

RESILIA™ Foundation Certification



Course Overview

Cyber Resilience Training.

When a cyber-attack strikes it threatens the fundamentals of a good business - reputation, customer confidence and operational continuity. Knowing how to respond and recover effectively requires clarity and confidence through the cyber resilience of all of your people. That is because businesses don't detect and protect from a cyber-attack - people do. Equipping people to react and act on cyber is critical for keeping the value of your business, within your business. RESILIA ensures this by keeping your reputation intact, customers close and operations up and running.

RESILIA is a framework of best practice, developed by AXELOS, to build cyber resilience skills across an organization. Based on the Cyber Resilience Best Practices guide, it offers practical knowledge to enhance existing management strategies and help align cyber resilience with IT operations, security and incident management. Using the ITIL lifecycle it develops the skills and insight needed to detect, respond to and recover from cyber-attacks.

RESILIA Foundation Certification has been designed to support established IT control and business integration frameworks. It shows how these controls can be selected, deployed and managed in the best way enabling individuals to understand how they can contribute to good cyber resilience using the organization's existing processes and standards.

Learning Objectives

In this course, participants are exposed to the basics that make up the foundation of cyber resilience controls and procedures. The course will enable participants to understand what can be managed and operated effectively in a challenging cyber centric environment. The course takes into consideration the limitations of traditional security controls to combat today's sophisticated cyber-attacks. This proactive approach to design uses new and effective controls along with industry compliance standards that assist in making decisions to prevent, detect, correct, and recover from today's evolving cyber-threats.

Individuals certified in RESILIA™ Foundation will have demonstrated their knowledge of:

- **The purpose, benefits, and key terms of cyber resilience.**
- **Risk management and the key activities needed to address risks and opportunities.**
- **The purpose of a management system and how best practices and standards can contribute.**
- **Cyber resilience strategy, the associated control objectives, and their interactions with ITSM activities.**
- **Cyber resilience design, the associated control objectives and their interactions with ITSM activities.**
- **Cyber resilience transition, the associated control objectives, and their interactions with ITSM activities.**
- **Cyber resilience operation, the associated control objectives, and their interactions with ITSM activities.**
- **Cyber resilience continual improvement, the associated control objectives, and their interactions with ITSM activities.**
- **The purpose and benefits of segregation of duties and dual controls.**

Who Should Attend

The RESILIA™ Foundation course audience includes all teams across IT and Risk functions, including:

- **IT Service Management**
 - Operations and Incident management
 - IT Change & Release management
 - IT Supplier & Vendor management
- **Business Analysis and Design**
 - Business analysts
 - IT Architects
- **Development**
- **IT Project & Programme Management**
- **Risk and Compliance**
 - Information Security management
 - Business Continuity managers

Further Details

For all other information, such as course price, dates, times, certification, learning methods & how to register contact HDAA on **T:** 1300 130 447 or **W:** www.hdaa.com.au

About HDAA

Founded in 1999, HDAA is an independent association specialising in the Service and Support Industry.

HDAA has achieved a strong reputation for providing independent, authoritative information and advice within this industry and supports its member organisations and individual professionals with a range of services to meet their ongoing challenges in this ever-evolving sector.

HDAA is an HDI Gold Partner and also sits on the HDI International Certification Standards Committee (ICSC). We are an Accredited Training Organisation (ATO) for a variety of service and support certifications and PeopleCert accredited for all our IT Service Management (ITSM) programs.

Our membership covers 100's of organisations in Australia and New Zealand and we've had the pleasure of training 1000's of service and support professionals.

Consulting Services

Based on extensive experience and a detailed knowledge of the service and support industry, HDAA provides a variety of consulting services enabling high quality decision making and bottom line results.

Such services are based on internationally recognised frameworks, best practices and methodologies and include Service Desk Reviews, Knowledge Management Integration - using the Knowledge Centred Service (KCS) methodology, workflow mapping for policy, process and procedure documentation and generalist HR (eg. recruitment and training assistance).

Training, Workshops, Coaching & Mentoring Services

HDAA provides a range of training courses, workshops and events, including tailored, in-house training and workshops. Our courses are internationally recognised qualifications aimed at professionals who wish to progress in the service and support industry; and specifically to help companies maximise the capability and effectiveness of their response in the service and support industry.

Industry Intelligence

HDAA provides and publishes a range of reports on the service and support industry, including an annual Practices & Salary Report providing an overview of the industry, as well as data and analysis of the market by demographics, incident management, technology, processes, procedures and strategies, performance metrics and more.

HDAA publishes a number of 'on demand' reports, such as Member Requests and one-time Surveys. This includes research, webinars and other such items highlighted in our monthly 'Inside Support' eNews that are pertinent to the Service and Support Industry.

Membership Services

HDAA provides a range of services for its members which can be accessed via our website www.hdaa.com.au.

This online content enables our members to respond swiftly and effectively to new developments in the industry by minimising the time they spend researching and collating the information they need.

Available services and tools such as Workforce Planning (WFP), Service Desk Calculators, Tool Evaluation spreadsheet, Podcasts, 'inside support' monthly eNewsletter, HDI Resources, HDI & HDAA Webinars, SupportWorld Articles and more. N.B. Members must be logged in to access the Knowledge Base content.

HDAA also conducts bespoke research, including areas of the industry where reliable published information is unavailable.

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