Ace Services

Risk   Security   Resilience

Training **Catalogue**

TRAINING CATALOGUE

Contents

Introduction

If you have a goal on mind, right training will help you transform these goals into reality, fulfillment and success.

Ace Services understands the intrinsic value behind a training module. Training helps your employees and management stay focused and motivated, resulting in increased efficiency and overall business productivity. We all need to learn sound principles to keep our energy levels focused and our dreams clear and within sight.

Our training programs are designed to help teams and individuals in different spheres of professional and individual growth: self-development, team dynamics, people management, leadership and motivation. Our programs are crafted to motivate, and help teams and individuals in handling conflicts, inspiring teams, and coping up with work-related stress, which is a growing problem with organizations these days.

Training areas

Risk management and its different offshoots will help your organization in safeguarding your prime areas of interests. And our training modules are designed to 'fill in' the gap between understanding good practices in context to everyday business in an organization. We offer training modules on the following areas of risk management :-

- Integrated Risk Management
- Information Risk Management (Information Security)
- Business Continuity Management
- Operational Risk Management
- Quality Management System
- Leadership & Team building
- Physical Security Management
- Fire Safety
- Information Technology Service Management

About the Trainer

Rakesh Pande has over 33 years of managerial experience, including 23 years in the field of Information Technology. In addition to being a specialist in the field of Risk Management & logistics, his other qualifications include :-

- Certified specialist in "Advanced Financial Risk Management" – Indian Institute of Management, Bangalore.
- Lead Tutor ISO 9001, ISO 27001, ISO 20000 & ISO 22301 (IRCA & RABQSA Certified Courses).
- Lead Auditor – ISO 9001, ISO 27001, ISO 20000 & ISO 22301
- "Master Business Continuity Professional" (MBCP) from Disaster Recovery Institute International (DRII), USA
- Business Continuity Certified Expert from BCM Institute, Asia.
- Certified Information Systems Auditor (CISA)
- Certified Information Systems Security Professional (CISSP)
- Certified practitioner of Capability Maturity Model –Software (CMM-SW)
- Certified Practitioner of PAS-56 (Standard on Business Continuity Management)
- Cisco Certified Network Associate (CCNA).

Rakesh is currently a DRII (Disaster Recovery Institute International, USA) certified trainer for their courses in India and the region. In addition, he is also a RABQSA & IRCA certified Trainer for leading International Certification bodies on subjects such as, Information Security (ISO 27001), Business Continuity Management (ISO 22301), Service Management Standard (ISO 20000) and other risk management related standards.

Earlier, Rakesh was heading the Corporate Services function at a leading foreign bank in India till 31 May 2008. In this function, he was responsible towards Information Security, Business Continuity Management and Property, Facilities Management & Procurement for the Organisation. In addition, Rakesh was also entrusted with the management of overall Risk function within the Organisation. Other key responsibilities included, review of Global Policies as a member of Global Review Committee and a member of Crisis Management Teams at India & APAC levels.

Rakesh is experienced in the field Information Warfare and Ethical Hacking, and has been a visiting faculty on various Information Security & BCM Seminars and conferences.

Prior to joining the Banking Industry, Rakesh was working with a leading Certification body as a Lead Auditor & Lead Tutor on ISO 9001, BS 7799 & BS 15000 Standards. In addition, he was a specialised resource on Data Protection Act, HIPPA and SOXA.

Integrated Risk Management

We live in a world with convoluted economy and complex systems. Faring in a business with fitting tools sounds like an idealistic yet impractical situation. In reality, we have far more complex vitals and business demands like notching up business transparency without compromising on security issues; adapting to unforeseen risks and changes, and striving proactively to achieve levels of sensible business practices.

Integrated Risk Management provides an (integrated) approach to managing Operational, Information Security, Business Continuity, Technology, Geo-political and Governance related Risks. One of the many challenges that companies face is finding an expert service provider that understands cutting-edge technology in alliance with real-time business strategy. And therefore, it is extremely important to understand quality risk management standards which enable an organisation to manage their risk favourably.

We at Ace Services, offer a variety of courses on Risk Management (as listed below) :-

Training Type	Duration	Audience Type
Integrated Risk Management Training as per ISO 31000	3 days	Risk Mgt. Staff
Risk Management through FMEA	1 day	Managers & Staf
Internal Auditor Training – Integrated Risk Management as per ISO 31000	3 days	Risk Mgt. Staff
Risk Assessment as per ISO 27005	2 days	Risk Mgt. Staff
Business Continuity Risk Assessment (as per NFPA and BS 25999 Standard)	2 days	Risk Mgt. Staff / BC Staff
Integrated Risk Management – Awareness Training	3 hours	Sr. Management

Note :- These courses does NOT cover topics related to Financial Risk Management (viz. Credit Risk, Market Risk etc).

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Information Risk Management

Information security means protecting information and information systems from unauthorized access, use, disclosure, disruption, modification, or destruction. The terms information security, computer security and information assurance are frequently used interchangeably. These fields are interrelated and share the common goals of protecting the confidentiality, integrity and availability of information.

Governments, military, financial institutions, hospitals, and private businesses amass a great deal of confidential information about their employees, customers, products, research, and financial status. Should confidential information about a businesses, customers or finances or new product line fall into the hands of a competitor, such a breach of security could lead to lost business, law suits or even bankruptcy of the business. Protecting confidential information is a business requirement, and in many cases also an ethical and legal requirement.

We at Ace Services, offer a variety of courses on Information Security in accordance with ISO 27000 series (as listed below) :-

Training Type	Duration	Audience Type
ISO 27001 Lead Auditor Training	5 days	InfoSec Staff
ISO 27001 Implementation Training	5 days	InfoSec Staff + Managers
ISO 27005 Risk Assessment Training	2 days	Core InfoSec Staff
Information Security Awareness Training	2 hours	All Employees
Information Security Training for Senior Management	3 hours	Sr. Management
ISO 27001 Internal Auditor Training	3 days	InfoSec Staff
On-Line Evaluation through InfoSec Questionnaire	2 hours	All Employees

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Business Continuity Management

Business Continuity Management (BCM) is a holistic management process that identifies potential threats to an organization and the impacts to business operations that those threats, if realized, might cause, and which provides a framework for building organizational resilience with the capability for an effective response that safeguards the interests of its key stakeholders, reputation, brand and value-creating activities

In keeping with the highest standards of global education in the field of BCM, Ace Services offers DRII (Disaster Recovery Institute International, USA) Certified courses in India. On successful completion of the qualifying examination, the candidate qualifies to submit an application for Associate Business Continuity Professional (ABCP), Certified Functional Continuity Professional (CFCP) or Certified Business Continuity Professional (CBCP) with DRII. For more details on DRI International courses, see relevant pages on this catalogue

We at Ace Services also offer a variety of other courses on BCM in accordance with the leading industry best practices and ISO 22301 Standard (as listed below) :-

Training Type	Duration	Audience Type
ISO 22301 Lead Auditor Training	5 days	BC Staff
ISO 22301 Implementation Training	5 days	BC Staff
ISO 22301 Risk Assessment Training	2 days	Core BC Staff
ISO 22301 Business Impact Analysis Training	2 days	Core BC Staff
BCM Awareness Training	2 hours	All Employees
BCM Training for Senior Management	3 hours	Sr. Management
ISO 22301 Internal Auditor Training	3 days	BC Staff
Crisis Management Training	2 days	Core BC Staff
Crisis Management Scenario Training	3 hours	CM Team
Developing Business Continuity Plans	2 days	BC Staff + Functional Managers
Customized Training for IT, Property & FMS, HR & Security staff	2 days	Concerned Staff
On-Line Training – Questionnaire based	2 hrs	All Employees

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Operational Risk Management

The term Operational Risk Management (ORM) is more often linked to the risk associated with doing a task / process. Amongst the famous trio – People, Process and Technology, ORM is usually connected with 'Process', rather than, all the three components of the System. This inadequacy in appreciation, leaves a gap in Operational Risk assessment and its management.

We at Ace Services firmly believe that, a true assessment of ORM can best be achieved through the application of ISO 9001 principles, and interlinking People & Technology, along with 'Process approach" to arrive at long lasting risk mitigating solution.

With considerable experience in handling 'People', 'Process' and 'Technology', Ace Services has the right experience to offer a variety of courses on ORM (as listed below) :-

Training Type	Duration	Audience Type
Workshop – Risk Self Assessment	2 days	Dept. Staff
Workshop – How to develop ORM framework & MIS ?	2 days	ORM Staff
ORM Awareness Training	3 hours	All Employees

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For more information contact us at info@aceservices.co.in

Quality Management System

"It is the quality of our work which will please God and not the quantity"

- Mahatma Gandhi

To ensure 'QUALITY', one needs to adopt a management system which directs and controls an organization. Quality Management System (QMS) therefore enables the organizations to identify, measure, control and improve the various core business processes that helps them to improve business performance. A well managed quality system will have an impact on:

Customer confidence

Operational efficiency

Increased market share and greater market opportunities

Efficient use of resources

Cost optimisation

Competitive advantages

Control culture on all processes of the organisation

Credibility and Reputation of the organisation

We at Ace Services, offer a variety of courses on QMS in accordance with ISO 9001 standard (as listed below) :-

Training Type	Duration	Audience Type
ISO 9001 Lead Auditor Training	5 days	QMS Staff
ISO 9001 Implementation Training	5 days	QMS Staff
ISO 9001 Internal Auditor Training	3 days	QMS + Functional Staff
ISO 9001 Awareness Training	2 hours	All Employees
ISO 9001 Training for Senior Management	3 hours	Sr. Management

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Leadership & Team Building
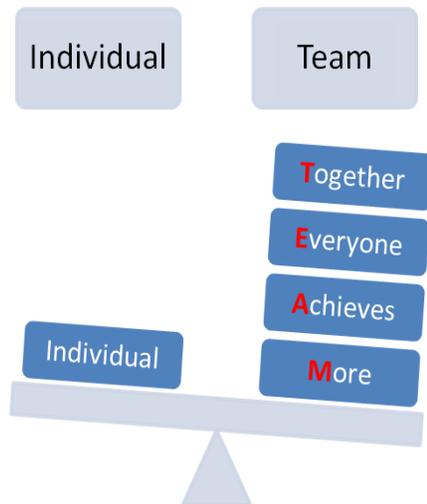
Leadership is the act of providing guidance, direction and control for a team. Leadership includes taking charge, exhibiting charge, exhibiting authority, and exerting influence.

On the other hand, teamwork is a cooperative effort by members of a team to achieve a common goal. Teambuilding occurs

when a group of people with complementary personal strengths commit to achieve certain focused performance results.

The two together (Leadership & Team) help in improved performance, productivity & focus.

Ace Services, has on its panel, expert and experienced trainers from defence, industry and academicians who can provide effective training to both individuals and teams to enhance their productivity and self development. Ace Services provide practical, challenging and tailored training course with both indoor and outdoor activities. The course is conducted in suitable environment for participants to understand team dynamics, people management, leadership and motivation. It increases confidence and competence of individuals in handling conflicts, motivating and influencing teams. Due to the nature of the course, it helps individuals to cope up with their work related stress.

Next Step
For your specific training requirement please contact us at info@aceservices.co.in

Physical Security Management

What is Security ?

People often think of Security in terms of specific Threats and Safeguards. This type of belief often leads to over investment in Security Countermeasures.

Security is always a part of the System. As they say, security of a 'bank vault' is much more than the 'metal box' itself. Similarly, the "Identification System' is much more than the 'ID Card' alone.

Security therefore relates to :-
* the right combination of – People, Process and Technology.
* the entire System and not individual components.
* common sense and simplicity in understanding the system and its subsequent application of controls / countermeasures.

We at Ace Services believe that, there is no such thing as absolute security. Life entails risk and any security countermeasure needs to be viewed in relation to business needs and the risk appetite of the Organisation.

Ace Services offers a variety of courses on Physical Security Management in accordance with Industry best practices (as listed below) :-

Training Type	Duration	Audience Type
Building Physical Security Policies and Procedures	3 days	Security Mgt. Staff
Workshop - Handling Emergencies / Crisis Management	2 days	Security Mgt. Staff
Security Awareness Training	2 hours	All Employees
Security Management Training for Senior Management	3 hours	Sr. Management

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Fire Safety

Fire safety refers to precautions that are taken to prevent or reduce the likelihood of a fire that may result in death, injury, or property damage, alert those in a structure to the presence of a fire in the event one occurs, better enable those threatened by a fire to survive, or to reduce the damage caused by a fire. Fire safety measures include those that are planned during the construction of a building or implemented in structures that are already standing, and those that are taught to occupants of the building.

Fire hazard is considered to be the single biggest threat to any Orgnaisation. Therefore securing physical premises against fire risk is crucial for organizations and businesses.

We at Ace Services, offer a variety of courses on Fire Safety in accordance with industry best practices (as listed below) :-

Training Type	Duration	Audience Type
Basic Fire Safety Training	3 hours	All Employees
Terrorist Threat Management Training	2 days	Security / Fire Safety staff
Evacuation Training *	2 hours	All Employees
Fire Risk Assessment Training	2 days	Fire Safety staff

*Evacuation Training – Needs to be designed to meet Organisation specific requirements

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For more information contact us at info@aceservices.co.in

Service Management Standard

ISO 20000:2011 - Service Management Standard (SMS) provides customer's perspective of Service Management to the business. It helps organisations manage quality of their Services, its alignment with their business goals and relationship with customers. SMS is process-focused and in this sense has ties and common interests with process improvement methodologies like ITIL, TQM, 6 Sigma, ISO 9001, CMMI etc. It focuses upon providing a framework to structure IT-related activities and the interactions of IT technical personnel with business customers and users.

We at Ace Services, offer a variety of courses on SMS in accordance with ISO 20000 (as listed below) :-

Training Type	Duration	Audience Type
ISO 20000 Implementation Training	5 days	IT Staff
ISO 20000 Awareness Training	3 hours	All Employees
ISO 20000 Internal Auditor Training	3 days	IT / Auditor Staff
On-Line Evaluation through SMS Questionnaire	2 hours	All Employees

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For more information contact us at info@aceservices.co.in

Certified Information Systems Security Professional (CISSP)

Certified Information Systems Security Professional (CISSP) is a globally recognised information security personal certification. This certification is acclaimed as the best benchmark in the field of information security certifications.

Ace Services provides exam focused instructor-led classroom training to Information Security professionals. The training program covers all the 10 security domains of CISSP examination.

The knowledge gained during the training will complement the existing knowledge and skills of the participants and help them in better & more effective preparation for the CISSP examination. As a result, the participants will be able to face the examination more confidently and improve upon the reasoning skills to identify the 'most correct' answer from the given choices.

Audience
Targeted for information security professionals who wish to achieve CISSP certification.

Duration : 5 Days

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For more information on CISSP training, contact us at info@aceservices.co.in

Disaster Recovery Institute International, USA, Certified Courses

(a)   BCLE 2000 Course - Business Continuity Planning

The professional practices for business continuity professionals are defined as the skills, knowledge and procedures, required to lead a Business Continuity Planning effort.

This 5-day course includes 32 hours of instruction followed by the Qualifying Examination. Instructors offer a fast-paced overview of DRI International's business continuity planning model and delineate the knowledge, skills and procedures needed to effectively execute each stage. Instructors present a case study exercise and other select exercises depending on the experience in the room. Upon completion of the course participants will :-
(a)   be reminded of the BC planning stages and requirements to effectively implement each one;
(b)   confirm their understanding of industry terminology;
(c)   learn recent trends, and
(d)   be able to articulate the roles of the BC planner, business components and executive management in developing, testing and maintaining BC plans.

These are essential elements of the DRI International Qualifying Examination.

Audience
Targeted for professionals with some business continuity (BC) experience. The course offers an overview of the BC planning process through the Professional Practices for Business Continuity Professionals.

Duration : 4.5 Days

Course Outline
Lesson 1: BCM Project Management & Executive Support
Lesson 2 : Risk Assessment and Analysis
Lesson 3 : Business Impact Analysis
Lesson 4 : Developing Business Continuity Strategies
Lesson 5 : Emergency Preparedness and Response
Lesson 6 : Crisis Communications
Lesson 7 : Coordination with External Agencies.
Lesson 8 : Plan Activation
Lesson 9 : Plan Development.
Lesson 10 : Awareness and Training Programs.
Lesson 11 : Testing and Exercise Programs.
Lesson 12 : Maintaining & Updating Plans.

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For more information regarding DRI International Courses, contact us at cbcp@aceservices.co.in

(b)   BCP-501 Course - Business Continuity Planning

The BCP 501 is a rapid business continuity planning refresher course covering the Professional Practices for Business Continuity Professionals in preparation for the DRI International Qualifying Exam. This 3-day course features 16 hours of instruction followed by the Qualifying Examination. Instructors take a fast-paced approach to the Professional Practices with emphasis on BC planning and the knowledge, skills and procedures needed to effectively implement each step of the planning process.

Audience

Targeted for professionals who need a refresher on the Professional Practices for Business Continuity Professionals in preparation for the DRI International Qualifying Examination..

Duration : 2.5 Days

Course Outline

Disaster Recovery Planning, functional components and definitions Planning, Organization Planning, model Risk Analysis and Business Impact Analysis, Identifying and Selecting Planning Teams, Risks, Controls, Relationships, and Critical Functions, Definition of Critical Functions, Applications, Emergency Planning, and Control of Communications, Networks Recovery teams, Vendor roles, Vendor roles and back-up methods, Managing Recovery, Plan Development, Verbal and written skills, Project management, Developing the Plan, Evaluation and selection of alternatives, Setting priorities, Alternative strategies, Basic plan design, Testing and Maintenance of the Plan, Types of tests, Guidelines and criteria, Measurement tools, Effectiveness, evaluation and audit reports, Developing Public Relations, Crisis Communication Procedures, Initiation and escalation procedures, Components of a proactive crisis communication plan, Identifying audiences, Coordinating with Public Authorities, Identifying the professional's role, Introduction to the Incident Command System, Working with public authorities.

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For more information regarding DRI International Courses, contact us at
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