

Digital Service & Security Management (DSSM)

A Proactive, Collaborative and Balanced Approach for Securing, Managing and Improving the Online Services that Drive Today's Digital Enterprise



Agenda and Objectives

- What is Digital Service & Security Management (DSSM)
- What are DSSM Best Practices
- What is the DSSM Service Lifecycle
- Adopting and Adapting an Enterprise DSSM Program
- DSSM Service Catalog
- DSSM Leadership Training Starter Kit

What is Digital Service & Security Management (DSSM)?

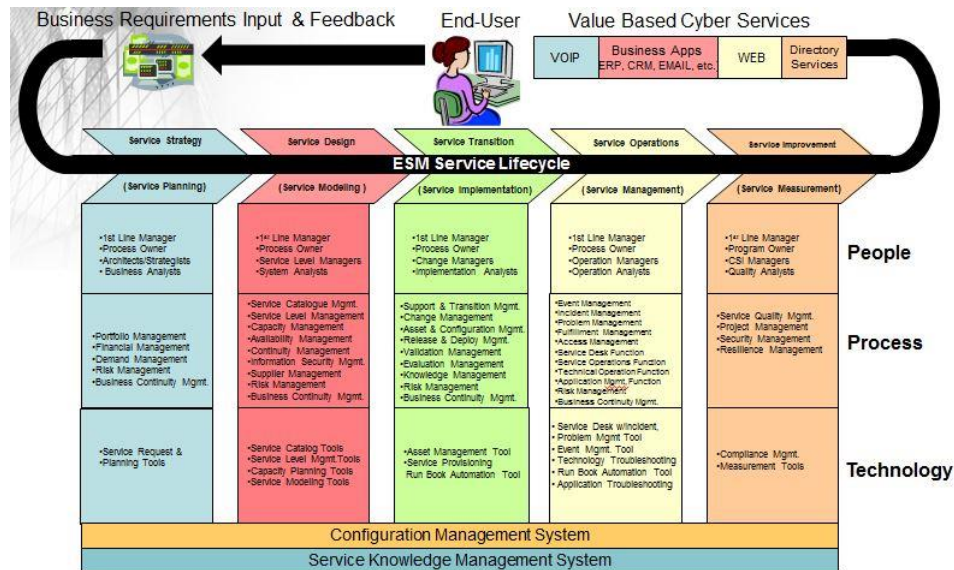
- **Digital Service & Security Management** is a Proactive, Collaborative and Balanced Approach for Securing, Managing and Improving the Online Services that Drive the Digital Enterprise

What are DSSM Best Practices?

- **ITIL's® Service Management** framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of cost, quality and continuity
- **COBIT Governance** framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of compliance with organizational risk controls
- **NIST Cyber Security** framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of information security.
- **RESILIA™ Cyber Risk** framework provides guidance and trainings on what enterprises should be doing to proactively manage and improve its digital service portfolio in terms of risk and resiliency
- **PMI's PMP and Prince 2 Project Management** framework and methodology provide guidance and trainings on how enterprises can improve the success of its digital service projects by using knowledge and techniques that tie project results to business outcomes.

What is the DSSM Service Lifecycle?

- The DSSM service lifecycle is a process driven approach for planning, designing, implementing, managing and improving an enterprise digital service portfolio
- The DSSM lifecycle helps organizations optimize and manage the people, process and technologies associated with each digital service from a cost, quality, compliance, security, risk and business continuity point of view



Adopting & Adapting an Enterprise DSSM Program

Secure, Select, Condition, Empower, Institutionalize



A Five Phase Approach to Adopting & Adapting DSSM Best Practices

- Securing Executive Commitment
- Selecting the Leadership Team
- Conditioning the Organization for Change
- Empowering the Organization to Change
- Institutionalizing the Program with HR

Phase #1 – DSSM Executive Training Services

Securing Executive Commitment



Phase #1
Securing Executive
Commitment
(Executive Trainings)

Organization Role	Objective	Training Programs
CEO, CFO, CIO, CISO CRO, CCO, PMO Director, SMO Director, Governance Director	To help the executive team understand the benefits associated with adopting and adapting a DSSM program	DSSM Executive Overview DSSM Executive Simulations

Phase #2 – DSSM Leadership Training Services

Selecting the Leadership Team



Phase #2
Selecting the
Leadership Team
(Leadership Trainings)

Organization Role	Objective	Training Programs
Process Owners, Service Owners, Change Mgrs. Operation Mgrs. CSI Mgrs. Business Analysts	To help the leadership team acquire the knowledge and skills to develop an actionable DSSM plan	ITIL® Training RESILIA Training Prince 2 Training NIST Cyber Security Training Cyber Security Training Planning to Change Workshop Assessment Workshop Simulations

Phase #3 – DSSM Enterprise Training Services

Conditioning the Organization for Change

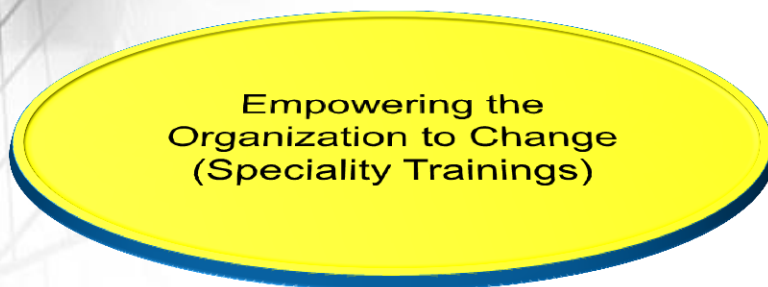


Phase #3
Conditioning the
Organization for Change
(Basic Trainings)

Organization Role	Objective	Training Program
All IT staff, senior leadership, stakeholders and supply chain partners	To help condition the enterprise for DSSM change through a series of online awareness and simulation trainings	DSSM Awareness DSSM Simulations

Phase #4A – DSSM IT Training Services

Empowering the Organization to Change



Empowering the
Organization to Change
(Speciality Trainings)

Organization Role	Objective	Training Programs
1st Line Mgrs. Process & Service Owners Architects & Strategists Operation & System, Analysts Business & Quality Analysts Program & Project Managers Operation & Change Mgrs. Service Level & CSI Mgrs. Tool Administrators	To provide the DSSM practitioners the knowledge and skills to plan, design, implement, operate and improve a DSSM program.	ITIL Foundation & Practitioner ITIL Intermediate RESILIA Foundation RESILIA Practitioner NIST Cyber Security Prince 2 Foundation Prince 2 Practitioner ISO 27001, ISO 31000 Cyber Security Training Mentoring Workshops Simulations Security User Awareness



Phase #4B – DSSM Stakeholder & Supply Chain Training Services

Empowering the Organization to Change



Empowering the
Organization to Change
(Speciality Trainings)

Organization Role	Objective	Training Programs
Business Stakeholders Supply Chain Partners	To provide basic cyber awareness training to all business stakeholders and supply chain partners	Simulations Security User Awareness

Phase #5 – DSSM HR Policies, Procedures & Pathway Training

Institutionalize the Program with HR



Organization Role	Objective	Activities
HR Manager	To establish HR policies and procedures for training new employees and a career pathway for existing employees practicing DSSM	Setup both eLearning and role-based Blended Learning DSSM best practice training solutions for new and existing employees

DSSM Service Catalog

Enterprise DSMSM

A Proactive, Collaborative and Balanced Approach for **Securing, Managing** and **Improving** the Online Services that Drive the Digital Enterprise

Training Services

Executive & Boardroom Training
NIST CSF Training
ITSM Training
Project Mgmt. Training
Cyber Security Training
Cyber Risk & Resilience Training
Employee & Supply Chain Training
Network Engineering Training
Business Skills Training
Customer Service Training
Simulation Trainings
DSM Skills Training

Consulting Services

NIST CSF Assessment & Roadmap
DSM Assessment & Roadmap
Project Management Assessment
RESILIA Assessment & Roadmap
Organizational Change Assessment
& Roadmap

Certification Services

NIST CSF Certification
ITIL® Certification
Prince2 Certification
RESILIA™ Certification
Cobit 5 Certification
Customer Service Certification
AGILE Certification
SCRUM Certification

Management Services

Cyber Security Operations Services
Digital Service Management Operation Services
Project Management Services
Training Management Services

DSSM Leadership Training Starter Kit

Problem	Purpose	Activities
Organizations need to adopt and adapt a DSSM program to enable a proactive, collaborative and balanced approach for managing, improving and securing an organizations digital service portfolio	To prepare the leadership team to participate in assessing the organizations ability to adopt the change and DSSM best practices	Train the leadership team so they can participate in a DSSM best practice maturity and education assessment

- Deliverables (12 Person Team)
 - Phase 1A - Onsite Simulation Training for Service & Security Management
 - Phase 1B - 12 Month Access to itSM Solutions Best Practice Video Training Library
 - Phase 1C - Organizational Assessment & Planning with the Leadership Team
 - Phase 1D - Education Assessment & Planning with the Leadership Team

Questions & Answers

