



## Candidate's Handbook

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### ISO/IEC 27002 MANAGER



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## About PECB

PECB is a certification body for persons, management systems, and products on a wide range of international standards. As a global provider of training, examination, audit, and certification services, PECB offers its expertise on multiple fields, including but not limited to Information Security, IT, Business Continuity, Service Management, Quality Management Systems, Risk & Management, Health, Safety, and Environment.

We help professionals and organizations to show commitment and competence with internationally recognized standards by providing this assurance through the education, evaluation and certification against rigorous, internationally recognized competence requirements. Our mission is to provide our clients comprehensive services that inspire trust, continual improvement, demonstrate recognition, and benefit society as a whole.

Our principal objectives and activities are:

1. Establishing the minimum requirements necessary to qualify certified professional
2. Reviewing and verifying the qualifications of applicants for eligibility to sit for the certification examinations
3. Developing and maintaining reliable, valid, and current certification examinations
4. Granting certificates to qualified candidates, maintaining records of certified members, and publishing a directory of the holders of valid certificates
5. Establishing requirements for the periodic renewal of certification and determining compliance with those requirements
6. Ascertaining that certified professionals met ethical standards in their professional practice
7. Representing its members, where appropriate, in matters of common interest
8. Promoting the benefits of certification to employers, public officials, practitioners in related fields, and the public



## Introduction

ISO/IEC 27002 is an information security standard published by the International Organization for Standardization (ISO) and by the International Electro technical Commission (IEC), entitled Information technology - Security techniques - Code of practice for information security management.

ISO/IEC 27002:2005 has developed from BS7799, published in the mid-1990s. The British Standard was adopted by ISO/IEC as ISO/IEC 17799:2000, revised in 2005, and renumbered (but otherwise unchanged) in 2007 to align with the other ISO/IEC 27000-series standards.

ISO/IEC 27002 provides best practice recommendations on information security management for use by those responsible for initiating, implementing or maintaining information security management systems (ISMS). Information security is defined within the standard in the context of the C-I-A triad:

- 1) the preservation of Confidentiality (ensuring that information is accessible only to those authorized to have access),
- 2) Integrity (safeguarding the accuracy and completeness of information and processing methods) and
- 3) Availability (ensuring that authorized users have access to information and associated assets when required).

Today's employers are not just seeking Information Security Management professionals, but want proof that these professionals hold a predetermined set of knowledge and skills. Companies now place a high degree of importance on hiring, contracting with, and promoting credentialed practitioners prepared to tackle today and tomorrow's challenges.

PECB is the one of the first North American organization that certifies Information Security Management professionals in ISO 27002. It is important to understand that PECB certifications are not a license or simply a membership. It is peer recognition that an individual has demonstrated proficiency in, and comprehension of, a series of competencies. PECB certifications are awarded to candidates that can provide proof of experience, professional references and have passed a standardized exam in the certification area.

This document specifies the PECB ISO 27002 certification schemes in compliance with the ISO/IEC 17024:2012 standard (Conformity assessment — General Requirements for bodies operating certification of persons). Also, this handbook contains information about the process by which candidates may earn and maintain their credentials. It is very important that you read all the information contained in this booklet before completing and submitting your application. If questions arise after reading this application handbook, please contact the PECB international office at [certification@pecb.com](mailto:certification@pecb.com).

**Eric Lachapelle**  
Chief Executive Officer

**Faton Aliu**  
President and Chief Operating Officer



## PECB Code of Ethics

PECB professionals will:

1. Conduct themselves professionally, with honesty, accuracy, fairness, responsibility and independence.
2. Act at all times solely in the best interest of their employer, their clients, the public, and the profession by acting in accordance with the professional standards and applicable techniques while performing professional services.
3. Maintain their competency in their respective fields and strive to constantly improve their professional skills.
4. Offer only professional services for which they are qualified to perform, and adequately inform clients and consumers about the nature of proposed services, including any relevant concerns or risks.
5. Inform each employer or client of any business interests or affiliations which might influence their judgment or impair their fairness.
6. Treat in confidential and private manner information acquired during professional and business dealings of any present or former employer or client without its proper consent.
7. Comply with all laws and regulations of the jurisdictions where professional activities are conducted.
8. Respect the intellectual property and contributions of others.
9. Not intentionally communicate false or falsified information that may compromise the integrity of the evaluation process of a candidate for a professional designation.
10. Not act in any manner that could compromise the reputation of PECB or its certification programs for persons and will fully cooperate on the inquiry following a claimed infringement of this Code of Ethics.



## Value of PECB certification

CREDIBILITY ON THE MARKET AND RECOGNITION BY PEERS IS THE TRUE VALUE OF PECB CERTIFICATION

Certification is a vital component of the Business Continuity field as it provides evidence that certified professionals hold standardized competencies based on best practices. Certification can also serve as documented evidence of a professional's qualifications, competencies and experience.

The benefits of the Certification Program include the following:

- It serves to demonstrate that the certified professional holds defined competencies based on best practices.
- It allows employing organizations to make an informed selection of employees or services based on the competencies that are represented by the certification designation.
- It provides incentives to the professional to constantly improve his/her skills and knowledge.
- It serves as a tool for employers to ensure that training has been effective.

## PECB certification process steps

### 1. Decide which certification is right for you

Each PECB certification has specific education and experience requirements. To determine which certification product is right for you, verify all eligibility requirements for the different ISO 22301 certifications and your professional needs.

### 2. Prepare for the exam

All certification candidates are responsible for their own study and preparation for the examination. No specific set of courses or curriculum of study is required as part of the certification process. Likewise, the completion of a course or program of study will significantly enhance your chance of passing a PECB certification examination. To learn more about exams, competency domains and knowledge statements please go to: <http://pecb.com/site/renderPage?param=433>.

### 3. Apply and schedule the exam

Candidates must download the application form which is available at <http://pecb.com/pdf/PECB-404-ERF.docx>. Applicants can pay the application fees online and send all required supporting documents to PECB via email at [examination@pecb.com](mailto:examination@pecb.com). Applicants will also have the option of mailing the payment (checks) but however, this will result in delays of the application process.

Applicants will then be able to select a date and location for their certification exam. Dates and location can be found at [www.PECB.com](http://www.PECB.com). You must register at least fourteen (14) days before the exam date.

### 4. Take the exam

Candidates will be required to arrive at least 30 minutes before the beginning of the certification exam. Candidates arriving late will not be given additional time to compensate for the late arrival and may be denied entry to the examination room. All candidates will need to present a valid identity



card such as a driver's license to the invigilator and the exam confirmation letter. The duration of the exam varies according to the type of examination taken (see description of the different exams for more details). PECB exams are available in English. For availability of the exam in a language other than English, please contact [examination@pecb.com](mailto:examination@pecb.com)

#### **5. Receive your exam results**

It takes 4 to 8 weeks for participants to receive their results. All results are sent via email. The examination results will not include the exact grade that you had, only a mention of pass or fail. In the case of a failure, the results will be accompanied with the list of domains in which you had a low grade to provide guidance to prepare yourself to retake the exam. In case you failed to pass the test and you disagree with the results, you can ask for regrade at [examination@pecb.com](mailto:examination@pecb.com) and within two weeks you will receive new results back.

#### **6. Apply for certification**

All participants who successfully pass their certification exam (or an equivalent accepted by PECB) are entitled to apply for the PECB credentials they were examined for. Specific educational and professional requirements may be needed for you to be PECB certified. Candidates will need to fill out the online certification application form <http://pecb.com/user/register> and fill all the forms online (that can be accessed via their PECB online profile), including contact details of references who will be contacted to validate the candidate's professional experience. At the end, before submission a candidate can choose to pay online or be billed. In case the candidate needs additional information, he/she should contact [accounting@pecb.com](mailto:accounting@pecb.com) and/or [certification@pecb.com](mailto:certification@pecb.com)

Once PECB will have validated that you fulfill all certification requirements, you will be informed by email of our decision and you will receive your certificate by email.

#### **7. Maintain your certification**

The PECB certifications are valid for three years. To maintain his/her certification, the applicant must demonstrate every year that he/she is still performing tasks that are related to the certification. Every year, PECB certified professionals will need to provide PECB with the number of hours of auditing and/or implementation related tasks they have performed with the contact details of individuals who can validate these tasks, as well as paying their yearly certification maintenance fees. PECB will randomly select some referrals to contact to validate this experience and education.





## ISO/IEC 27002 Manager

The ISO/IEC 27002 Manager certification is a professional certification for professionals needing to implement Information Security Control Best Practice based on ISO 27002.

The principal competencies and knowledge skills needed by the market are the ability to support an organization in implementing Code of practice for information security management as specified in ISO 27002.

### Various professions may apply for this certification:

- Manager or consultant wanting to implement an Information Security Management System based on ISO 27001
- Project manager or consultant wanting to master the Code of practice for information security management
- Person responsible for the Information Security or conformity in an organization
- Member of the Information Security team
- Expert advisor in Information Security issues
- Technical expert wanting to prepare for an Information Security Management System audit function

### The requirements for “ISO 27002 Manager” certifications are:

Credential	Education	Exam	Professional experience	INFOSEC MNGT. Audit experience	INFOSEC MNGT. project experience	Other requirements
<b>ISO 27002 Manager</b>	At least secondary school	ISO 27002 Manager Exam	<b>Two years</b> One year of Information Security work experience	None	Project activities totalling 200 hours	Signing the PECB code of ethics

### For certification purposes, the following implementation types constitute valid implementation experience:

1. Internal implementation
2. External/consulting implementation
3. Partial implementation

### To be considered valid, these implementation activities should follow best implementation practices and include most of the following activities:

1. Drafting an INFOSEC MNGT. implementation business case
2. Managing an INFOSEC MNGT. implementation project
3. Implementing Information Security processes
4. Managing Information Security processes
5. Implementing objectives
6. Implementing corrective or preventive action
7. Performing internal audit
8. Performing a management review
9. Managing an Information Security team



## General information

### Applying for certification

Candidates who apply for PECB certification will need to be prepared to provide the following:

- At least two references (candidates can input up to a maximum of five references), including their names and contact details.
- Their most recent CV.
- Their INFOSEC MNGT. audit/project log.

PECB will validate professional experience with your references to ensure the accuracy of all applications.

### About application

#### Language

PECB provides support in English and French.

#### Application fees

Application fees vary according to your country of residence. Please use the following list to determine your application fees:

ISO 27002 Manager	Country
300 €	Andorra, Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Ireland, Italy, Liechtenstein, Luxemburg, Malta, Monaco, Netherlands, Norway, Portugal, San Marino, Spain, Sweden, United Kingdom
300 USD	Canada, Japan, United States of America
300 USD	All other countries

Application fees include both examination fees and certification fees (if the candidate successfully passes his/her examination).

#### Examination Cancellations

To cancel an examination and receive a partial refund, your request must be in writing and received in the PECB office no later than 96 hours prior to the scheduled examination appointment time. PECB will refund your examination fee, less a \$100 USD processing fee, per examination.



## About examination

### Admission rules to Examination

Each candidate must present valid photo identification to be admitted to the examination site and the exam confirmation letter. Candidates shall comply with all security rules established for testing. Candidate will be allowed no more than the specified time to complete his/her examination.

For more specific information about this exam, please contact [examination@pecb.com](mailto:examination@pecb.com) to request a copy of the corresponding exam preparation guide or download it from PECB's website.

### Examination Security

A significant component of a successful and respected professional certification credential is maintaining the security and confidentiality of the examination. PECB relies upon the ethical behavior of certificate holders and applicants to maintain the security and confidentiality of PECB examinations. When someone who holds PECB credentials reveal information about PECB examination content, they violate the PECB Code of Ethics. PECB will take action against individuals who violate PECB Policies and the Code of Ethics. Actions taken may include permanently barring individuals from pursuing PECB credentials and revoking certifications from those who have been awarded the credential. PECB will also pursue legal action against individuals or organizations who infringe upon its copyrights, proprietary rights, and intellectual property.

### Testing Tips

On the day of the exam:

1. Plan to arrive at the exam site at least 30 minutes prior to your appointment.
2. Get a good night's rest the night before.
3. Eat a well-balanced meal prior to reporting to the exam center. Avoid excessive stimulants such as caffeine.
4. Read and follow the instructions carefully. Ask the Proctor for clarification if you are not sure about the instructions.
5. Periodically check your progress. This will allow you to make any adjustments in time. Pay attention to the time you have left to finish the exam.
6. Only the questions you answer correctly are scored. There are no penalties for answering a question incorrectly, so answer as many questions as you can. If you are unsure of a response, eliminate as many options as possible, and choose an option from those that remain.

### Examination Scores and Scoring Method

PECB grades all examinations fairly. There is no predetermined percentage of participants who fail and pass, so candidates do not compete against each other. Test scores are based on the number of items answered correctly. A portion of the test questions are not scored and are used for the purpose of future examination development. Candidates will not know whether an item is scored or not.

### Examination Results

Scores are strictly confidential and they cannot be obtained over the phone or send to a third-party. If you have questions concerning your test results, you should direct them in writing to the PECB Certification Program. The examination results will not include the exact grade that you had, only a mention of pass or fail. In the case of a failure, the results will be accompanied with the list of domains in which you had a mark lower than the passing grade to provide guidance to prepare yourself to retake the exam.



### **Retest**

There is no limitation on how many times a candidate can retake the same exam. However, there are some limitations in terms of allowed time-frame in between exams.

When candidates fail an examination, they are only allowed to retake the examination once within 12 months after first attempt. If second examination is unsuccessful, candidate will be allowed to retake the exam only after 1 year (12 months). Retake fee applies.

When candidates fail the same examination for the second time, their file is automatically closed for 1 year.

### **Closing files**

Closing a file is equivalent to rejecting a candidate's application. As a result, when candidates request that their file be reopened, PECB will no longer be bound by the conditions, standards, policies, candidate handbook or exam preparation guide that were in effect before their file was closed.

Candidates who want to request that their file be reopened must do so in writing, and pay the required fees.



## About certification

### Professional references

Professional references must be from individuals who have professionally worked with you and can validate your Service expertise, current and previous work history, as well as your job performance. You cannot use anyone as a reference who falls under your supervision nor is a relative. At least three professional references are required (candidates can input up to a maximum of five references).

### Professional experience

Complete information is required: including job title, begin dates, end dates, responsibilities and more. Summarize each assignment, providing sufficient detail to describe the nature of the responsibilities that you had. This information can be detailed in your resume.

### INFOSEC MNGT. Project experience

The candidate's implementation log will be checked to ensure that the applicant has the minimal required number of implementation-hours. The following implementation types constitute valid implementation experience: internal implementation, external/consulting implementation or partial implementation of a Information Security Management system. This information can be detailed in your resume.

### Auditing of Certification Applications

PECB randomly audits applications to validate the candidate's eligibility to certification. A candidate whose application is being audited will be notified in writing office and given a reasonable timeframe to provide any additional documentation if required. If a candidate does not respond by the deadline, or does not provide the required documentation within the given time frame, he or she may be declared ineligible.

### Denial and Revocation of Certification

Certification will be denied or revoked for any of the following reasons:

- Falsification of application
- Violation of testing procedures
- Misrepresentation
- Failure to pass the examination

Denials or revocations of certification may be appealed to the Certification Board in writing.

The application payment for the certificate is not refundable.

This is due to the initiation of the procedures concerning the verification of the application, verification of the evidence submitted by the candidates, as well as the engagement of the relevant units in this process.

### Annual Renewal Certification Fee

To maintain your credentials active, there is an annual renewal fee for each calendar year. Registrants who pay their annual renewal fee will appear online in the PECB Directory of Certified Professional.



### **Recertification**

The PECB designations are valid for three years. To maintain his/her certification, the applicant must demonstrate every year that he/she is still performing tasks that are related to the certification. PECB certified professionals who fail to provide the required CPD hours will have their PECB credentials revoked and will no longer be allowed to present themselves as certified PECB professionals. To find out more about Certification maintenance and re-certification process, please visit: <http://pecb.com/site/renderPage?param=363>.

### **About PECB general policies**

#### **PECB Code of Ethics**

The PECB Code of Ethics can be found at [www.PECB.com](http://www.PECB.com). Adherence of professionals to PECB code of ethics is a voluntary engagement. However, if a member does not follow this code by engaging in gross misconduct, PECB membership may be terminated and certifications revoked. Not only is it important for PECB certified professionals to adhere to the principles expressed in this Code, each member should encourage and support adherence by other members.

#### **Non-discrimination and Special Accommodations**

All candidate applications shall be evaluated objectively without regard to age, sex, race, religion, national origin, or marital status. PECB will allow for reasonable accommodations <sup>(1)</sup> as required by the Americans with Disabilities Act (ADA) <sup>(2)</sup> or an equivalent National Law. A candidate who needs special accommodations must make the request in writing and allow an extra two weeks for processing of the application.

#### **Complaints and appeals**

Requests for an appeal must be made no later than 30 days after the applicant is denied certification. Within 30 days after the receipt of the written appeal, PECB must provide the applicant with a written response. You can read more about complaint and appeal procedure by visiting the following link: <http://pecb.com/site/renderPage?param=364>.

(1) According to ADA the term "reasonable accommodation" may include: (A) making existing facilities used by employees readily accessible to and usable by individuals with disabilities; and (B) job restructuring, part-time or modified work schedules, reassignment to a vacant position, acquisition or modification of equipment or devices, appropriate adjustment or modifications of examinations, training materials or policies, the provision of qualified (2) ADA Amendments Act of 2008 (P.L. 110-325) Sec. 12189. Examinations and courses. [Section 309]: Any person that offers examinations or courses related to applications, licensing, certification, or credentialing for secondary or postsecondary education, professional, or trade purposes shall offer such examinations or courses in a place and manner accessible to persons with disabilities or offer alternative accessible arrangements for such individuals.



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**PECB Support Center** can be contacted by telephone at +1-307-222-6044 ext. 1 from: 09:00-17:30 Monday to Friday (CET).

Because many of our partners and certified professionals operate in different time zones, we recommend that you contact us via our Support Center's online ticketing system at

<http://pecb.com/site/renderPage?param=6>.

**Emails:**

Examination: [examination@pecb.com](mailto:examination@pecb.com)

Certification: [certification@pecb.com](mailto:certification@pecb.com)

Customer care: [support@pecb.com](mailto:support@pecb.com)

**Website:** [www.pecb.com](http://www.pecb.com)

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