

## *Expect the Unexpected* *Responding to Global Risks*

DON'T SHOW  
OFF, SHOW UP

MOUNT ETNA ERUPTION  
RECOVERING FROM  
DISASTERS

GREAT PERFORMERS:  
A WORK-LIFE  
BALANCE STRATEGY

JAPANESE RESILIENCE  
AND RESPONSE TO  
CRISIS



# THE ROAD TO RESILIENCE

Organizations are becoming more exposed to their own threats and vulnerabilities due to global communication in today's interconnected world. In order to survive, organizations need to safeguard their business from different disruptions such as global hazards, cyber-attacks, and natural disasters. Thus, to stand the test of time, resilient organizations are anticipating, creating and taking advantage of new opportunities.





# IS YOUR ORGANIZATION PREPARED?

## ISO 22301 BUSINESS CONTINUITY



MINIMIZING  
RISK



INCREASING  
RESILIENCE



REDUCING  
COST

THE AVERAGE COST PER HOUR OF SERVICE  
**DISRUPTION \$110,000.**

**\$1.5** | **LOSSES DUE TO**  
MILLION | BUSINESS INCIDENTS

**68%** OF U.S. SMALL BUSINESS ENTERPRISES DO  
NOT HAVE A WRITTEN DISASTER RECOVERY PLAN

**49%** OF U.S. SMALL BUSINESS ENTERPRISES  
NEED AT LEAST THREE MONTHS TO RECOVER FROM  
A NATURAL DISASTER

## ISO 22316 ORGANIZATIONAL RESILIENCE

### RESILIENCE ON CLOUD COMPUTING

*The importance of Organizational Resilience will increase by*



**78%**  
U.S.



**72%**  
EUROPE

*Over the next 3 years*

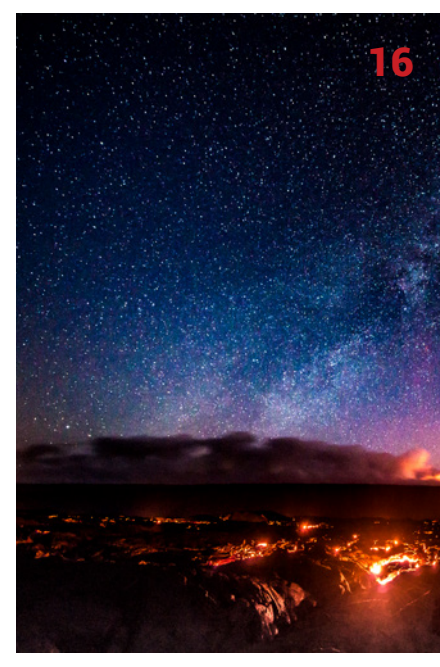
**88%**

OF RESPONDENTS  
PERCEIVE  
RESILIENCE AS A  
PRIORITY FOR THEIR  
BUSINESSES

**40%**

OF SMALL BUSINESS  
ENTERPRISES NEVER  
RE-OPEN AFTER A  
DISASTER





# CONTENT

## 08. The Standard

### 10. Don't show off, Show up

Quantifying the benefits of attending a conference

### 16. Mount Etna Eruption

#### Recovering from Disasters

Wouldn't it be fun to live in a Disaster-Free World, where natural events would happen to push our societies forward?

### 22. The purpose and requirements of ISO 31000 for an effective Risk Management in your organization

### 28. Great Performers: A Work-Life Balance Strategy

### 32. Global Leading Voices

Webinar Campaign

### 38. Japanese Resilience and Response to Crisis

### 44. European Electronic ID and Trust Services (eIDAS) regulation conformity assessments now will be conducted from PECB Europe in several languages in all European countries

### 56. What is PECB Bringing in April?

### 57. Want to get ISO/IEC 27032 Certified?





# THE STANDARD

## Creation

The ISO 22316 has been established to aid organizations in closing the gaps and management flaws with respect to further development. Thus, what your organization should pursue is moving forward with the organizational development, rather than focusing on disaster recovery planning. Being part of an extremely fast-paced changing business environment, the organizations must develop a continuous change attitude.

## Purpose

With a strong unification purpose, this standard initially bases its principles in the creation and alignment of goals, mission, vision, and objectives. Further, while embracing change, organizations increase their likelihood of performance increase. Efficient governance and compliance to the organizations strategy is also encouraged through ISO 22316:2017.

## Implementation

Building a resilient organization is not as challenging as it is necessary for your organization's survival. ISO 22316:2017 can be referred to as a standard developed to increase both

security and resilience in your organization. Organizational resilience will serve as a great tool to create and maintain competitive advantage.

## Effect

By having a huge effect on the organization's leadership, this standard increases the ability of organizations to evolve and improve. Its integration articulates the implementation of strategic goals in the organization. This embeds a unity of purpose which enables all members of the organization to respond incredibly fast in specific situations.



# DON'T SHOW OFF, SHOW UP

## QUANTIFYING THE BENEFITS OF ATTENDING A CONFERENCE

**W**hen you think of attending conferences your first thought it is 'how exciting!', yet many do mention the awkwardness conveyed in the very beginning. However, that awkward feeling drawn together with excitement, suspense and adventure is what we really sign up for. Naturally, there is an urge to find ourselves among professionals, experts, and leaders to connect with them either personally or professionally. After all, it is in our benefit to get the most out of it, right?

Surely, there is an enormous amount on the positive side of attending professional events and business conference. Some of them may be related to in-person connections and business network enlargement, while others are associated to increase knowledge base and acquire new skills.







On-the-job training may be your main source of professional career elevation. However, limiting ourselves to it, could, in one way or another, serve as a tripping point to our careers. Moreover, expanding the knowledge base from different sources will boost up our abilities to perform our duties much better.

Excellent business opportunities should be taken advantage of by preceding with face-to-face meetings because this type of communication is much more powerful on both ends. It brings trust, confidence, new opportunities and avoids confusion which can lead to the the wrong decision and delays.

Besides, meeting experts of various industries is not something we can consider as a daily task, rather as a business opportunity that should be taken advantage of to its fullest potential. You never know what benefits other than to seal- the- deal it can bring.

But let's not get carried away with what the conferences offer, but instead take a look at how we could quantify these benefits.

Business conferences are the perfect opportunity to put you in direct contact with your potential clients and customers. At a friendly setting, it is highly interesting to communicate and gather customer feedback while having the chance to offer your products and services to any interested party.



From a business perspective, it is a seamless opportunity to gain an oversight of what the industry and your competitors are up to. Could it help your company to grow? Well, information is certainly a start to not only business development but is also what we should continuously be bound to. In any case, we understand that improvement could count as the most important factor for business success.

Consistently, changing perceptions towards many discussions will certainly feed your creativity to become more powerful on finding solutions and providing better products or services.



# KEVIN MITNICK

THE WORLD'S MOST FAMOUS HACKER

AT THE

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SPEAKER

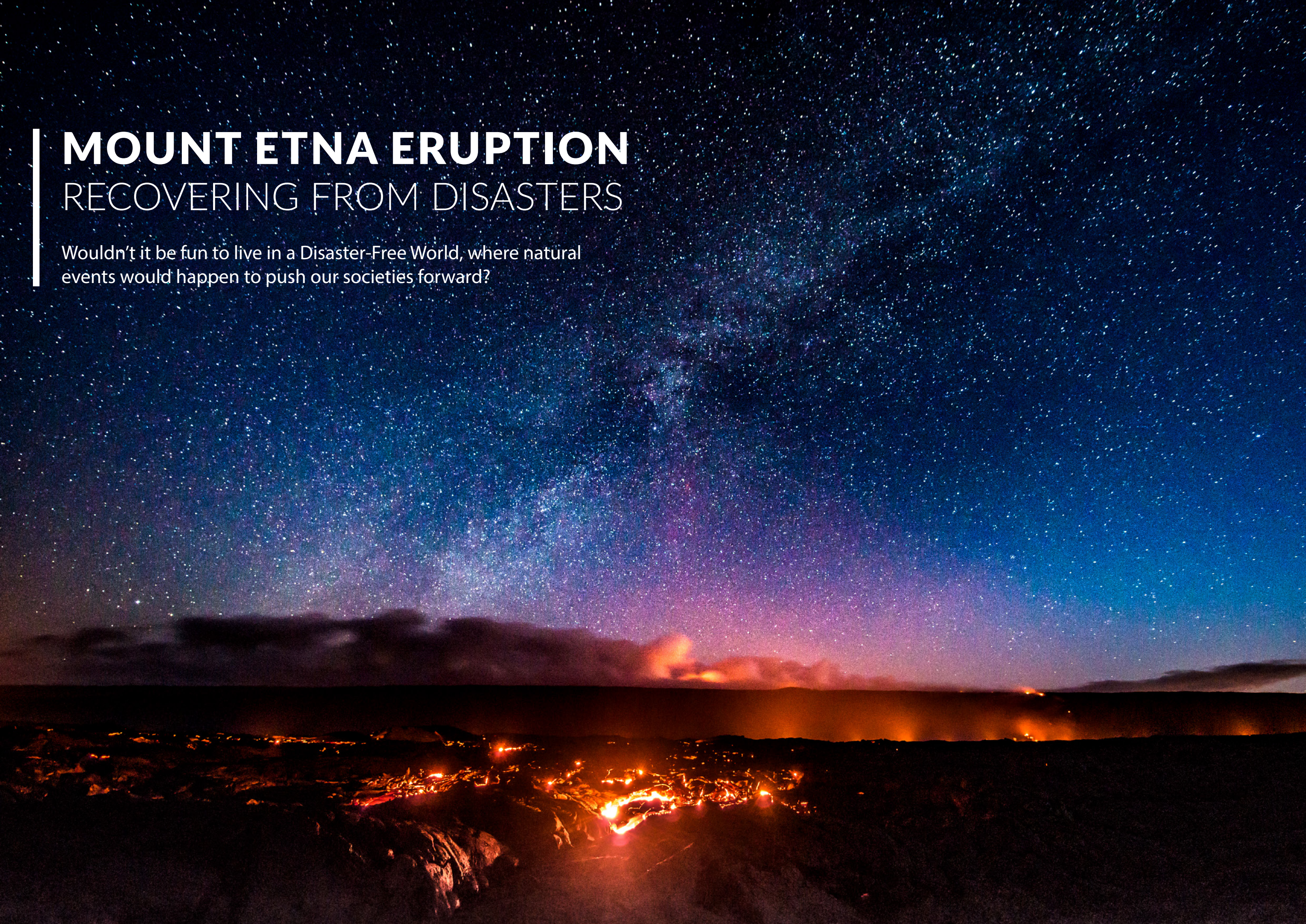




# MOUNT ETNA ERUPTION

## RECOVERING FROM DISASTERS

Wouldn't it be fun to live in a Disaster-Free World, where natural events would happen to push our societies forward?

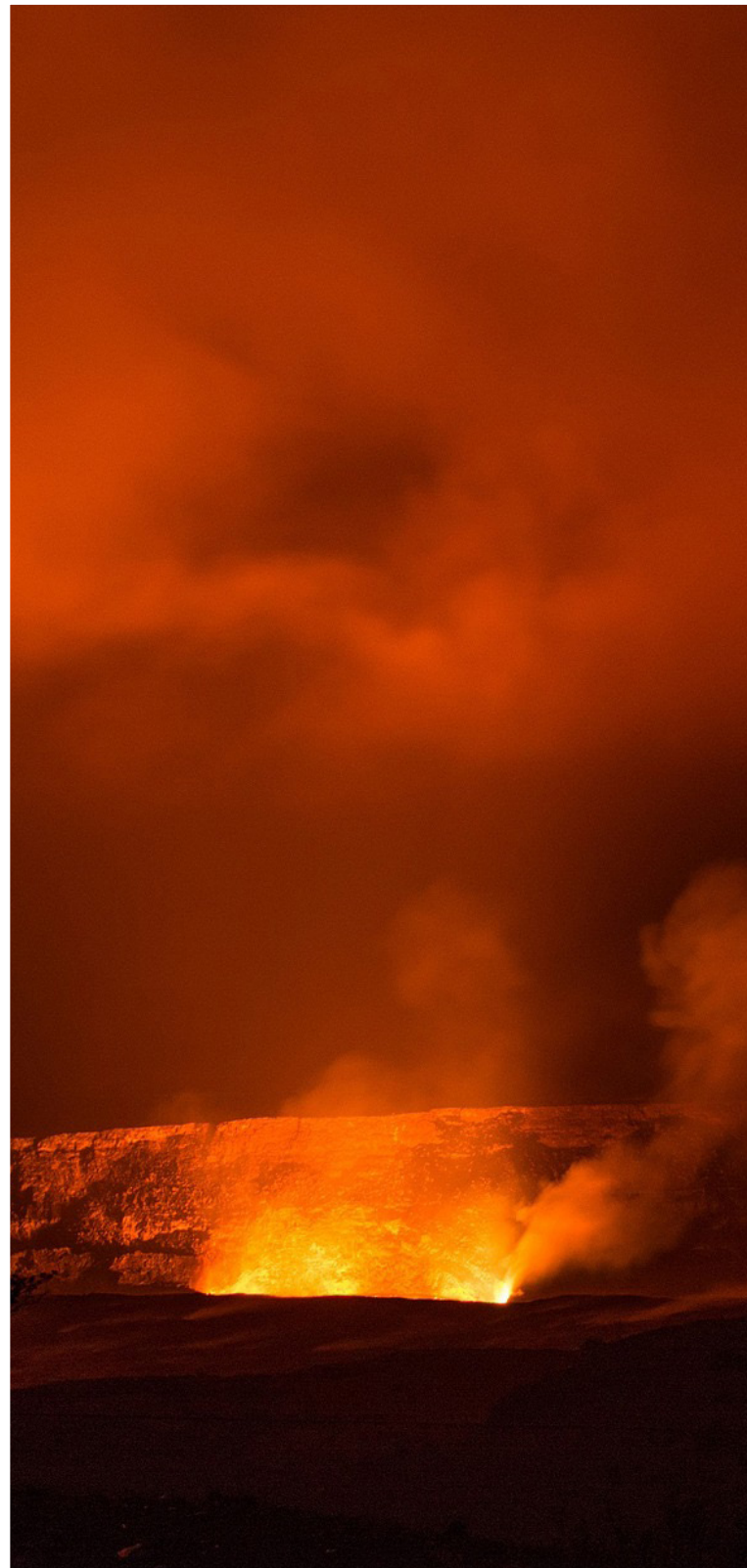




While constantly increasing, the global population peaks to an estimated 7.4 billion inhabitants. With all of us among them, natural disasters can unexpectedly affect for worse in one way or another. Hence, we have witnessed some great natural disasters during the recent years.

To begin with, the recent eruption of Mount Etna, a stratovolcano in Italy, and evidently the largest active volcano in Europe, has shaken the world. Its intensification has been marked through its blast in February and has been continuing for several days whereas its activity has been frequent and dates back to thousands of years ago. With an enormous effect, its largest and well-known outburst of the 17th century has caused severe damages due to its lava outpouring causing disastrous effects across the Italian Sicily.

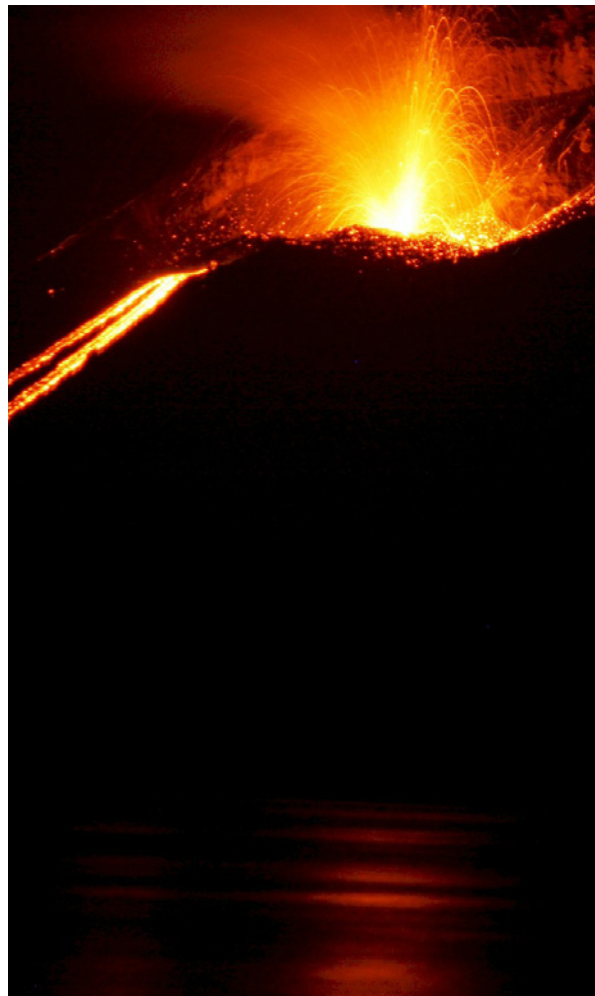
The largest volcano in Europe is greatly feared as its destructive powers have affected Sicily and the region vastly. A larger outburst of Mount Etna could very easy have an impact across Europe, entirely. It is necessary to mention that we have had the opportunity to see its powers in action at a more frequent rate in the last years.



Referring to a study made by [Nature](#), Mount Etna's eruptions *"have the potential to cause significant social and economic damage"*. Additionally, its volcanic eruptions are of explosive nature that can extend to several kilometers.

Etna's potential of hazardous effect in the region increases with the expansion of inhibition around this area. With the increasing probability of eruptions, Mount Etna's destructive dangers are posing serious threats to the lives of, first the population of Sicily, as much as the hazardous health effects across the population of Europe. According to Gabriele Tucciarone from Prometeo Management Consulting, Mount Etna volcano eruptions are dangerous for the population of Sicily, in particular because of the many buildings built on slopes of the volcano. The eruptions also represent a risk for tourists and journalists who come to visit the volcano and that could be damaged, as happened recently. Although the recent eruptions have not caused major damage of devastation, their frequency and the large number of people who are nearby the volcano, both stably and occasionally, lead us to define the eruptive activity of Etna as a risk for the safety of the population. But Mount Etna is not an isolated case in Italy. A little further away (in Naples) there is in fact the Vesuvio, an active but dormant volcano not erupting since 1944, which in 1906 generated the most destructive eruption of the twentieth century. A new eruption of Vesuvio volcano today would cause extensive damage mainly because of the buildings placed in its surroundings.





## “THE SITUATION IS SERIOUS, INDEED” -50 ERUPTIONS HIT EARTH EACH YEAR

Even though natural disasters do not occur very often in one region, they hit the Globe in various rates of dreadful events. Besides the volcanic eruptions, we have witnessed various avalanches, earthquakes, sinkholes and floods taking human lives in great numbers.

Recently, we have had the chance to witness a snow avalanche in the popular French Alpine Resort of Tignes. Disastrously, the avalanche struck a family terrain in which

many parents and children were riding together. Usually, avalanches have a higher risk to appear on off-piste terrains where snow is less stable due to inactivity in those areas. Luckily, this avalanche has not caused any fatalities, as reported by the emergency rescue teams.

Nevertheless, our society is suffering the consequences and has experienced great difficulty to overcome the damages associated with them. With terror spreading across the world, we have seen fear among the population as well as an increased necessity of disaster recovery and emergency management teams to address these phenomena accordingly.

This necessity has served as the fundamental reason for developing various management systems and standards related to this matter. Essential social functions shall be ensured to be delivered in times of catastrophes. Similar incidents are bound to happen in terms of national, regional, or even within single organizations and definitely threaten such social functions. As stated by Gabriele Tucciarone from Prometeo Management Consulting, the definition of emergency management and disaster recovery management plans is essential in scenarios when the eruptive activity of Mount Etna volcano is placed. In this context, the definition of a methodology for risk management related to the activity of the volcano, appears to be a priority. Moreover, the ability to predict the eruptions is necessary to implement the preventive interventions. In contrary, even an appropriate response plan to an eruption could prove ineffective, if activated when the event has already happened.

As such, the development of International Standards such as ISO 22320 has found application in all types of organizations and agencies in both the public and private sectors. Emergency management and incident response standards are mandatory to obtain, as they ensure accurate specification of processes, systems of work, and fluent cooperation in hard times.

**EU BUDGET DESIGNATED TO DISASTER RECOVERY FROM NATURAL DISASTERS 2017**

Global agencies and Unions are establishing various funds to help the mitigation and fast response from emergency and disaster recovery teams. Recently, the [European Union](#) has proposed to set aside a sum of an approximately 72 million euros in support of disaster recovery from their Solidarity Fund. These funds have been specifically designated to the United Kingdom, Cyprus, and Portugal, in respect to floods, droughts, and fires in these states.

In addition, the United Nations Office for the Coordination of Humanitarian Affairs has in place the Central Emergency Response Fund ([CERF](#)) which has been launched on March 2006 and represents an important international multilateral and rapid funding of life-saving assistance. This fund allocates an approximate of \$ 500 million US dollars per annum. Further, the Federal Emergency Management Agency of the United States ([FEMA](#)) issues numerous non-disaster grants to increase the capacity of emergency responders on both natural and man-made disasters and catastrophes.



# THE PURPOSE AND REQUIREMENTS OF ISO 31000 FOR AN EFFECTIVE RISK MANAGEMENT IN YOUR ORGANIZATION

— AN EVENT FROM —

**PECB**  
EUROPE

**râdar**  
THE RISK MANAGEMENT COMPANY

BRUSSELS, BELGIUM





## TRAINER INTERVIEW WITH INGE VANDIJCK

Founder and Partner at Radar Risk

PECB

**People learn in different ways and with varying speeds. How would you ensure everyone in your program develops their skills?**

*My training is very interactive. I also use a lot of lot of exercises. I invite everyone in my training to share their ideas and personal experiences. This exchange between peers is a good way to develop the skills of every participant.*



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**If I asked you to identify the training needs of the organization, where would you start?**

*I start my training with explaining the benefits of risk management. I let the participants reflect on what the principles of ISO 31000 mean for their organization. Once the principles are well understood, the next training topic is developing a good understanding of the terms and definitions. Having a common language is very important. Without a common language, organizations cannot develop a risk management framework nor a risk management process.*



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**What methodologies do you use in training?**

*My training is very focused on practical use of the ISO 31000 standard. I use a lot of exercises which are discussed in group. In exercises I use techniques of the ISO 31010.*



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**Do you have experience in training a trainer?**

*Yes, several of my participants are now trainers.*



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**Could you walk me through the process of preparing a curriculum?**

*When preparing the training, I do a background check of the organizations that have subscribed to the training. In this way, I have a good understanding of their internal and external context.*



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**Could you show us an example when your training didn't have the good results that you were expecting? What happened and what did you learn?**

*I did not have a training without good results, luckily. From every training, I learn that the best aspect of each training is the interaction between peers. As a trainer, I focus on this aspect. Everyone can read the standard, but how to bring the standard in practice is another thing. I stimulate my participants to bring the theory into practice.*





# YOUR DOOR TO ORGANIZATIONAL RESILIENCE



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# GREAT PERFORMERS: A WORK-LIFE BALANCE STRATEGY







## Reducing Stress

Great performers in the industry are much appreciated and bound to succeed in their careers. Some people may think that good performance is based solely on hard work and problem solving abilities, but a large portion of professional performance is actually based on emotional health. Maintaining a stressful attitude in the workplace can boost productivity up to a certain point. However, excessive stress will most definitely interfere with performance up to a point where failure at work is unavoidable, to not only yourself but also to your team.

Therefore, it is mandatory to learn how to relax and retain happiness in the workplace. One simple, but effective way to put yourself one step closer in that direction is by taking the time to enjoy a healthy and amusing lunch break with a great friend/colleague or a five minute break in the office to refresh. With a variety of different relaxation techniques, it is extremely important to keep track of your stressors and find sincere and appropriate solutions for such problems.

## Embrace your Passions

Conducting the tasks that make you feel good is very important, not only to reduce stress but also to retain happiness. Embracing your passions in the workplace and outside the working place connects you with creativity and innovation by leading you towards exceptional productivity. Connecting knowledge in different ways is certainly what makes great performers great after all.

Life out of the office is also a huge factor affecting one's behavior in the workplace. Even though people usually separate their work and private life to make a distinction between personal and professional

relationships, they might, at times, take home the work stress or vice versa. Certainly, this is the opposite of maintaining a clear head and focusing on performance.

To mitigate such problems, one must move away from work responsibilities when outside the working hours they feel they are being overloaded with tasks or responsibilities. Again, this may not be applicable to some individuals that consider their work relationships as one of the main sources of their happiness. This brings us back to keeping track of our stressors.



## Work Smarter, Not Harder

No doubt, hard work is very effective for developing our careers and moving towards success. However, we have to remember that excessive hard work increases stress and lowers productivity to a large extent. Time management is extremely important to maximize productivity and increase focus in the workplace. Thus and so, performance will increase while having more control, security, and job satisfaction. If time is allocated correctly, one is bound to remain flexible, complete all the tasks effectively, as much as exercise discipline in their careers.



## Forget About Perfection

In today's business environment, nothing is static. On the contrary, everything is moving very fast and improving positively. Such a change encourages us to move away from perfection and be open not only to criticism, but also to acquiring new skills. Personal

resilience is being highly valued in an employee. A positive attitude that needs change is letting go of perfectionism as a personal habit with which you have grown to practice and is causing drawbacks to your emotional stability and professional development.



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Director of Cambridge Risk Solutions Ltd  
*Business Continuity Consultant of the year 2015*



**Charlie Maclean-Bristol**

Director of PlanB Consulting  
*Highly Commended: Business Continuity Manager of the Year in 2016*



**Dominic Vogel**

Chief Security Strategist at CYBER.SC  
*Keynote speaker for BrightTALK Security*



**John Christly**

Global CISO at Netsurion and Eventtracker  
*Best SIEM for 2017 Cybersecurity Excellence Award*



**Shady Hallab**

Governance, Risk and Audit Manager at PwC  
*Recognized as an "Honorary Dickinsonian" by Dickinson University*



**Dr. Vernon L. Grose**

Chairman of Omega Systems Group Incorporated  
*Author of the best-selling book - "MANAGING RISK: Systematic Loss Prevention for Executives"*



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President of ProAct Safety  
*Listed in the 50 People Who Most Influenced EHS*



**Cathy Hansell**

President of Breakthrough Results, LLC  
*Management and Culture Change Professional Business Services Award 2016*



**Dejan Kosutic**

ISO/IEC 27001 Expert at 27001Academy  
*ISO/IEC 27001 expert, author, speaker*



**Gregory Peckford**

Founder of QCA Online and the author of Mastering ISO 9001: 2015 "A Step-By-Step Guide to The World's Most Popular Management Standard"  
*What you should know about the ISO 9001 Internal Audit Process*



**Strahinja Stojanovic**

ISO 9001 expert, author, speaker



**John McClurg**

Vice President and Ambassador-At-Large of Cylance  
*Artificial Intelligence (AI) - Two Paths to ISO Compliance*







THE GREATEST GLORY IN LIVING LIES  
NOT IN NEVER FALLING, **BUT IN RISING**  
**EVERY TIME WE FALL.**

*- Ralph Waldo Emerson*





# JAPANESE RESILIENCE AND RESPONSE TO CRISIS

A magnitude-9 earthquake shook northeastern Japan on March 11, 2011, unleashing a vicious Tsunami, which caught government and companies by surprise. This unexpected disaster caused too many damages and was neither the deadliest earthquake nor the largest tsunami to strike this century.





The events that happened in Japan have driven the Japanese engineers, urban planners and energy experts to pay attention and give importance to resilience. These events have made the country to anticipate and prepare for any possible

manifestation of similar events. Resilience and order among Japanese citizens was the response to the earthquake and tsunami.

A road that was destroyed during the Japanese earthquake on

March, 2011 has been repaired in just six days. The cratered section of the Highway in Naka was as good as new. The astonishing speed of reconstruction has been used to highlight Japan's ability to get back on its feet.

## Japan restored giant sinkhole in a week

A giant sinkhole opened upon Fukuoka, Japan on November 8, 2016. After a week of repairs, a city in Fukuoka, Japan had opened their streets which had collapsed into a giant sinkhole. Japan has given a lesson of efficiency by fixing a huge sinkhole in just one week. The gigantic sinkhole which was 30 meters wide and 15 meters deep had surprised the busy business district by swallowing part of a five-lane street.

The sinkhole was caused by a subway construction in the area, exposing the support columns of nearby buildings. Many people have expressed their amazement of the faster turn out of work. Construction teams

in the Fukuoka worked around the clock by dumping huge amount of cement and sand into the hole and fixing electricity, gas, and water lines to prevent further accident. According to a statement from Mayor Soichiro Takashima, the street reopened at 5 am Tuesday (2000 GMT Monday), exactly a week after the ground began sinking.

Certifying against ISO 22301 will help you in protecting and reducing the likelihood of occurrence, and also in preparing for, responding to, and recovering from disruptive incidents when they arise. By implementing a Business Continuity Management System, your organization will be prepared to detect and prevent

various threats.

An effective business continuity management system certification will help your organization to develop and maintain a best practice approach to respond effectively to any disruption, through implementing continuous improvement tools and techniques.

By pursuing a full scale resilience in business activities, you may find that certifying against ISO 22316 will provide you guidance to enhance organizational resilience for any size or type of organizations. This can be applied throughout the entire life of an organization.



KoiQuestion



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**EUROPEAN ELECTRONIC ID AND TRUST SERVICES (eIDAS) REGULATION  
CONFORMITY ASSESSMENTS NOW WILL BE CONDUCTED FROM**

**PECB**  
EUROPE

**IN SEVERAL LANGUAGES IN ALL EUROPEAN COUNTRIES**







## WHAT DOES EIDAS CHANGE?

eSignature can only be used by a natural person to "sign", i.e. mainly to express consent on the data to which the eSignature is applied.

Legal practitioners are able to use certificates for eSeals (whose aim is not to sign but to ensure the integrity and origin of data), therefore certificates for eSignatures are not being issued to legal persons anymore and existing qualified eSignatures certificates issued to legal persons are not used to create a legally valid (qualified) eSignature.

All Member States need to have in place a supervisory body in order to allow market players to become compliant with eIDAS within the set timeframe.

A national Trusted List is published and maintained in conformity with the Commission Implementing Decision (EU) 2015/1505.

A provider/service will be qualified when it appears in the Trusted List. To prove this status, the EU trust mark logo can be used to ensure the potential users that the online transactions will be carried out in a safe, convenient and secure way.

Public sector bodies are able to recognize the formats of advanced eSignatures and eSeals (according to the Commission Implementing Decision (EU) 2015/1506) whenever they require an advanced eSignature or eSeal.

Voluntary use of the EU Trust mark is available. The trust mark clearly differentiates qualified trust services from other trust services. The aim is to foster users confidence in essential online services; thus, fully benefit and consciously rely on electronic services. The trust mark is defined in Commission Implementing Regulation (EU) 2015/806.

## WHAT ARE THE TRUST SERVICES UNDER EIDAS THAT PECB EUROPE CAN ASSESS?

1. **eSignature** delivers a way to sign documents in the online world. eIDAS recognizes electronic signatures as legally binding and identifies different levels of electronic signatures.

- **Electronic Signatures**—are basic signatures in electronic form. With eIDAS, eSignatures are recognized legally and can't be denied legal acceptance because they are digital.
- **Advanced Electronic Signatures (AdES)**—require a higher level of security, typically met with certificate-based digital IDs. AdES must be uniquely linked to the signatory, can authenticate the signer and the document, and enable the verification of the integrity of the signed agreement.
- **Qualified Electronic Signatures (QES)**—also must be uniquely linked to the signatory, but are further required to be based on qualified certificates. Qualified certificates can only be issued by a certificate authority (CA) accredited and supervised by authorities designated by EU Member States. Qualified certificates must also be stored on a qualified signature creation device (QSCD), such as a USB token, smart card or a cloud-based hardware security module (HSM). In order to provide qualified eSignature services, a trust service provider must be granted qualified status.

2. **Electronic seals** - these can only be issued to and used by legal persons to ensure origin and integrity of data / documents. An eSeal is therefore NOT an eSignature of the legal person.

3. **Time Stamping** - electronic time stamps are issued to ensure the correctness of the time linked to data / documents.

4. **Validation is an ancillary service to eSignatures and eSeals.** It is the process confirming the validity of a (qualified) eSignature or eSeal. Such a process entails the verification that the requirements of the Regulation are met by a (qualified) eSignature or eSeal in order to confirm its validity. The Regulation also covers the verification and validation of certificates for website authentication.

5. **Preservation of eSignatures, eSeals or certificates related to trust services** - it aims guaranteeing the trustworthiness of a qualified electronic signature or qualified electronic seal through time. Preservation is different from electronic archiving, which is not a trusted service under eIDAS. Electronic archiving remains out of competence of Member States.

6. **Electronic registered delivery services** are a secure channel for the transmission of documents bringing evidence of (the time of) sending and receiving the message. Nevertheless, the Regulation does not assimilate (qualified) electronic registered delivery services to registered postal mails (registered items) defined under the Postal Directive. Member States remain free to establish such equivalence at national level.

7. **Website authentication** - certificates for website authentication are issued to ensure that users are reassured that behind the website, there is a legal person on which trustworthy information is provided.





## HOW WILL PECB EUROPE HELP YOU TO CREATE VALUE AS A QUALIFIED TRUSTED SERVICE PROVIDER?

Trust service providers can either be qualified or non-qualified. Qualified trusted service providers (QTSP) have to adhere to stricter rules and are more closely supervised by a Conformity Assessment Body (CAB) such as PECB Europe. PECB Europe will help a TSP to become a QTSP by providing the conformity assessment.

There are many benefits of becoming a QTSP under eIDAS including:

1. Only QTSPs have demonstrated a standard level of security in Europe and comply with the requirements defined in the eIDAS Regulation;
2. Only QTSPs may use the European Trust Mark to advertise or market their services;
3. Trusted services provided by QTSP have a higher legal certainty and higher security of electronic transactions than non-qualified trusted services, because of regularly surveillance audits conducted by PECB Europe;
4. Only QTSPs are part of the European Trusted List, which contains the providers and services that are given qualified status. If your organization is not on that list, you are not permitted to provide qualified trusted services. PECB Europe will provide you the assistance on how to apply to the Trusted List after the assessment.
5. Trust services provided by QTSP have stronger recognition by business partners even outside of Europe. Companies such as Adobe recognize electronic signatures from a QTSP under eIDAS regulations as an equivalent of WebTrust for CA.

## WHAT ARE THE STEPS TO BECOME A QTSP WITH PECB EUROPE ASSISTANCE?

1. Contact our sales department to get an application form. You will need to describe your services in order to receive a proposal.
2. A pre-audit can be done before the conformity assessment to ensure you are ready.
3. The conformity assessment will be done in two phases. The first to review the related documentation and the design of the security controls and the second to assess the effectiveness of the controls in place.
4. PECB Europe will provide you with an assessment report within a maximum of 10 days after the audit.
5. If your services meet the requirements to be qualified, you will send PECB Europe a report with letter of intent directed to the national supervisory body of your country.
6. The supervisory body has three weeks to determine if the report proves compliance.
7. If the qualified status is granted, your organization will be added as a Trusted Service Provider to the Trusted List.
8. After your organization is deemed Qualified, the Trust Mark will be provided by your national supervisory body.

## WHY CHOOSE PECB EUROPE AS A CONFORMITY ASSESSMENT BODY (CAB) FOR EIDAS SERVICES?

**Information security expertise:** PECB Europe has over 50 qualified auditors in Europe to conduct certification audits against ISO 27001 and other information security standards. More than 20 qualified assessors will be available with the launch of your eIDAS conformity assessment in July 2017.

**Integrated Audit:** PECB Europe is specialized in performing Integrated Management System audits which enable our clients to optimize their certification audit by reducing the number of audit days, hence reducing the cost and diminishing the overall audit footprint. PECB Europe specializes in performing integrated management systems audits for ISO standards, regulatory compliance and sector specialized schemes.

**Global service approaches but localized for your needs:** PECB Europe can assess your eIDAS services in any country. The audit interviews can be done in the main European languages. The final audit report is usually written in English but if requested, PECB team will provide you the conformity report in another language.

**Quality of audit services:** PECB Europe cannot guarantee that your organization will be recognized as a QTSP but we guarantee the quality of our engagements. With our proposal, we engage ourselves on the audit dates and we guarantee the delivery of the conformity report in a maximum of 10 days.



## TAKE A PEEK INSIDE

Toolkit contains



- ✓ ISO/IEC 27001 Whitepaper
- ✓ Article: Information Security Risk Management
- ✓ Article: Key Steps for an Effective Risk Assessment and Treatment
- ✓ Infographic: Key Steps for an Effective Risk Assessment and Treatment
- ✓ Article: Applying ISO/IEC in the Telecommunications Industry
- ✓ Frequently Asked Questions (FAQ)
- ✓ Webinar: Top Management Role to Implement ISO/IEC 27001
- ✓ Webinar: Key Steps in ISO/IEC 27001 Management System Certification Process
- ✓ Webinar: Common Pitfalls of ISO/IEC 27001 Implementation-Certification Project
- ✓ ISO/IEC 27001 Required Documents, Implementation Steps and Audit Checklist
- ✓ ISO Capsule Video: 10 Key Steps to Implement ISO/IEC 27001

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# WHAT IS PECB BRINGING IN APRIL?

With great effort to increase our training base, this month PECB has developed various new courses and is continuing to expand the access of training materials in different languages. As such, we are introducing you to:

NEW

## NEW COURSES:

- ISO 31000 Introduction (French)
- OHSAS 18001 Introduction (French)



## UPDATED COURSES

- PECB Certified OHSAS 18001 Lead Auditor (French)



## TRANSLATED COURSES

- PECB Certified ISO/IEC 27032 Lead Cybersecurity Manager (Spanish)

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