not yet received training in COBIT and ITIL, there will be COBIT/ITIL Foundation courses held in Calgary in 2012. Those who have already completed COBIT/ITIL training can take intermediate level courses in Edmonton.

	IT Governance	IT Service Management	Information Security
December 2011			ISO/IEC 27001 Foundation (Edmonton) December 5 to 6 SO/IEC 27001 Foundation (Calgary) December 7 to 8
January 2012		ITIL Service Strategy (Edmonton) January 18 to 20	
March 2012	COBIT Foundation (Calgary) March 7 to 9		
April 2012			Information Security Management (Calgary) April 18 to 20
May 2012	COBIT: Strategies for Implementing IT Governance (Edmonton) May 16 to 18		
July 2012		ITIL v3 Foundation (Calgary) July 9 to 11	
October 2012			IT Audit and Security Boot Camp (Calgary) October 17 to 19
December 2012		ITIL Service Strategy (Calgary) December 5 to 7	
January 2013	COBIT: Strategies for Implementing IT Governance (Calgary) January 9 to 11		

## COBIT® Foundation (3-Day)

### Level: Foundational

In the COBIT Foundation Course, participants learn why organizations need an IT control framework and how COBIT provides a globally accepted IT governance and control framework. Participants will learn the elements of the COBIT framework and gain foundation-level knowledge of COBIT.

### Audience

- IT Leadership
- IT Staff

### Objectives

- Identify IT management issues and their impact on organizations.
- Understand the need for a control framework, and how COBIT meets this need.
- Understand principles of IT governance, and how IT governance addresses management issues.
- Understand how COBIT relates to and works with other standards and frameworks, such as Val IT, Risk IT, ITILv3, ISO/IEC 27001, and the Project Management Body of Knowledge.
- Identify the control objectives, control practices, and management guidelines in COBIT.
- Understand how to apply COBIT to real-world situations.

### Examination And Certification

OPTIONAL - COBIT Foundation Certification Exam is available at an additional cost.

### Dates And Locations

#### March 7-9, 2012

Calgary Board of Education's Education Centre  
1221 - 8 Street SW  
Calgary, AB T2R 0L4

### Pre-Requisites

None.

# COBIT®: Strategies for Implementing IT Governance (3-Day)

## Level: Intermediate

Building on the COBIT® Foundation Course, the intermediate Strategies for Implementing IT Governance helps participants learn strategies for implementing IT governance. Participants will learn how to use COBIT, Val IT (a governance framework that can be used to create business value from IT investments) and other supporting components and related tools for implementing IT governance.

## Audience

- IT Leadership
- IT Staff

## Objectives

- Define successful governance of IT and IT governance principles, and integrate these principles into governance of IT.
- Understand ISACA's approach to IT governance implementation using the COBIT framework.
- Learn practical implementation factors and how to sustain IT governance implementation.
- Discuss IT control and assurance practices.
- Apply the framework(s) in practice, and discuss COBIT's relationship to other frameworks and standards.
- Create meaningful measures and integrate management feedback in performance measurement frameworks.

## Examination And Certification

Not Applicable.

## Dates And Locations

### May 16-18, 2012

44 Capital Boulevard  
10044 - 108 Street  
Edmonton, AB T5J 5E6  
Room 6A/B/C

### January 9-11, 2013

Calgary Board of Education's Education Centre  
1221 - 8 Street SW  
Calgary, AB T2R 0L4

## Pre-Requisites

- Previous IT governance, assurance/audit, security and/or management experience is required, as is an understanding of the concepts, terminology, approaches, methodologies and techniques to govern IT environments.

# IT Service Management

## ITIL V3 Foundation (3-Day)

### Level: Foundational

This course introduces participants to the life cycle of managing IT services in order to deliver value to the organization. Participants will use a case-study based approach to learn foundation-level skills in the core disciplines of ITIL best practices, service strategy, service design, service transition, service operation, and continual service improvement.

### Audience

- IT Leadership
- IT Staff

### Objectives

- Identify the key principles and concepts of IT service management.
- Understand the benefits of implementing ITIL in the organization.
- Identify Service Management processes and how they relate to the service life cycle.
- Identify the activities and roles related to the service life cycle.
- Understand the relationship of each part of the service life cycle and their interrelationships.
- Identify factors that impact the effectiveness of the service life cycle.

### Examination And Certification

OPTIONAL – ITIL v3 Foundation Certification Exam is available at an additional cost.

### Dates And Locations

**July 9-11, 2012**  
Calgary Board of Education's Education Centre  
1221 - 8 Street SW  
Calgary, AB T2R 0L4

### Pre-Requisites

None.

# ITIL Service Strategy (3-Day)

## Level: Intermediate

This intermediate course builds on the ITIL Foundation concepts of managing IT services to deliver value and focuses on the area of service strategy. Participants will gain an understanding of how to assess their organization and stakeholder's IT needs, how to determine which IT services should be offered and what capabilities need to be developed. In addition, participants will gain an understanding of how service strategy fits in with the other stages of the ITIL Service lifecycle (service design, service transition, etc.). The course is assignment-based, with a strong emphasis on practical coursework.

## Audience

- IT Leadership
- IT Staff

## Objectives

- Understand Service Strategy principles, purposes, and objectives
- Understand how Service Strategy processes interact with other Service Lifecycle processes
- The activities, methods and functions used in each of the Service Strategy processes
- The roles and responsibilities within Service Strategy and the activities and functions to achieve operational excellence.
- Understanding technology and implementation requirements in support of Service Strategy
- The challenges, critical success factors and risks related with Service Strategy.

## Examination And Certification

OPTIONAL – The certification exam is available at an additional cost.

## Dates And Locations

### January 18-20, 2012

44 Capital Boulevard  
10044 - 108 Street  
Edmonton, AB T5J 5E6  
Room 6A/B/C

### December 5-7, 2012

Calgary Board of Education's Education Centre  
1221 - 8 Street SW  
Calgary, AB T2R 0L4

## Pre-Requisites

- ITIL v3 Foundation course.

# Information Security

## ISO/IEC 27001 Foundation (2-Day)

### Level: Foundational

Information security is a high priority for school boards. In addition to the presence of external and internal threats, legal, regulatory and contractual compliance requirements make effective information security a key 21st Century management challenge.

ISO/IEC 27001 is a structured, technology-neutral, vendor-agnostic specification and code of practice for information security management in organizations of all sizes.

This course will also assist school authorities in meeting the security measures required in the Provincial Approach to Student Information (PASI) Usage Agreement.

### Audience

- IT Leadership
- IT Staff

### Objectives

- Learn practical ways of implementing an Information Security Management System (ISMS).
- Use some of the tools and documentation to achieve results within an ISMS.
- Understand the benefits of an ISMS to the organization.

### Examination And Certification

OPTIONAL – The participants who pass the exam will be awarded a certificate issued by the exam body with CPE credits, at no extra cost.

### Dates And Locations

#### **December 5-6, 2011**

44 Capital Boulevard  
10044 - 108 Street  
Edmonton, AB T5J 5E6  
Room 6A/B/C

#### **December 7-8, 2011**

Calgary Board of Education's Education Centre  
1221 - 8 Street SW  
Calgary, AB T2R 0L4

### Pre-Requisites

None. Knowledge and understanding of information security concept and technology is beneficial.

## Information Security Management (3-Day)

The risks and security threats associated with information have increased in number and complexity. This course is designed specifically for information security professionals who have, or aspire to have, information security management responsibilities. Participants will learn how to develop and manage a capability to respond to and recover from disruptive and destructive information security events.

The course focuses on five content areas:

- Information security governance
- Risk management
- Information security program development
- Information security management
- Response management

### Audience

- IT Leadership
- IT Staff

### Objectives

- Develop the expertise needed to ensure that the organization's information is protected, and reduce information security risks.
- Design, develop, implement and manage an effective security management program
- Identify and manage information security risks

### Examination And Certification

Not applicable

### Dates And Locations

**April 18-20, 2012**  
Calgary Board of Education's Education Centre  
1221 - 8 Street SW  
Calgary, AB T2R 0L4

### Pre-Requisites

Knowledge and understanding of information security architecture and technology concepts is beneficial.

## IT Audit And Security Boot Camp (3-Day)

When IT Security Management practices are reactive and ad hoc in nature, IT Leadership cannot provide reasonable assurance to Senior Leadership that information is secure and IT risks are managed. The IT Audit and Security Baseline process enables organizations to identify weaknesses in security controls, so that they can be appropriately addressed, and monitored over time.

This hands-on workshop will teach participants the skills needed to establish an IT Audit and Security Baseline. Participants will learn how to identify poorly secured operating systems, databases and wireless, dial-up and Internet vulnerabilities. Participants will complete a series of simulations and exercises designed to build the knowledge to effectively use available tools. These tools identify critical security issues in the enterprise-wide network.

Participants are required to have a network-enabled Win2K/XP/Vista laptop with administrative rights to both the operating system and anti-virus software (to create a directory exempt from anti-virus scanning), an office application with word processing and spreadsheet capabilities (i.e. MS Word and Excel), and a CD-ROM drive.

### Audience

- IT Staff
- IT Leaders
- Internal Auditors

### Objectives

- Understand how to plan an IT audit and communicate effectively to stakeholder groups, including the IT department and senior leadership
- Identify, test, and document security controls for network devices, wireless networks, Windows environments, Internet connections and databases
- Evaluating and reporting audit results
- Identifying solutions
- Communicating results to stakeholders

### Examination And Certification

Not applicable

### Dates And Locations

**October 17-19, 2012**  
Calgary Board of Education's Education Centre  
1221 - 8 Street SW  
Calgary, AB T2R 0L4

### Pre-Requisites

Knowledge and understanding of information security architecture and technology concepts is beneficial.