

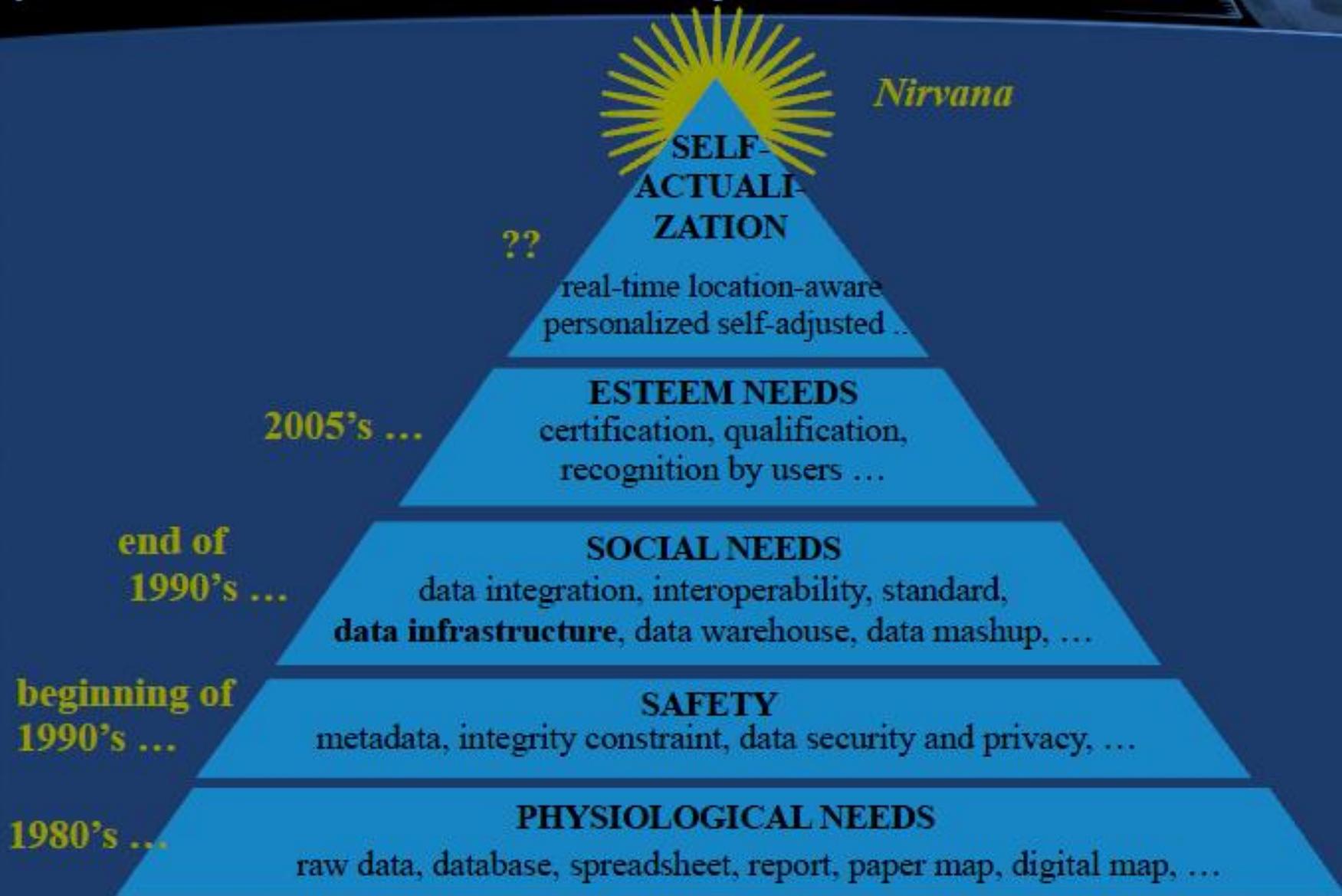


وزارت ارتباطات و فناوری اطلاعات  
سازمان فناوری اطلاعات ایران

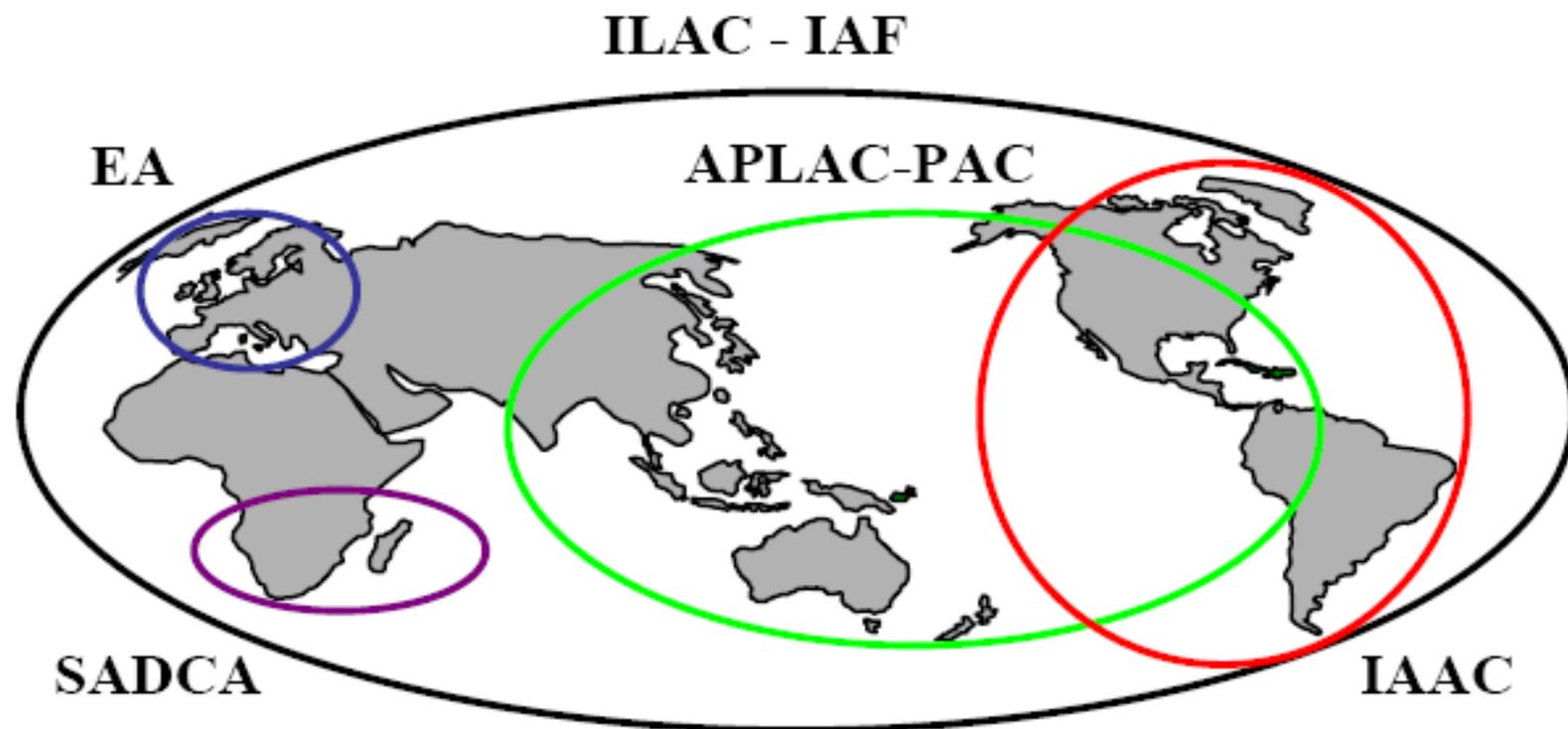
# مجامع بین المللی استانداردها و مدیریت فناوری اطلاعات

# Context

Spatial data's needs hierarchy (adapted from Maslow's pyramid, 1943)



# Global Accreditation Snapshot



<b>EA</b>	<b>European Cooperation for Accreditation</b>
<b>APLAC</b>	<b>Asia Pacific Laboratory Accreditation Cooperation</b>
<b>PAC</b>	<b>Asia Pacific Accreditation Cooperation</b>
<b>IAF</b>	<b>International Accreditation Forum</b>
<b>ILAC</b>	<b>International Laboratory Accreditation Cooperation</b>
<b>SADCA</b>	<b>Southern African Accreditation Cooperation</b>

# Standardization Bodies

- [www.bsi-global.com](http://www.bsi-global.com) (British Standards Institute)
- [www.cenorm.be/issc](http://www.cenorm.be/issc) (CEN Information Society Standardisation System)
- <http://csrc.nist.gov> (National Institute of Standards and Technology)
- [www.etsi.org](http://www.etsi.org) (European Telecommunications Standards Institute)
- <http://standards.ieee.org> (IEEE Standards Association)
- [www.ietf.org](http://www.ietf.org) (Internet Engineering Task Force)
- [www.iso.org](http://www.iso.org) (International Standards Organisation)
- [www.itu.int/ITU-T](http://www.itu.int/ITU-T) (Telecommunications Standardisation Sector of the ITU)
- [www.standards.com.au](http://www.standards.com.au) (Standards Australia)
- [www.itil.org](http://www.itil.org) (ITIL)

# Defining Security Standards – *Many Players exist*

International standards bodies (e.g., ISO, ITU-T, ETSI) have formal processes

- Procedures and processes take time
- Progress in streamlining the time for standards approvals
- IETF processes are less formal
- Number of participants, transparency of the processes have sometimes slowed down the work
- Industry groups and consortia focus on specific technologies and applications
- Focus has allowed work products to be produced rapidly, although limited in scope
- Maintenance?
- Experience has shown there is a role for each organization to play in continued security standards development



# Major Players – *Cryptographic Mechanisms*

- ISO/IEC JTC 1/SC 27: Information technology -
  - Security techniques
    - □ standardization of generic IT security services and techniques
- ETSI SAGE: Security Experts Group
  - creates reports (which may contain confidential specifications) in the
    - area of cryptographic algorithms and protocols specific to public/private
    - telecommunications networks
    - IEEE P1363: Standard Specifications for Public-Key Cryptography
- NIST: National Institute of Standards and Technology
  - issues standards and guidelines as Federal Information Processing Standards (FIPS) for use by the US government
- ANSI : Data & Information Security
  - standards for the financial services industry



# Major Players – *Security Protocols & Services*

IETF: Internet Engineering Task Force

- IP Security Protocol, Transport Layer Security, Public-Key



Infrastructure (X.509), S/MIME Mail Security,...

ITU-T: International Telecommunication Union

- X.509 (Public-key certificates), H.235 (Security and encryption for



H-Series multimedia terminals), X.841, X.842, X.843, ...

ETSI

- GSM, 3GPP, TETRA, TIPHON, SPAN, TISPAN, ...



IEEE 802.11: (Wireless) LANs

- 802.11i, 802.1X, ...



# Information Security Management Systems

ISO/IEC JTC 1 SC27/ WG 1 covers the development of Information Security Management System (ISMS) standards and guidelines. Development and maintenance of the ISO/IEC 27000 ISMS standards family

- Identification of requirements for future ISMS standards and guidelines
- Liaison and collaboration with those organizations and committees dealing with specific requirements and guidelines for ISMS, e.g.:
  - ITU-T (Telecoms)
  - TC 215 (Healthcare)
  - TC 68 (Financial Services)
  - TC 204 (Transportation) *[in process]*
  - World Lottery Association (Gambling) *[in process]*

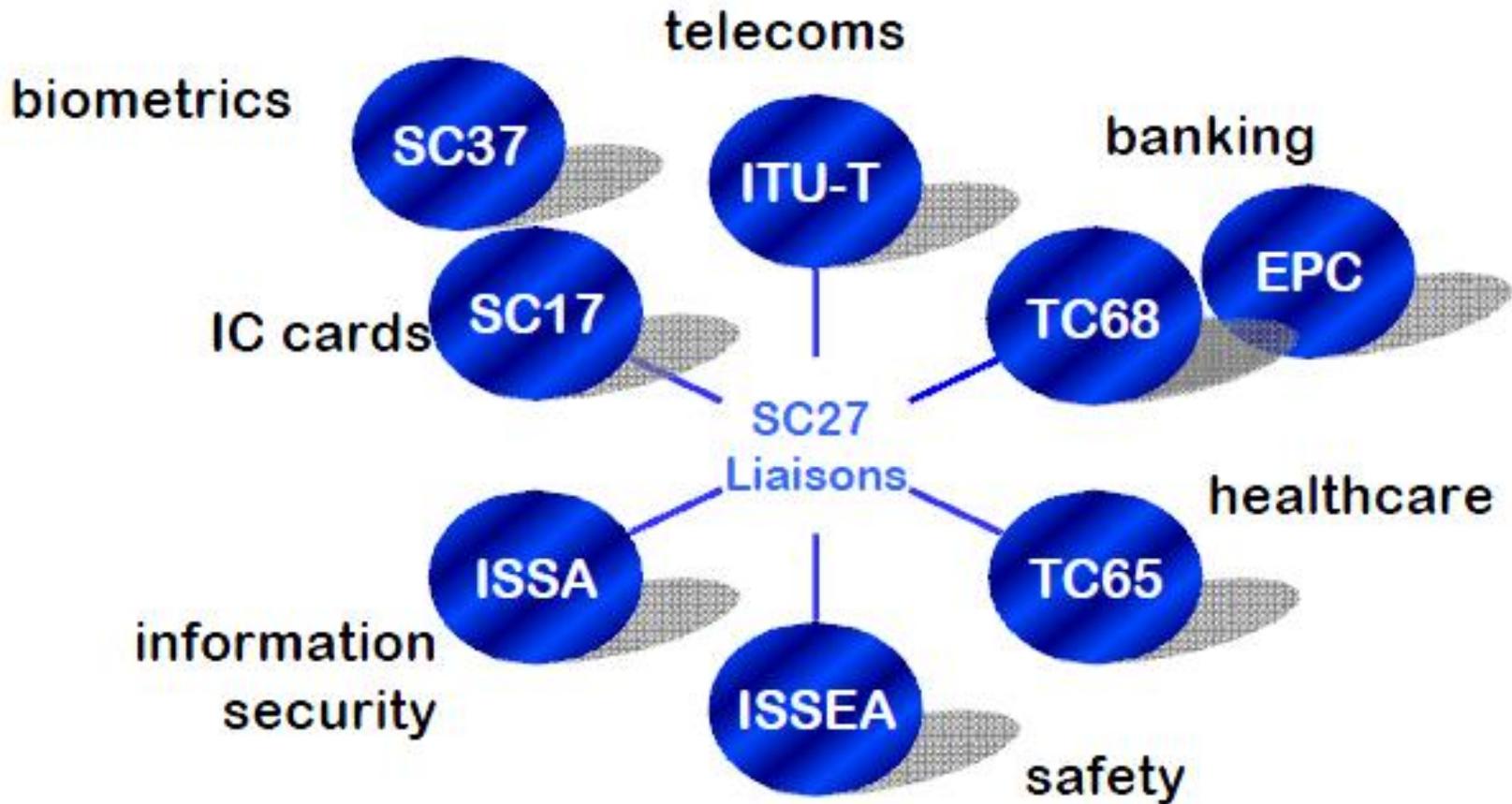
# A Standard is a Standard is a Standard ...

	Membership	Voting	Publications
<b>ISO</b> <a href="http://www.iso.ch">www.iso.ch</a>	National Bodies	one vote per participating NB	in general not available for free
<b>IETF</b> <a href="http://www.ietf.org">www.ietf.org</a>	individuals (anyone can join)	"rough consensus and running code"	available for free
<b>ETSI</b> <a href="http://www.etsi.org">www.etsi.org</a>	organizations	weighted voting	available for free (since 1999)
<b>ANSI</b> <a href="http://www.ansi.org">www.ansi.org</a>	organizations	one vote per member	in general not available for free
<b>NIST</b> <a href="http://www.nist.gov">www.nist.gov</a>	Government agency, not a membership organization		available for free

# ISO/IEC JTC 1 “Information Technology” – *Security Related Sub-committees*

- SC 6 Telecommunications and information exchange between systems
- SC 7 Software and system engineering
- **SC 17 Cards and personal identification**
- SC 25 Interconnection of information technology equipment
- **SC 27 Information technology security techniques**
- SC 29 Coding of audio, picture, multimedia and hypermedia information
- SC 31 Automatic identification and data capture techniques
- SC 32 Data management and interchange
- SC 36 Information technology for learning, education and training
- **SC 37 Biometrics**

# Selected Liaisons



# واژه نامه

عنوان انگلیسی	مخفف	معنی
AB	Accreditation Body	نهادهای ملی اعتباربخشی
APEC	Asia-Pacific Economic Cooperation	تعاونی اقتصادی آسیا-اقیانوس آرام
CB	Certification Body	نظام ارائه گواهی
EA	European Cooperation for Accreditation	تعاونی اعتباربخشی اروپا
ISO	International Organization for Standardization	سازمان بین المللی استاندارد سازی
IRCA	International Register of Certificated Auditors	دفتر ثبت بین المللی معیاری های تصدیق شده

# واژه ها

IAF	International Accreditation Forum	انجمن بین المللی تایید صلاحیت
IB	Inspection Body	دستگاه نظارتی
IAAC	Inter American Accreditation Cooperation	تعاونی اعتباربخشی در آمریکا
ILAC	International Laboratory Accreditation Cooperation	آزمایشگاه تعاونی اعتباربخشی بین المللی
PAC	Pacific Accreditation Cooperation	تعاونی اعتباربخشی اقیانوس آرام
PASC	Pacific Area Standards Congress	کنگره استاندارد منطقه اقیانوس آرام



# کلیاتی در خصوص سیستم مدیریت امنیت اطلاعات

# امنیت اطلاعات

## امنیت اطلاعات چیست؟

آنچه را که از امنیت اطلاعات استنباط می کنید  
بطور خلاصه تعریف کنید.



# امنیت اطلاعات از دیدگاه‌های گوناگون

- امنیت اطلاعات یعنی عدم نفوذ ویروس‌ها و تروجان‌هاو ...
- امنیت اطلاعات یعنی حفاظت فیزیکی اطلاعات
- امنیت اطلاعات یعنی جلوگیری از دستیابی نفرات غیرمجاز
- امنیت اطلاعات یعنی جلوگیری از دسترسی به اطلاعات غیر مجاز
- امنیت اطلاعات یعنی عدم نابودی اطلاعات
- امنیت اطلاعات یعنی عدم نفوذ هکرها و سایر انسانهای غیر مجاز
- امنیت اطلاعات یعنی جلوگیری از تاثیر بلایا بر اطلاعات
- امنیت اطلاعات یعنی دسترسی درست به اطلاعات درست

.....

## تعاریفی عمومی در خصوص جوانب امنیت اطلاعات

# محرمانگی، یکپارچگی، قابلیت دستیابی

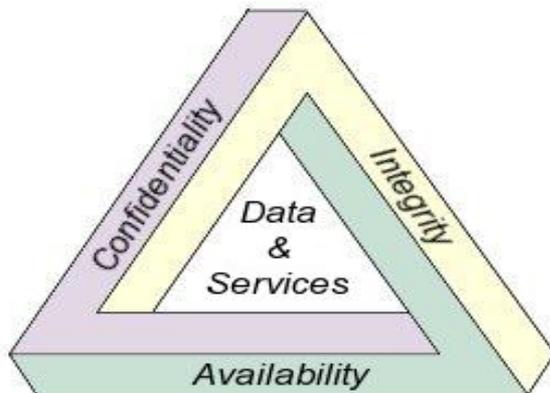
- سه مفهوم اساسی برای بیش از بیست سال هسته اصلی امنیت اطلاعات را تشکیل می دهند:

– محرمانگی

– یکپارچگی

– قابلیت دستیابی

- این سه مفهوم به سه گانه CIA معروفند



## محرمانگی ( Confidentiality )

- ◆ جهت اطمینان از اینکه اطلاعات از دستکاری غیر مجاز ، عمدی و یا سهوی محافظت می شوند.
- ◆ و اینکه اطلاعات فقط در اختیار افراد، سازمانهای مجازی قرار می گیرد که نیاز آنها به دانستن این اطلاعات تایید شده است.

## یکپارچگی (Integrity)

◆ داده ها نمی توانند بدون اجازه:

- ایجاد شوند
- تغییر یابند
- از بین بروند

## قابلیت دستیابی (Availability)

- ◆ اطلاعات، سیستم های کامپیوتری مورد استفاده جهت پردازش اطلاعات و کنترل های امنیتی مورد استفاده جهت حفاظت از اطلاعات، در زمان نیاز به اطلاعات در دسترس باشند و به طور کامل کار کنند.

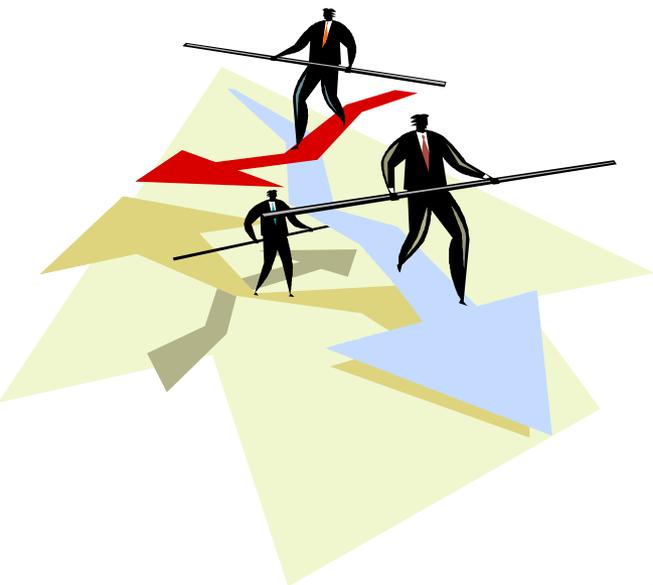
# امنیت اطلاعات چیست؟

حال مفهوم امنیت اطلاعات را در سازمان بیان نمائید.

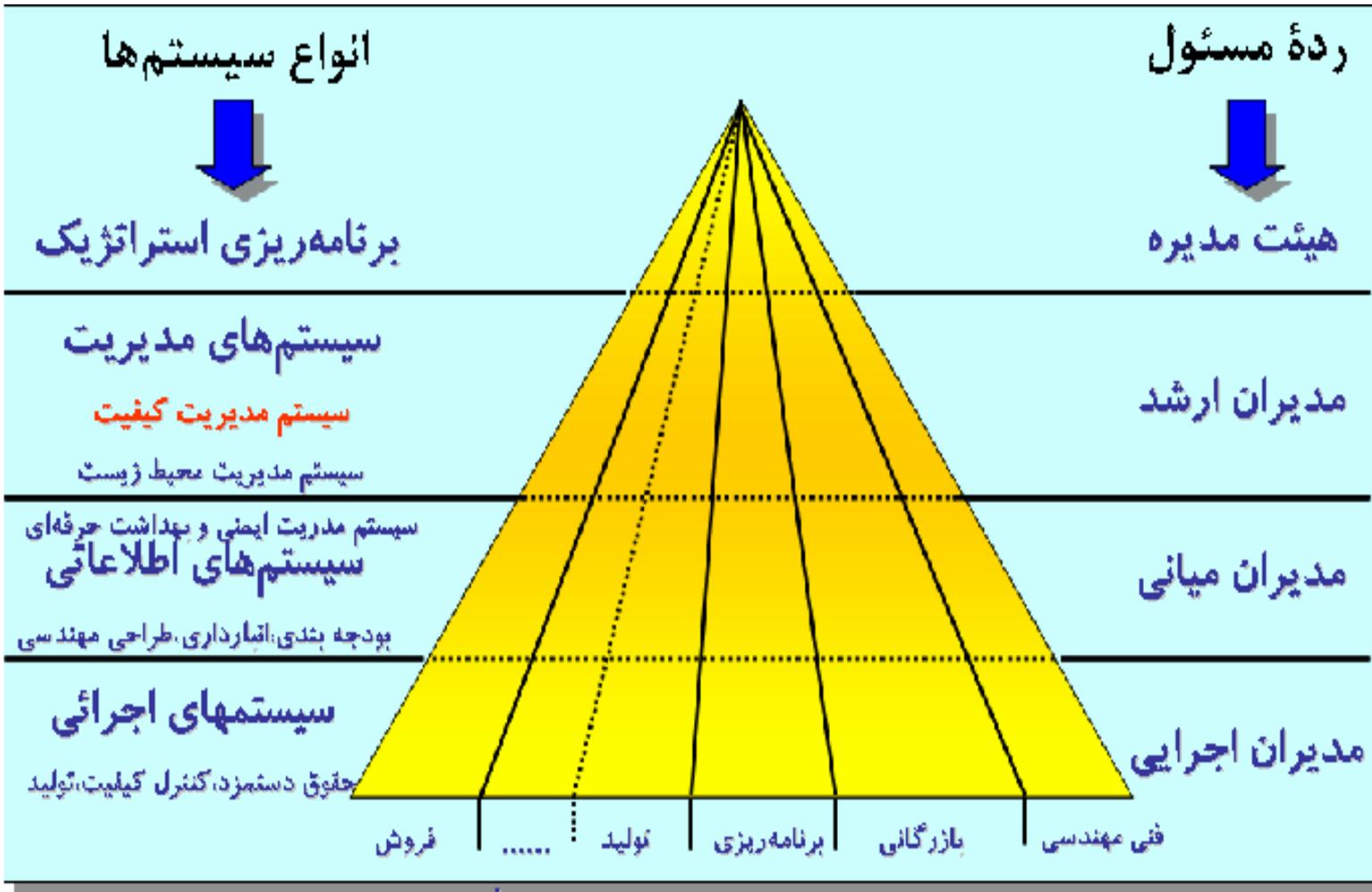


# اهمیت امنیت اطلاعات در عصر حاضر

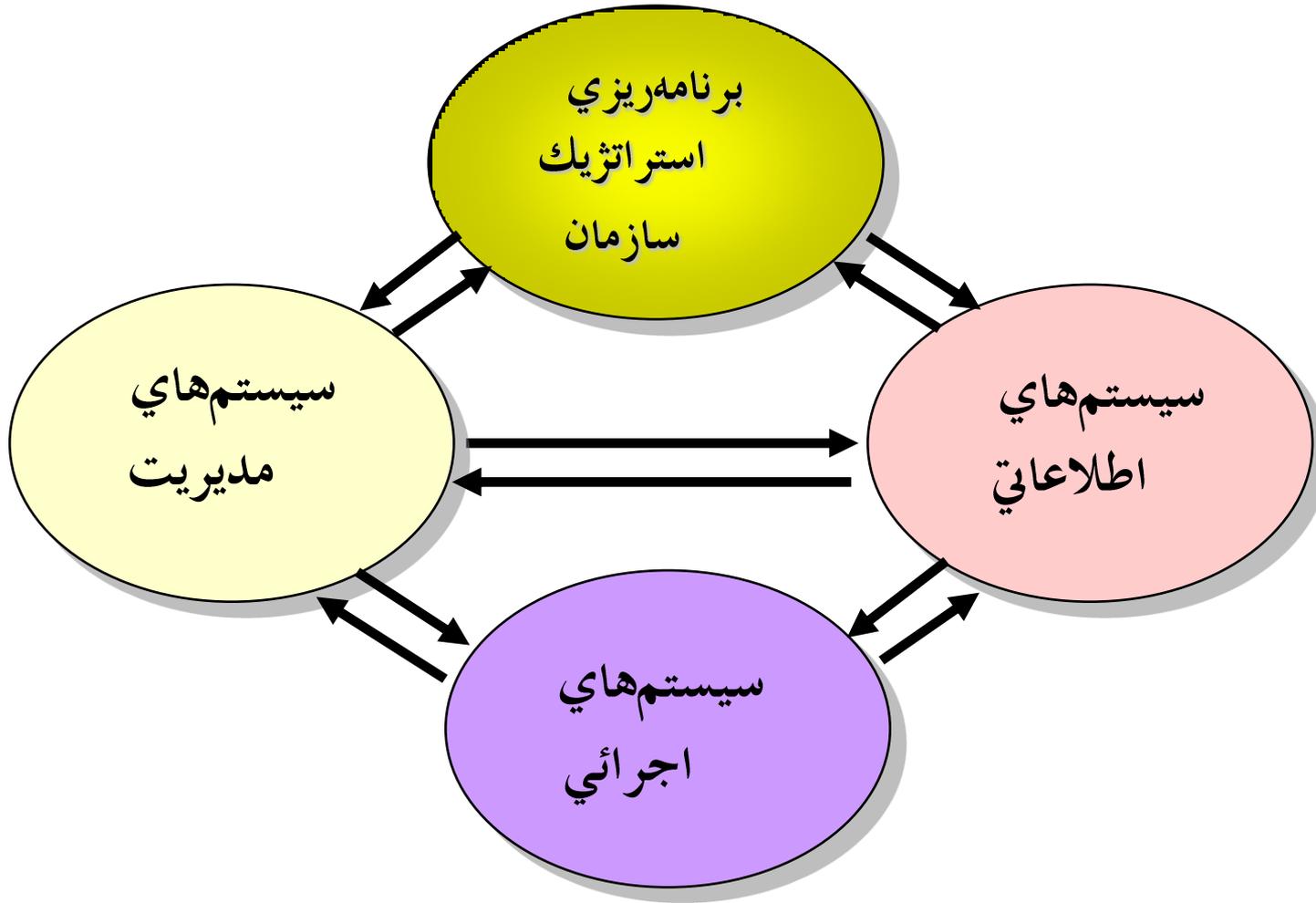
- کاهش هزینه‌ها و افزایش بهره‌وری اطلاعات
- افزایش سهم بازار در شرایط رقابت
- بهبود شهرت و اعتبار نزد ذینفعان
- بهبود روحیه کارکنان
- افزایش منافع ناشی از رعایت CIA
- افزایش توان در مقابل متغیر محیطی
- زندگی بهتر برای آحاد کارکنان
- نیاز به کسب عزت و افتخار در بازار کار
- افزایش کارایی، اثربخشی و بهره‌وری فعالیتها



# ساختار سیستم‌ها در سازمان



# تعامل سیستم‌ها



# چرا از استانداردها برای استقرار سیستم‌های مدیریت استفاده می‌کنیم؟

## • مدل‌های سیستمی:

- راهنما برای طراحی و استقرار یک سیستم هستند.
- مبنایی برای تعیین و برآورده نمودن نیازمندیها می‌باشند.
- مبنایی برای ارزیابی اثربخشی سیستم مدیریت خواهند بود.



# مدل‌های سیستم مدیریت امنیت اطلاعات

- در سراسر جهان و طی سالیان متمادی، مدل‌های مختلفی برای اجرایی کردن تفکرات سیستماتیک امنیت اطلاعات در سازمان‌ها، تهیه و انتشار یافته‌اند. نمونه‌های مهم از این مدل‌ها عبارتند از:

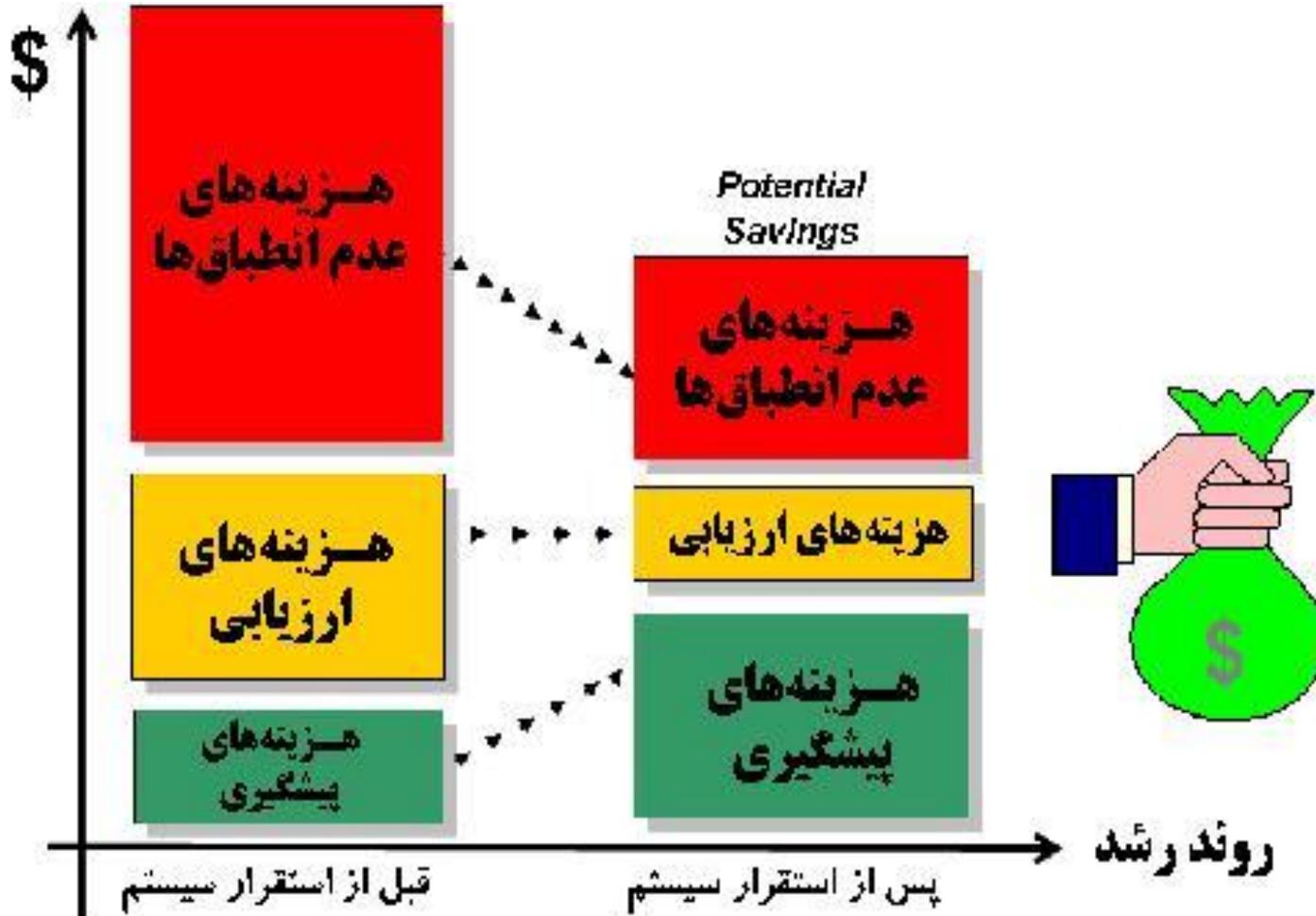
انگلستان ----- BS 7799 –

بین‌المللی ----- ISO/IEC 17799 –

بین‌المللی ----- ISO/IEC TR 13335 –

بین‌المللی ----- ISO/IEC 27001 –

# کاهش هزینه‌ها ( عوامل ناخواسته ) ؛ عمده‌ترین مزیت استقرار سیستم مدیریت امنیت اطلاعات!؟

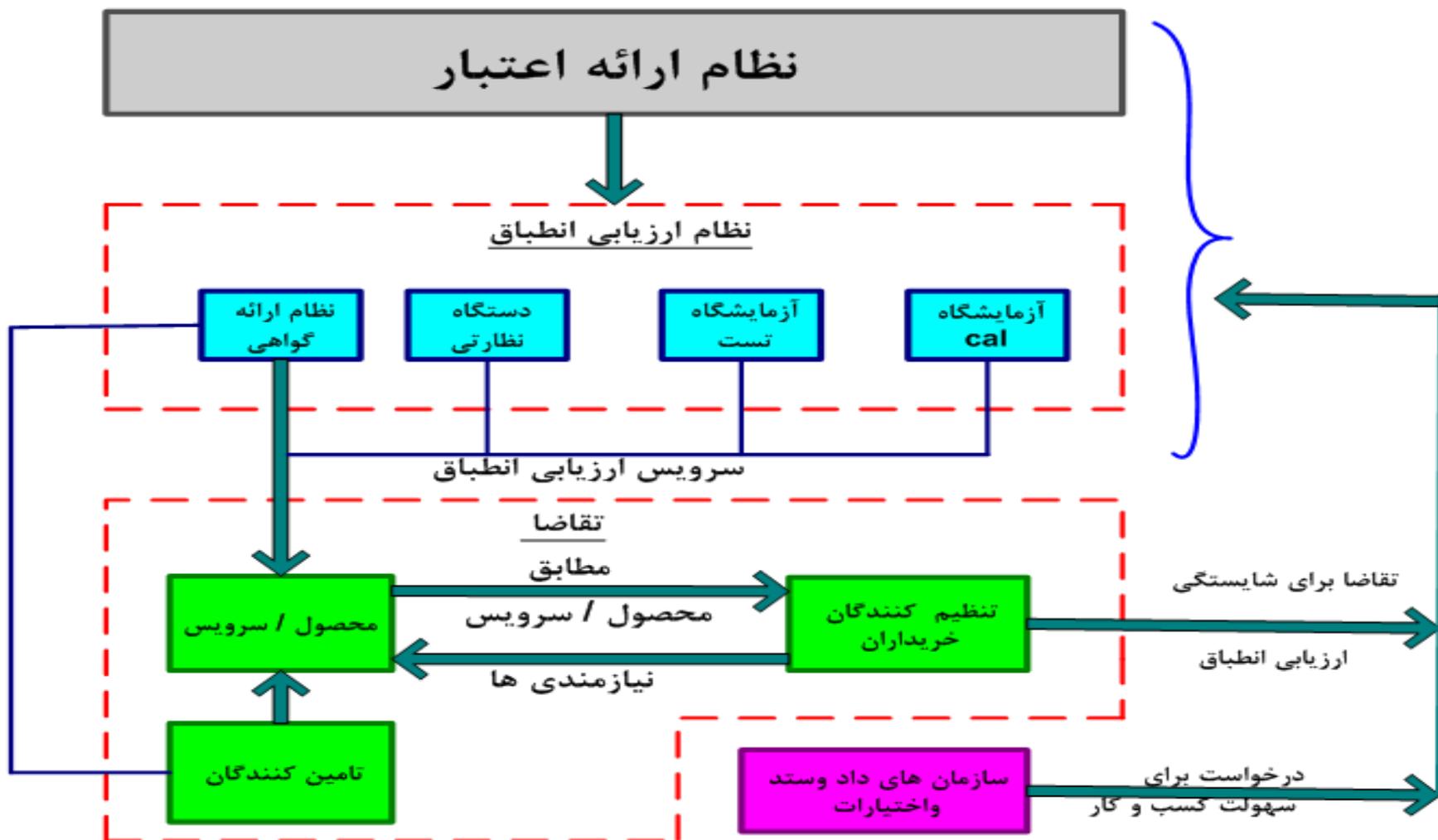


- **ISO** (سازمان بین المللی استاندارد سازی) و **IEC** (کمیسیون بین المللی الکتروتکنیک) در کنار هم سیستم تخصصی استاندارد سازی جهانی را تشکیل داده اند که بالاترین مرجع استاندارد سازی **ISMS** است.
- **ISO** و **IEC** در زمینه فناوری اطلاعات ، یک کمیته فنی مشترک را تاسیس نموده اند که به آن **ISO/IEC JTC 1** گفته می شود.

- استانداردهای ISO 27001 و BS7799
- ISO 27001 و BS 7799 جدیدترین استانداردهای بین‌المللی برای استقرار و بهبود سیستم مدیریت امنیت اطلاعات در شرکتها و سازمانهای مرتبط با فناوری اطلاعات و تجارت الکترونیک به شمار می‌آیند. برای مقابله با خطراتی که در سیستمهای اطلاعاتی این سازمانها نهفته می‌باشند، وجود یک سیستم مدیریت امنیت اطلاعات (ISMS) جهت اطمینان از مدیریت مؤثر این خطرات بسیار حیاتی است.

# نحوه ایجاد AB (نهاد ملی اعتبار بخشی)

نظارت در بازار



# آشنایی با سازمان بین‌المللی استاندارد

**ISO** ≠ **I**nternational **O**rganization for **S**tandardization !!

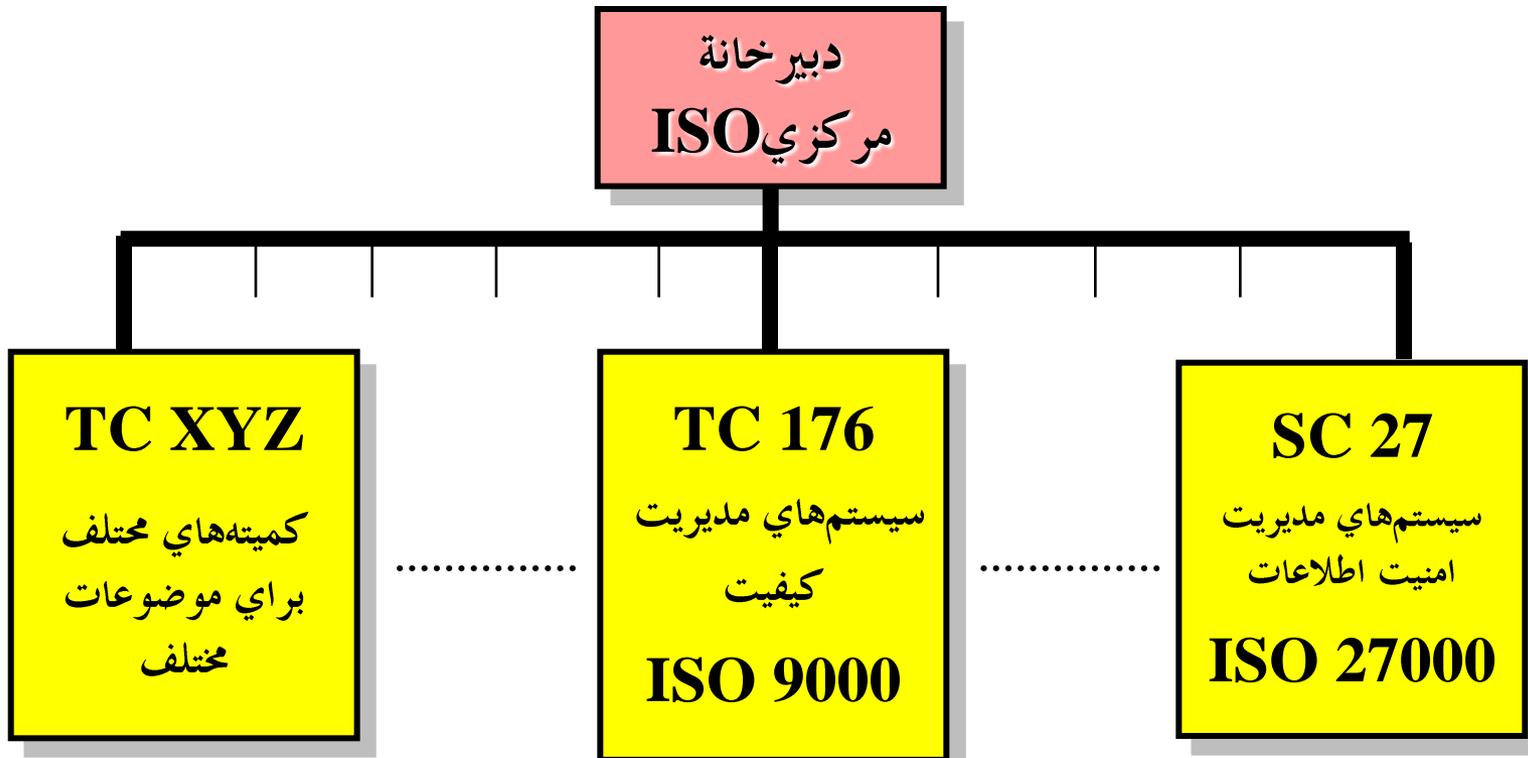
- نام این سازمان از کلمه یونانی "ISOS" گرفته شده است.
- در سال ۱۹۴۶ تاسیس و در سال ۱۹۴۷ شروع بکار نمود.
- سازمانی غیر انتفاعی است که به هیچ ارگان و تشکل سیاسی تعلق ندارد.
- مقر دائمی آن در ژنو سوئیس قرار دارد.
- وظیفه آن تبادل نظر، توسعه و صدور استانداردهای جهانی است.
- در برگیرنده بیش از ۱۶۰ کشور عضو و تعدادی عضو ناظر می‌باشد.
- بیش از ۲۵۰ کمیته فنی (TC=Technical Committee) و در حدود ۳۰۰۰ گروه کاری (زیر مجموعه‌های TCها) دارد.

# آشنایی با سازمان بین‌المللی استاندارد – (ادامه) –

- در حدود ۵۰۰۰ فرد متخصص در زمینه‌های مختلف با سازمان همکاری می‌کنند.
- با تشکل‌هایی مانند ILAC (کمیته بین‌المللی اعتباردهی آزمایشگاه‌ها)، IAF (انجمن بین‌المللی اعتباردهی)، IEC (کمیسیون بین‌المللی الکترونیک) و WTO (سازمان تجارت جهانی) و ... همکاری دارد.
- تا کنون، بیش از ۱۶۰۰۰۰ استاندارد تهیه و منتشر نموده است.
- انتشار استانداردها از سوی این سازمان، به دو زبان انگلیسی و فرانسه صورت می‌گیرد.

# کمیته‌های فنی و وظایف آنها

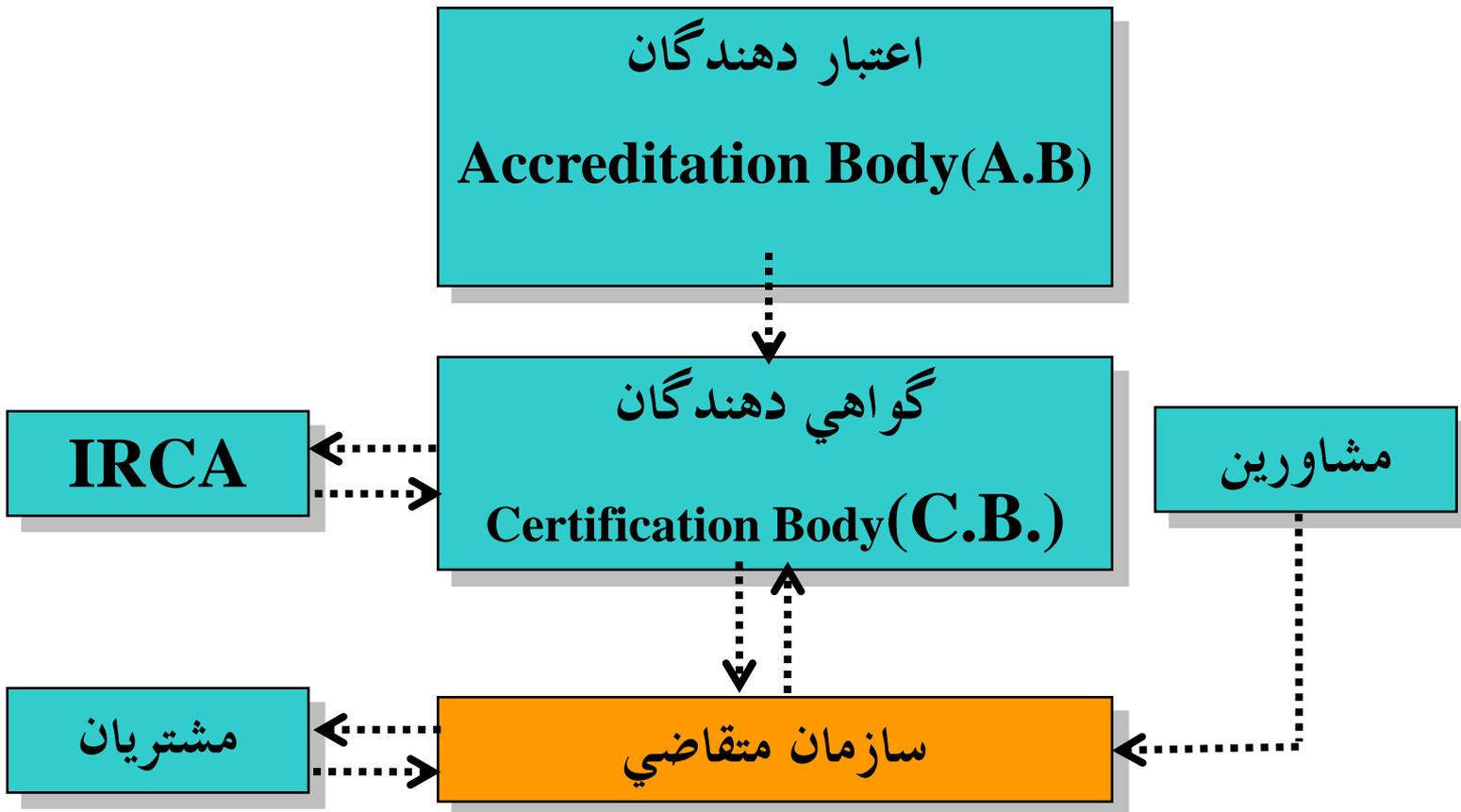
- وظیفه ایجاد، توسعه و بروزآوری استانداردها، بر حسب موضوع آنها بر عهده کمیته‌های مختلف گذاشته شده است. نمودار زیر نمونه‌ای از این موارد را نشان می‌دهد:



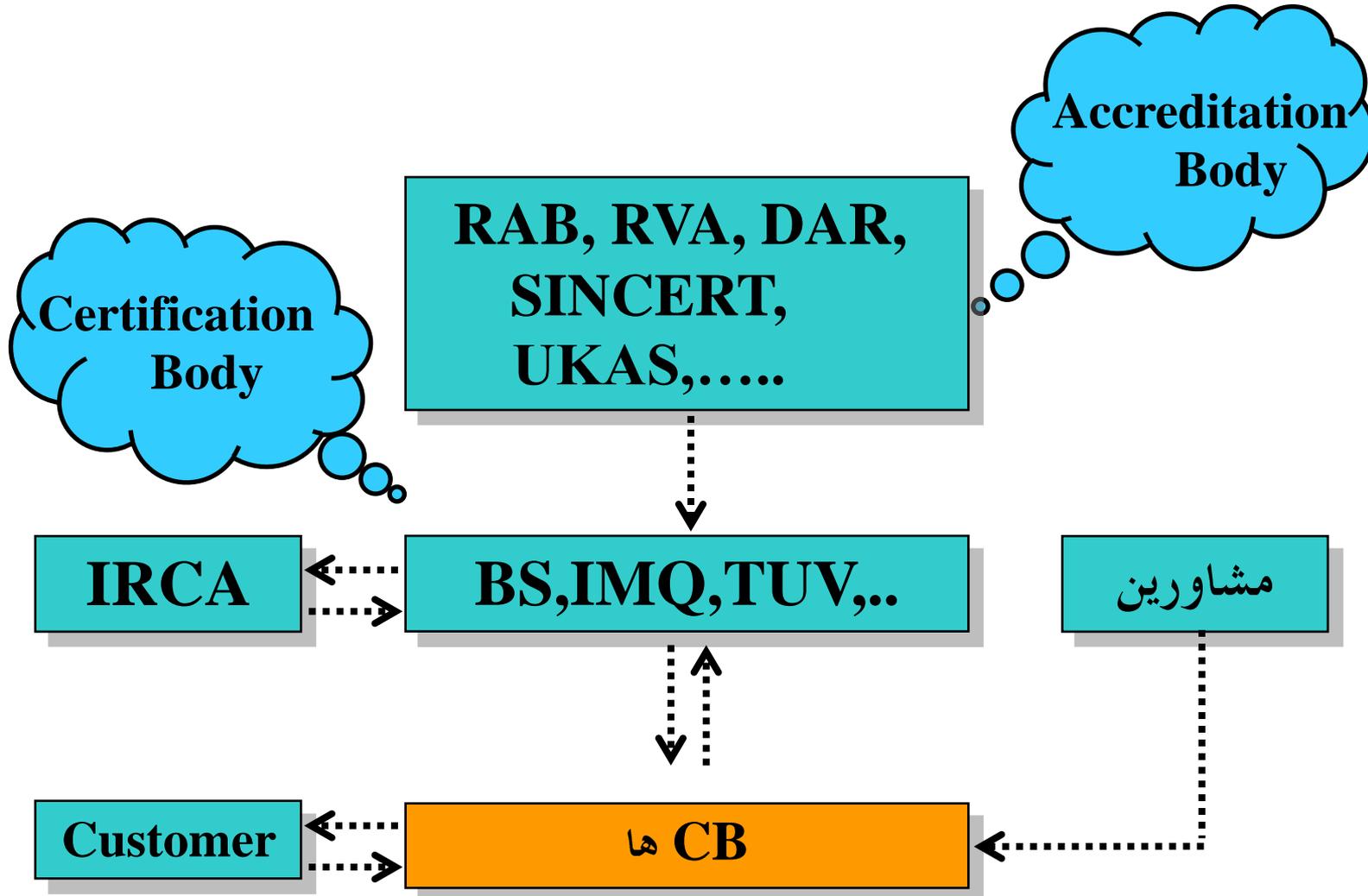
# تاریخچه ISO 27000

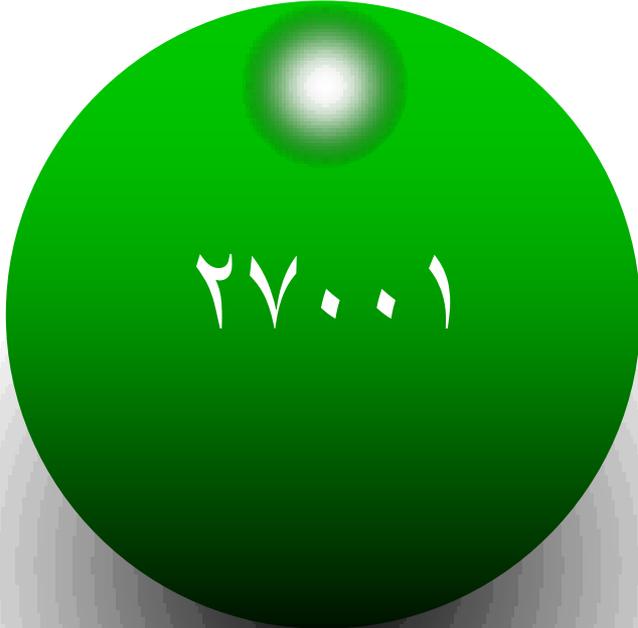
- ۱۹۹۲ – انتشار کد اجرایی سیستم مدیریت امنیت اطلاعات توسط وزارت صنایع و تجارت انگلستان
- ۱۹۹۵ – انتشار مستند ارائه شده به عنوان استاندارد رسمی توسط موسسه استاندارد بریتانیا تحت عنوان BS 7799
- ۱۹۹۹ – اولین ویرایش BS7799 منتشر گردید . معیارهای اعتباردهی ، صدور گواهینامه ، تصدیق و صحه گذاری تعیین و اجرایی گردید .
- ۲۰۰۰ – در دسامبر استاندارد ISO 17799 بر اساس BS 7799 منتشر شد .
- ۲۰۰۲ – قسمت دوم استاندارد تحت نام BS7799-2 منتشر شد . فرآیند سازگاری با سایر سیستم های مدیریتی آغاز گردید .
- ۲۰۰۵ – ویرایش جدید ISO 17799 منتشر شد . استانداردهای ISO 27001,27002 منتشر و جایگزین BS7799-2 گردید .
- ۲۰۰۵ تاکنون – توسعه استاندارد و راهنماهای مربوطه

# سازمان‌های دخیل در روند استقرار سیستم مدیریت



# مثال



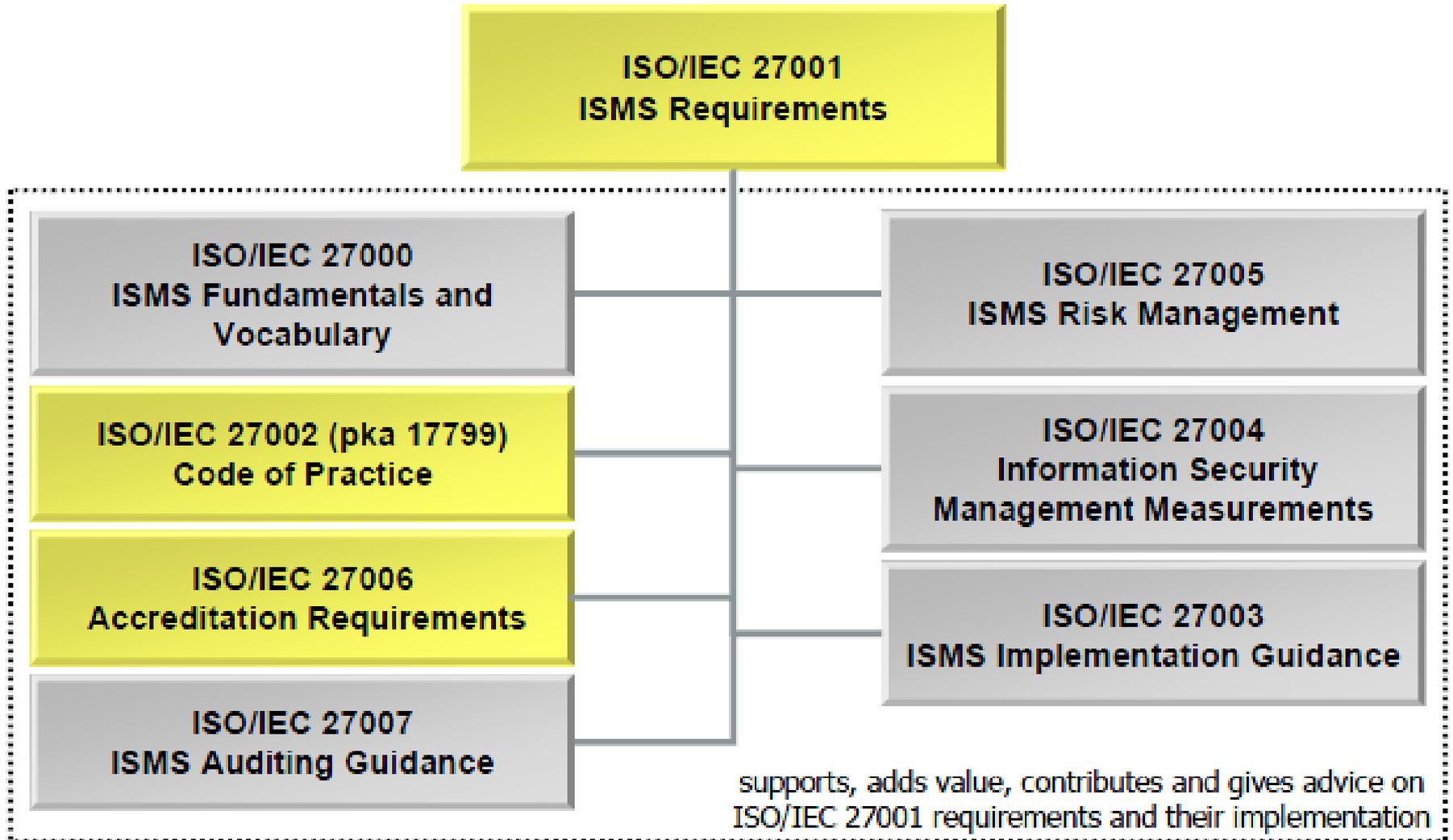


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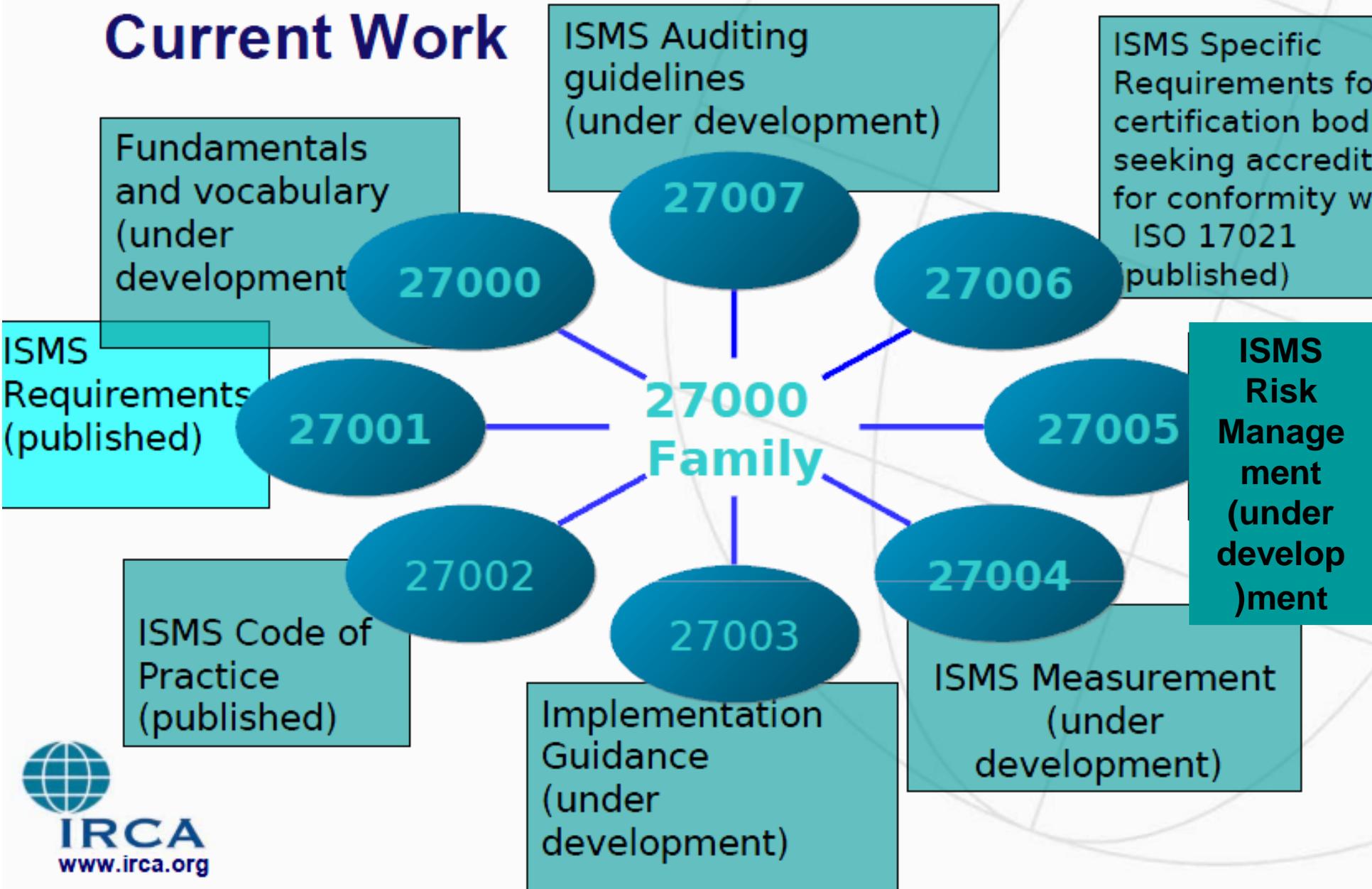
**Information technology -- Security techniques --  
Information security management systems --  
Requirements**

# ISO/IEC 27000 – *ISMS series of Standards*

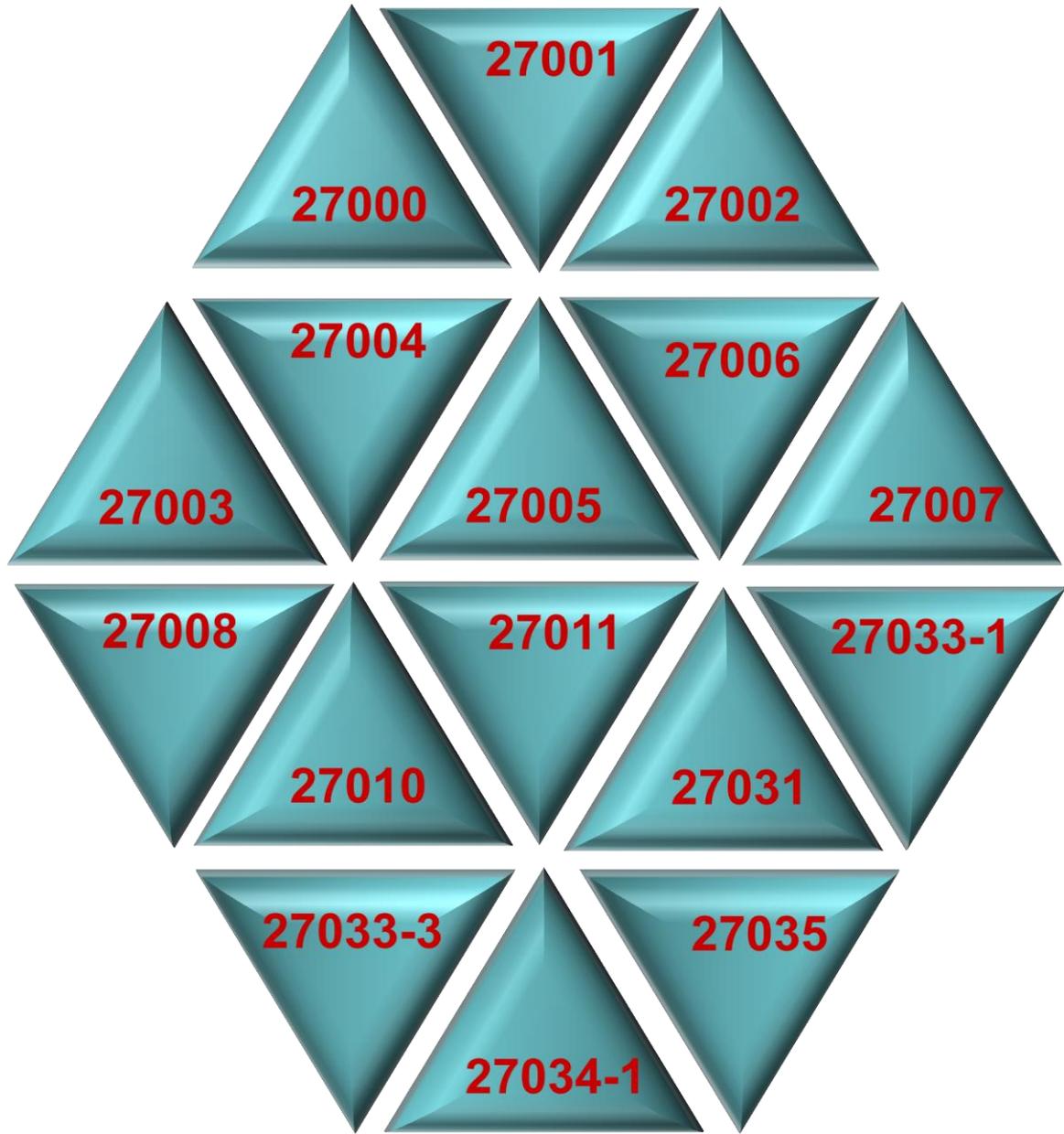


# ISO 27000 ISMS Family of Standards

## Current Work



**27000 Series  
(Published standard)**



# Published standard

عنوان استاندارد	نام استانداردها
Information technology -- Security techniques -- Information security management systems -- Overview and vocabulary	<a href="#">ISO/IEC 27000:2009</a>
Information technology -- Security techniques -- Information security management systems -- Requirements	<a href="#">ISO/IEC 27001:2005</a>
Information technology -- Security techniques -- Code of practice for information security management	<a href="#">ISO/IEC 27002:2005</a>
Information technology -- Security techniques -- Information security management system implementation guidance	<a href="#">ISO/IEC 27003:2010</a>
Information technology -- Security techniques -- Information security management - - Measurement	<a href="#">ISO/IEC 27004:2009</a>
Information technology -- Security techniques -- Information security risk management	ISO/IEC 27005:2011
Information technology -- Security techniques -- Requirements for bodies providing audit and certification of information security management systems	<a href="#">ISO/IEC 27006:2011</a>
Information technology -- Security techniques -- Guidelines for information security management systems auditing	<a href="#">ISO/IEC 27007:2011</a>

# Published standard

عنوان استاندارد	نام استانداردها
Information technology -- Security techniques -- Guidelines for auditors on information security controls	ISO/IEC-TR 27008:2011
Information technology -- Security techniques -- Information security management for inter-sector and inter-organizational communications	<a href="#">ISO/IEC 27010:2012</a>
Information technology -- Security techniques -- Information security management guidelines for telecommunications organizations based on ISO/IEC 27002	<a href="#">ISO/IEC 27011:2008</a>
Information technology -- Security techniques -- Guidelines for information and communication technology readiness for business continuity	ISO/IEC 27031:2011
Information technology -- Security techniques -- Network security -- Part 1: Overview and concepts	ISO/IEC 27033-1:2009
Information technology -- Security techniques -- Network security -- Part 3: Reference networking scenarios -- Threats, design techniques and control issues	ISO/IEC 27033-3:2010
Information technology -- Security techniques -- Application security -- Part 1: Overview and concepts	ISO/IEC 27034-1:2011
Information technology -- Security techniques -- Information security	ISO/IEC

# خانواده سری ISO 27000

- ◆ **ISO 27000**: تبیین کننده اصول ، مفاهیم و تئوری سری 27000
- ◆ **ISO 27001**: ارائه مدل استقرار ، پایش ، بازنگری و بهبود ISMS
- ◆ **ISO 27002**: رویه ها و کدهای امنیت اطلاعات
- ◆ **ISO 27003**: ارائه راهنمایی در جهت استقرار سیستم مدیریت امنیت اطلاعات
- ◆ **ISO 27004**: ارائه راهنمایی در خصوص اندازه گیری و ارزیابی اثربخشی
- ◆ **ISO 27005**: ارائه راهنمایی در خصوص مدیریت ریسک امنیت اطلاعات
- ◆ **ISO 27006**: الزامات سازمانهای ممیزی کننده و ثبت و صدور گواهینامه
- ◆ **ISO 27007**: راهنمای ممیزی سیستم مدیریت امنیت اطلاعات
- ◆ **ISO 27008**: راهنمای ممیزی کنترل های امنیتی

# خانواده سري ISO 27000

- ◆ **ISO 27010** : راهنمای ارتباطات داخلی
- ◆ **ISO 27011** : راهنمای ارتباطات راه دور در سیستم مدیریت امنیت اطلاعات
- ◆ **ISO 27013** : راهنمای استقرار همزمان ISO 20000-1 و ISO 27001
- ◆ **ISO 27014** : حاکمیت امنیت اطلاعات
- ◆ **ISO 27015** : سیستم مدیریت امنیت اطلاعات مالی و بیمه
- ◆ **ISO 27031** : راهنمای طرح مداومت کسب و کار (BCP)
- ◆ **ISO 27032** : راهنمای امنیت ارتباطات و سیستم های کنترل
- ◆ **ISO 27033** : امنیت شبکه

# خانواده سري ISO 27000

- امنيت نرم افزارهاي کاربردي : **ISO 27034** ◆
- مديريت حوادث : **ISO 27035** ◆
- برون سپاري : **ISO 27036** ◆
- پشتيباني شواهد ديجيتال : **ISO 27037** ◆
- راهنماي استقرار ISO 27002 در صنايع پزشكي و سلامت : **ISO 27799** ◆

# Sector specific:

ISO 27011 Telecoms ISMS Requirements

Other developments being progressed:

- ISMS for e-government

- ISMS for critical infrastructure

- ISMS for small businesses

- ISMS for the automotive industry

# Services

- ISO 27031 ICT Readiness for Business Continuity
- ISO 27032 Cyber Security
- **ISO 27033 IT Network Security**
- ISO 27034 Applications Security
- **ISO 18044 Information Security Incident Management**
- **ISO 24762 Disaster Recovery Services**

*Please note that bold font means already published others still under development*

# IRCA's ISMS Auditor Certification Programme

The IRCA auditor programme is based on:

- **ISO 19011:2002** *Guidelines on Quality and/or Environmental Management Systems auditing*
- **ISO 27001:2005** *Information Technology - Security Techniques - Information Security Management Systems - Requirements*
- **ISO 27002:2005** *Information Technology - Security Techniques - Code of Practice for Information Security Management*
- **ISO 27006:2007** *Guidelines for the accreditation of bodies operating certification/registration of Information Security Management Systems*

# IRCA's ISMS Auditor Certification Programme

The Programme is intended for:

- **ISMS auditors**, e.g. those employed/contracted by third party certification/registration bodies and those involved in first or second party ISMS audits
- **information security practitioners**, e.g. information security consultants, IT security managers and IT personnel
- **employees** conducting ISMS audits within their own organization, i.e. internal ISMS audits.

# IRCA's ISMS Auditor Certification Programme

- The ISMS Programme has six grades of
- certification:
  - ISMS Provisional Internal Auditor
  - ISMS Internal Auditor
  - ISMS Provisional Auditor
  - ISMS Auditor
  - ISMS Lead Auditor
  - ISMS Principal Auditor

# IRCA's ISMS Auditor Certification Programme (Slide 1 of 2)

Auditor grade	Education	Work experience	Auditor training	Audit experience	
				Audits	Days
Provisional Internal auditor	Minimum secondary	5 years or 4 years plus degree/near degree 1 year – information security related	ISMS foundation course and ISMS Internal auditor course	None	None
Internal auditor	Minimum secondary	5 years or 4 years plus degree/near degree 1 year – information security related	ISMS foundation course and ISMS Internal auditor course	5	15 hours minimum
Provisional auditor	Minimum secondary	5 years or 4 years plus degree/near degree 2 years – information security related	ISMS lead auditor course	None	None
Auditor	Minimum secondary	5 years or 4 years plus degree/near degree 2 years – information security related	ISMS lead auditor course	4 (as trainee auditor)	20 (10 on-site)

# IRCA's ISMS Auditor Certification Programme (Slide 2 of 2)

Auditor grade	Education	Work experience	Auditor training	Audit experience	
				Audits	Days
Lead auditor	Minimum secondary	5 years or 4 years plus degree/near degree 2 years – information security related	ISMS lead auditor course	4 (as trainee auditor)	20 (10 on-site)
				3 (as trainee lead auditor)	15 (10 on-site)
Principal auditor (consultant)	Degree/near degree	6 years – information security related	ISMS lead auditor course	7 (sole/lead audits)	35 (20 on-site)
Principal auditor (team leader)	Minimum secondary	5 years or 4 years plus degree/near degree 2 years – information security related	ISMS lead auditor course	6 years certified to lead auditor grade  3 sole audits using audit management skills in complex/demanding situations	

# **IRCA auditor training courses**

- ISMS foundation course
- Internal ISMS auditor course
- ISMS auditor conversion course
- ISMS auditor/lead auditor course

# Maintaining IRCA certification

- Renewal after 3 years
- The renewal of certification process involves these five requirements:
  - Continuing Professional Development (CPD)
  - Audit experience
  - Declaration of Complaints
  - Compliance with the IRCA Code of Conduct
  - Payment of the Annual Fee.



# IRCA

## International Register of Certificated Auditors

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Maritime

Environmental

Food Safety

Information Security

Information Technology Service Management

Business Continuity

Occupational Health & Safety

Social Systems

Sustainability Assurance Practitioner

Latest News

IRCA releases revision of QMS criteria

IRCA introduces new auditor



IRCA provides international recognition of competence for 13,500 auditors in 120 countries and a global benchmark for auditor training trusted by over 50,000 students each year



### Auditors

- » [Apply for certification](#)
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### Students

- » [Find an auditor training course](#)
- » [Apply for auditor certification](#)
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### Businesses

- » [Find an Auditor](#)
- » [Certify your training course](#)
- » [Become an Organization Employing Auditors \(OEA\)](#)
- » [Have your say on](#)

### Corporate Brochure

Download our Corporate Brochure to view our range of services >>



# IRCA Auditor resources

IRCA / Knowledge Bank - Windows Internet Explorer provided by Yahoo! UK & Ireland

http://www.irca.org/auditorcert/auditorcert\_6\_2.html#

IRCA / Knowledge Bank

**Auditor Certification**

- Benefits of certification
- Auditor grades
- How to apply
- Fees & payment
- Managing your certification
- Continuing Professional Development (CPD)**
- Find an auditor
- FAQ's

**Auditor Training**

**Employers of Auditors**

**Certification Programmes**

## Auditing Knowledge Bank

The IRCA Knowledge Bank contains a wide range of articles, guidance notes, case studies and news items that support and develop the competence of IRCA certificated auditors.

You can navigate the Knowledge Bank using the matrix below. We continually add new articles to the Knowledge Bank, so follow the link to see the **LATEST ADDITIONS...**

### Auditing guidance

- Managing audits
- Planning audits
- Conducting audits
- Reporting audits
- Accreditation Body audits
- Internal audit
- Other resources
- Research papers

### Featured article:



Qualityworld

Ian Hodgkinson evaluates LRQA's new research into management systems

### Knowledge Bank sponsors:

For articles and guidance notes submitted by respected industry professionals and magazines, visit our **Knowledge Bank sponsors.**

#### ISO Management Systems

Published by the Central Secretariat of ISO



#### Qualityworld

The magazine of the Chartered Quality Institute - visit the website for a **FREE COPY.**



#### Emerald Group

"Quality Management Journals" - email Emerald for a free sample journal.



#### The Auditor

A bimonthly newsletter that teaches how to conduct effective audits - **subscribe**

### Sector-related

- Quality
  - General quality issues - **NEW ADDITION**
  - ISO 9001:2000 and associated standards
- Environment
- Health & Safety
- Information Security
- IT Service Management - **NEW ADDITION**

# IRCA Auditor resources



 **Issue 14, 2007**

Welcome to IRCA's quarterly e-zine.  
Click on the links to get informed

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- ▶ [Features](#)
- ▶ [News](#)
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## Inside this issue

### Information features

- ▶ **IT Service Management and ISO 20000**  
Everything you need to know about the new standard in IT service management to conduct a competent audit
- ▶ **Auditing an electronic-based management system**  
Test your knowledge and get to grips with best practice auditing in the technological age
- ▶ **ISO 27001 the story so far**  
Over a year on, how popular and effective is the new information security management system with businesses?
- ▶ **How to audit a patch process**  
A step-by-step guide to patching network operating systems, from implementation to auditing

### General features

- ▶ **Internal auditing**  
Business essential or pointless hindrance? Two experts debate the pros and cons

## News

- [The ISO 27000 family 4](#)
- [What is ISO/TS 22003? 4](#)
- [Work for the future - ISO 26000 4](#)
- [IT service management 4 programme](#)
- [ISO 17021-2 updates 4](#)
- [IRCA events 4](#)

# IRCA Auditor resources

IRCA Online Forums - Windows Internet Explorer provided by Yahoo! UK & Ireland

http://forum.irca.org/ Yahoo! Search

IRCA Online Forums



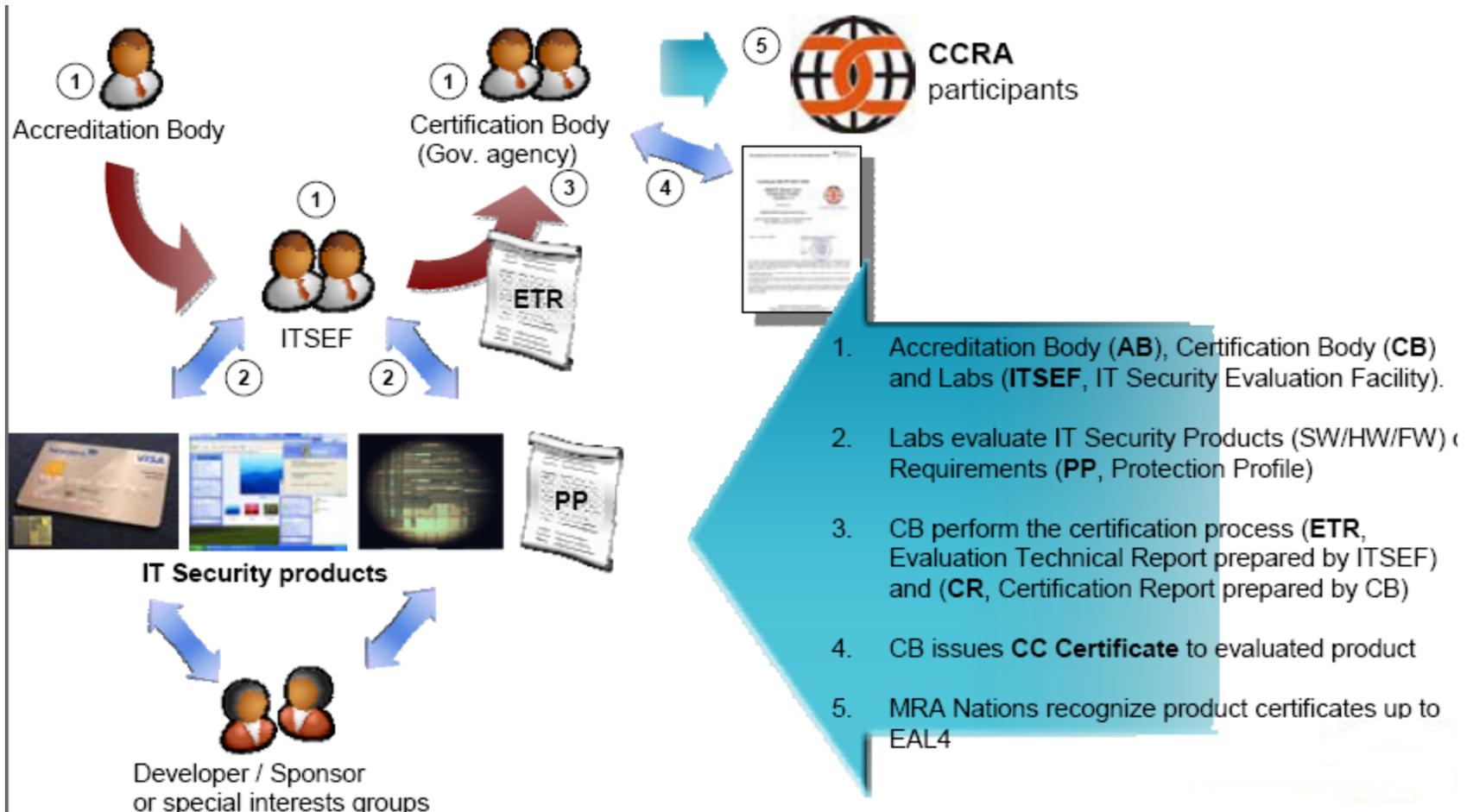
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IRCA website / All Forums

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Forum	Topics	Posts	Last Post
<b>General Auditing</b>			
 <b>Auditing Questions...</b> Have a question? Post it here and ask other auditors for responses and advice	110	1000	to IRCA - - Can we have a moderator? by specialone 13 October 2008 18:08
 <b>Auditors and top management</b> Debate on this topical subject here	15	201	Would it be better to have an in-house QA Management Representative or a regular QA Consultant? by specialone 07 September 2008 13:03
 <b>Internal audit</b> A section dedicated to the most important auditors of all...	24	149	Earn £5-10 completing short easy surveys! by laura 27 September 2008 17:02
 <b>Audit findings</b> Questions, answers and opinions on audit findings, NCRs and so on...	17	138	Meeting Quality Policy Objectives by cyberpan 12 October 2008 19:42
 <b>Integrated</b> A range of integrated management systems topics	18	84	Checklists by acif1142 14 September 2008 15:21
<b>Country specific</b>			
 <b>India</b> A forum for discussions related specifically to Indian auditing issues	14	85	IRCA in India by mathewhadley 19 September 2008 12:49
 <b>Italia</b> Un forum per discutere ed approfondire le problematiche correlate alla valutazione della conformità in Italia.	5	15	Monnezza e Qualita' by cyberpan 10 June 2008 4:11

# CC evaluation scheme – International



- 3. CB perform the certification process (ETR, Evaluation Technical Report prepared by ITSEF) and (CR, Certification Report prepared by CB)
- 4. CB issues **CC Certificate** to evaluated product
- 5. MRA Nations recognize product certificates up to

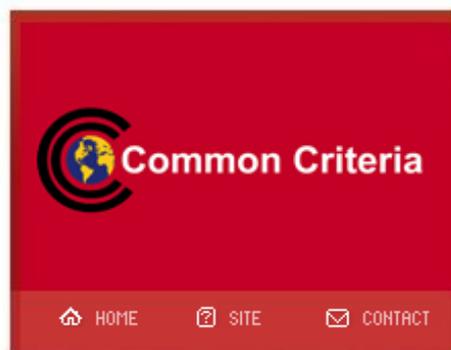
http://www.commoncriteriaportal.org/ Live Search

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Common Criteria - The Common Criteria Portal

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#### LAST UPDATES

Certified Products   
Protection Profiles 

## THE SOURCE FOR INTERNATIONALLY RECOGNIZED CERTIFIED IT SECURE PRODUCTS

The [Common Criteria for Information Technology Security Evaluation](#) (CC), and the companion [Common Methodology for Information Technology Security Evaluation](#) (CEM) are the technical basis for an international agreement, the [Common Criteria Recognition Agreement](#) (CCRA), which ensures that:

- [Products](#) can be evaluated by competent and independent [licensed laboratories](#) so as to determine the fulfilment of particular security properties, to a certain extent or assurance;
- [Supporting documents](#), are used within the Common Criteria certification process to define how the criteria and evaluation methods are applied when certifying specific technologies;
- The certification of the security properties of an evaluated product can be issued by a number of [Certificate Authorizing Schemes](#), with this certification being based on the result of their evaluation;
- [These certificates](#) are recognized by all the signatories of the [CCRA](#).

The CC is the driving force for the widest available mutual recognition of secure IT products. This web portal is available to support the information on the status of the CCRA, the CC and the certification schemes, licensed laboratories, certified products and related information, news and events.

http://www.ilac.org/

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ILAC - Home

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## Welcome To ILAC

ILAC - the International Laboratory Accreditation Cooperation - is an international cooperation of laboratory and inspection accreditation bodies formed more than 30 years ago to help remove technical barriers to trade.

Accreditation allows people to make an informed decision when selecting a laboratory, as it demonstrates competence, impartiality and capability. It helps to underpin the credibility and performance of goods and services.

Accreditation bodies around the world, which have been evaluated by peers as competent, have signed an arrangement that enhances the acceptance of products and services

The ILAC Arrangement supports the acceptance of accredited laboratory results

across national borders. The purpose of this arrangement, the ILAC Arrangement, is to create an international framework to support international trade through the removal of technical barriers.

### ISO/CASCO 1st eNewsletter

ISO/CASCO has just published the first edition of the ISO/CASCO First eNewsletter [Full Story](#)

### ILAC Welcomes WQA

Water Quality Association (WQA) is welcomed as a Stakeholder member of ILAC. [Full Story](#)

### ILAC Welcomes AIHA-LAP, LLC

AIHA Laboratory Accreditation Programs, (AIHA-LAP), LLC is welcomed as an Associate member of ILAC. [Full Story](#)

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### USEFUL LINKS

#### Related Bodies

- [Asia-Pacific Economic Cooperation \(APEC\)](#)
- [European Cooperation for Accreditation \(EA\)](#)
- [Interamerican Accreditation Cooperation, \(IAAC\)](#)
- [International Laboratory Accreditation Cooperation \(ILAC\)](#)
- [Pacific Accreditation Cooperation \(PAC\)](#)
- [Pacific Area Standards Congress \(PASC\)](#)
- [Pan American Standards Commission \(COPANT\)](#)

#### International Organisations

- [International Organization for Standardization \(ISO\)](#)
- [ISODOC Livelink Intranet](#)
- [ISO/TC176 SC2 Quality Systems](#)
- [ISO/TC207 Environmental Management Systems](#)
- [CEN - European Committee for Standardization](#)
- [International Trade Centre \(ITC\)](#)

#### Other links of interest

- [ISO 9001 Auditing Practices Group](#)
- [QuEST Forum](#)
- [American Society for Quality \(ASQ\)](#)

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### IAF MEMBERS

#### Accreditation Body Member

Economy: **Iran**

Body: [Iran Accreditation System \(IAS\)](#)

Contact: Mrs.Zohreh Soufali  
Executive Director



Iran Accreditation System  
PO Box 14155-6139,  
Tehran, IRAN

Telephone: +98 21 8865 4051  
Facsimile: +98 21 8865 4002  
e-mail: [qsdpd@isiri.org.ir](mailto:qsdpd@isiri.org.ir)

Date Admitted to MLA: *Yet to be admitted*  
Code of Conduct Adopted: *10 October 2005*

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## Welcome to APLAC

### Asia Pacific Laboratory Accreditation Cooperation

APLAC is a cooperation of accreditation bodies in the Asia Pacific region that accredit laboratories, inspection bodies and reference material producers. It is recognized by the Asia Pacific Economic Cooperation (APEC) as one of five Specialist Regional Bodies (SRBs).

Its primary objectives are:

- To provide a forum for exchange of information and to promote discussion among laboratory and inspection body accreditation bodies, and among organisations that are interested in laboratory and inspection body accreditation, and related activities.

#### New Signatories to APLAC MRA



Representatives of PNAC, PJLA and AAC Analytica with the APLAC Chair and APLAC MRA Council Chair after recently signing the APLAC MRA

#### APEC SRBs Informatio...

The 5 APEC Specialist Regional Bodies (SRBs), of which APLAC is one, have issued 2 information brochures about their roles in the standards and conformance infrastructure in the APEC region. [Full Story](#)

#### Two more signatories...

Two more APLAC members have recently become signatories to the APLAC MRA and another MRA signatory has had its scope of recognition extended. [Full Story](#)

#### APLAC News Notes-lat...

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# Pacific Accreditation Cooperation

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### Mission statement

To represent the interests of Asia-Pacific economies nationally, regionally and internationally in the area of certification / registration body accreditation and related activities, in support of APEC, IAF and WTO/TBT aims and objectives.

### About this site

At this site you will find information about the Pacific Accreditation Cooperation (PAC), its history, objectives, programmes, membership, news, as well as links to members websites and various other regional and international organizations.

This site will be of interest to anyone involved with:

- Trade and commerce among economies in the Asia Pacific region
- Certification or registration of management systems, products, services, personnel and other programmes of conformity assessment
- International acceptance of accreditation programmes
- International agreements and cooperation with regional groups of accreditation bodies around the world

### Latest news

http://www.aacbf.com/ Google

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Asian Accredited Certification Body Federation Page Tools

# AACBF

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Improving credibility of  
management system  
certification

USERNAME:  PASSWORD:

## » Welcome to Asian Accredited Certification Body Federation

Founded in Feb 2006, the Asian Accredited Certification Body Federation, (AACBF) is a fraternity of renowned certification bodies established and operate in the member economies of the Asia Pacific Economic Cooperation (APEC), and other interested parties, which declare their common intention to take part in the AACBF, according to the rules set out in this Memorandum of Understanding (MoU).

The objectives of the AACBF are:

- to promote the competency, integrity and credibility of the management system certification processes
- to promote ethical business conduct of its members
- to promote understanding of accreditation rules
- promote acceptance of accredited certificates
- to cooperate with and complement the activities of Pacific Accreditation Cooperation (PAC)

In other words, the federation strives to



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## WELCOME TO STANDARDS MALAYSIA

The Department of Standards Malaysia (STANDARDS MALAYSIA) is an agency under the ambit of Ministry of Science, Technology and Innovation (MOSTI).

If you like to receive news, public comments and conference, please register.

Home > International Recognition > Asia Pacific Laboratory Accreditation Cooperation (ILAC)

search...

### Navigation

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- Advisory Committees
- Standards
- Accreditation

## Asia Pacific Laboratory Accreditation Cooperation (ILAC)



The International Laboratory Accreditation Cooperation (ILAC) - is an international cooperation of laboratory and inspection accreditation bodies formed more than 30 years ago to help remove technical barriers to trade.

The ultimate aim of the ILAC Arrangement is the increased use and acceptance by industry as well as regulators of the results from accredited laboratories and inspection bodies, including results from laboratories in other countries. In this way, the free-trade goal of 'product tested once and accepted everywhere' can be realized.





Asia Pacific Laboratory Accreditation Cooperation (APLAC) groups accreditation bodies in the Asia Pacific region responsible for accrediting calibration, testing and inspection facilities. APLAC's principal objectives are to foster the development of competent laboratories and inspection bodies in member economies, to harmonize accreditation practices in the region and with other regions, and to facilitate mutual recognition of accredited test, measurement and inspection results through the APLAC multilateral Mutual Recognition Arrangement (MRA). This reduces the need for re-testing of products and therefore saves time and money. APLAC has active programmes for the development of technical guidance documents, inter-laboratory comparisons (proficiency testing), and for training of laboratory assessors. APLAC is recognized by Asia Pacific Economic Cooperation (APEC) member economies as a Specialist Regional Body (SRB).

For more information about:

APLAC, email [aplacinfo@ianz.govt.nz](mailto:aplacinfo@ianz.govt.nz)

IANZ, email [info@ianz.govt.nz](mailto:info@ianz.govt.nz)

This website, email [webmaster@ianz.govt.nz](mailto:webmaster@ianz.govt.nz)

Last updated Thursday, May 30, 2002

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### PAC MEMBERS

#### Full Members



JAS-ANZ  
 Dr James GALLOWAY  
 Chief Executive Officer,  
 Joint Accreditation System of Australia and New Zealand,  
 Level 1, Members Equity Building  
 11 London Circuit,  
 (GPO Box 170)  
 Canberra ACT 2601 AUSTRALIA

Phone: +61 2 6232 2000  
 Fax: +61 2 6262 7980  
 Email: [contact@jas-anz.org](mailto:contact@jas-anz.org)  
 Website: <http://www.jas-anz.org>



SCC (Canada)  
 Ms E J. NILSEN  
 Director, Intergovernmental Affairs and Trade  
 Standards Council of Canada,  
 270 Albert Street, Suite 200  
 Ottawa, Ontario, K1P 6N7  
 CANADA



European  
co-operation for  
Accreditation

*confidence with competence*

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#### Signing and publication of the Guidelines for Co-operation

April 1st 2009: [EA formally confirmed](#) as the official European accreditation infrastructure.  
May 21 2009: the [Guidelines](#) have been published on the OJ C 116.

#### MoU in legal metrology

A [Memorandum of Understanding](#) designed to set up a fruitful frame for development of cooperation was signed with WELMEC (European Cooperation in Legal Metrology) during the last EA General Assembly on 27-28 May 2009 in Luxembourg.

#### Main results of the last EAAB meeting - 3 April 2009

The EAAB endorsed its revised TOR and ROP. Both documents will be submitted to the GA as part of the package on revision of EA Articles and ROP. (...)

#### EA is going to stand on its own two feet as from 2010!

EA is getting ready to become independent regarding the management of staff and accounts. (...)

#### Elections have happened

At the last EA General Assembly held on 27-28 May 2009 in Luxembourg, Graham Talbot (UKAS) and Daniel Pierre (COFRAC) have been respectively elected as the new EA Chairman and Vice-Chairman, (...)

#### Further step towards the unification of Italian accreditation

The General Assembly agrees to the transfer of the EA membership from SIT (INRIM) to the legal entity named COPA. Actually SIT becomes a technical unit of COPA, a public consortium composed of two units. (...)



**Looking forward to a new season which will shoot off at top speed!**

#### EA Secretariat

37 rue de Lyon,  
75012 Paris - France

[secretariat@european-accreditation.org](mailto:secretariat@european-accreditation.org)

Tel: + 33 1 44 68 87 48

Tel: + 33 1 44 68 11 90

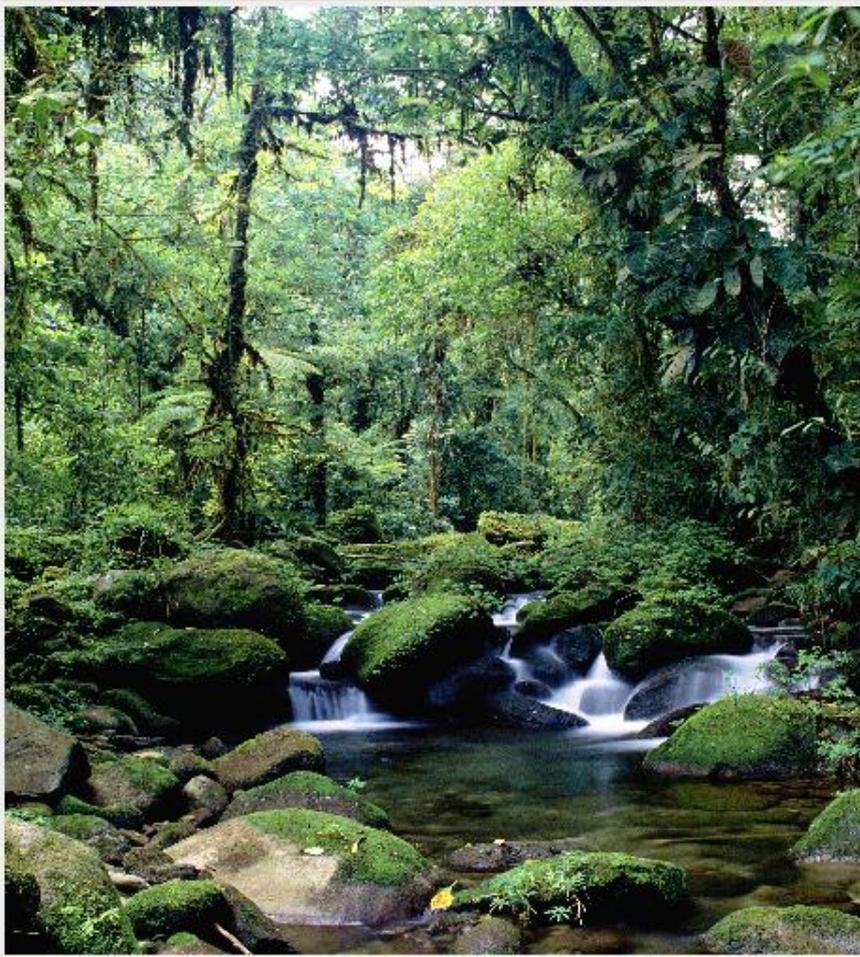
Fax: + 33 1 44 68 96 06

# InterAmerican Accreditation Cooperation



The accreditation association of the Americas

The InterAmerican Accreditation Cooperation is an association of accreditation bodies in the Americas and other organizations interested in conformity assessment.

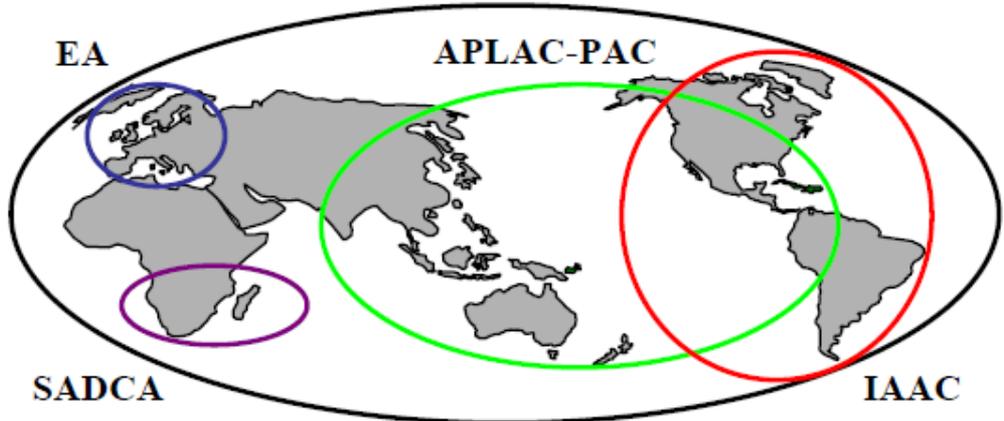


IAAC

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# Global Accreditation Snapshot

ILAC - IAF



SADCA

IAAC

- EA European Cooperation for Accreditation
- APLAC Asia Pacific Laboratory Accreditation Cooperation
- PAC Asia Pacific Accreditation Cooperation
- IAF International Accreditation Forum
- ILAC International Laboratory Accreditation Cooperation
- SADCA Southern African Accreditation Cooperation