	Digital Trust Process	
	ILNAS/PSDC/Pr004 - Qualification of technical assessors	
Approved by :	Version 1.0 – 14.2.2020	Page 1 of 5


ILNAS/PSDC/Pr004

Qualification of technical assessors/experts

Modifications: first edition of the document

1, avenue du Swing
L-4367 Belvaux
Tél.: (+352) 247 743 - 53
Fax: (+352) 247 943 – 50

confiance-numerique@ilnas.etat.lu
<https://portail-qualite.lu>

	Digital Trust Process	
	ILNAS/PSDC/Pr004 - Qualification of technical assessors	
Approved by : Alain Wahl	Version 1.0 – 14.2.2020	Page 2 of 5

1. Introduction

The Luxembourg institute for standardisation, accreditation, safety, and quality of goods and services (ILNAS, Fr.: “Institut Luxembourgeois de la Normalisation, de l’Accréditation, de la Sécurité et qualité des produits et services”) is placed under the administrative supervision of the Minister of the Economy of the Grand Duchy of Luxembourg. The legal missions of ILNAS – Digital Trust Department are defined in [1].

ILNAS, via the “Digital Trust Department”, is notably charged with the supervision of PSDCs (Fr.: “Prestataires de services de dématérialisation ou de conservation”) that are established in the Grand Duchy of Luxembourg and offer services related to digitisation or e-archiving of documents.

This document describes the requirements and the procedure for technical assessors & experts requesting to be registered with ILNAS for carrying out or observing audits in the context of the supervision of PSDCs.

2. References

The following references are used throughout the present document.

References are either specific (identified by date of publication and/or edition or version number) or non-specific. For a specific reference, subsequent revisions do not apply. For a non-specific reference, the latest version applies.

- [1] Loi du 4 juillet 2014 portant réorganisation de l’Institut luxembourgeois de la normalisation, de l’accréditation, de la sécurité et qualité des produits et services et portant organisation du cadre général pour la surveillance du marché dans le contexte de la commercialisation des produits ;
- [2] Loi du 25 juillet 2015 relative à l’archivage électronique et portant modification :1. de l’article 1334 du Code civil ; 2. de l’article 16 du Code de commerce ; 3. de la loi modifiée du 5 avril 1993 relative au secteur financier ;
- [3] Règlement grand-ducal modifié du 25 juillet 2015 portant exécution de l’article 4, paragraphe 1er de la loi du 25 juillet 2015 relative à l’archivage électronique;


3. Definitions and abbreviations

3.1 Abbreviations

For the purposes of the present document, the following abbreviations apply:

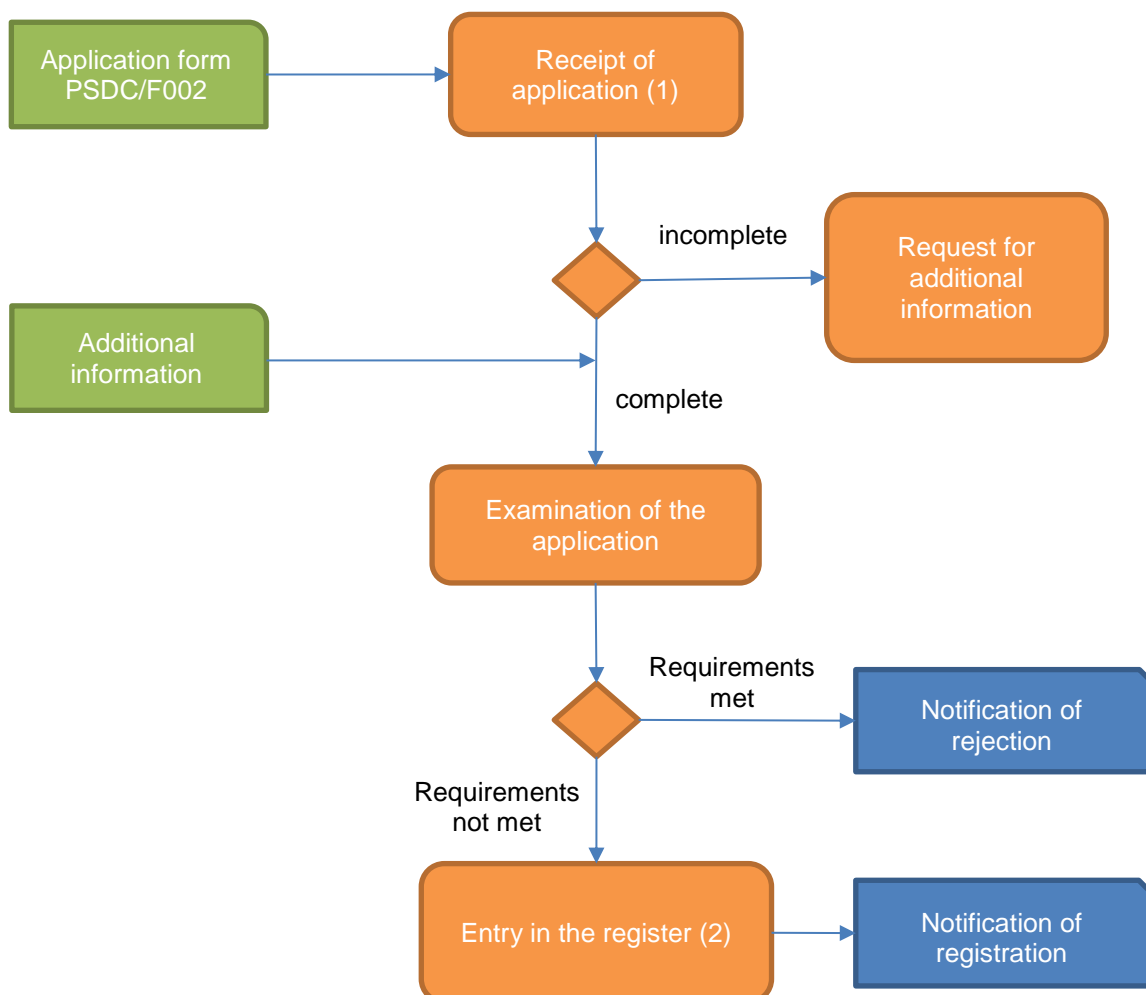
PSDC Prestataire de services de Dématérialisation ou de Conservation

ILNAS *Institut Luxembourgeois de la Normalisation, de l’Accréditation, de la Sécurité et qualité des produits et services*

	Digital Trust Process	
	ILNAS/PSDC/Pr004 - Qualification of technical assessors	
Approved by : Alain Wahl	Version 1.0 – 14.2.2020	Page 3 of 5

4. Registration Process


The registration process is depicted in the flowchart hereunder.



(1) The form ILNAS/PSDC/F002 – *Registration as technical assessor/expert* asks an applicant for the following:

- complete name and address of the applicant,
- language(s) in which assessments can be held,
- relevant professional training attended by the application,
- any relevant assessment experience,
- field(s) for which the applicant wishes to be registered,
- duly signed and dated professional code of conduct.

(2) Technical assessors and experts are entered into the register of technical assessors for PSDCs with indication of their title: *technical assessor* or *expert*. Their registration can be extended under the following conditions. For remaining in the register, technical assessors and experts shall send to the Digital Trust Department annually, or before an assessment mission, their updated curriculum vitae, together with their latest professional qualifications and up-to-date details concerning their professional experience.

	Digital Trust Process	
	ILNAS/PSDC/Pr004 - Qualification of technical assessors	
Approved by : Alain Wahl	Version 1.0 – 14.2.2020	Page 4 of 5

5. Qualifications Required by Technical Assessors and Experts

To ensure the competence of technical assessors and experts, ILNAS has specified the criteria that every applicant must fulfil. Every application that ILNAS receives will be systematically vetted against the criteria specified in Section 5.1.

The case manager validates that all the criteria are fulfilled with the help of the form ILNAS/PSDC/F004C – *Check-list: Revue de la demande d'inscription d'auditeur*. If all the criteria are fulfilled, the applicant is entered into the register of technical assessors for PSDCs.

Section 5.1 specifies the requirements for technical assessors requesting to be entered into the register of technical assessor for assessments of PSDCs that is operated by ILNAS.

General criteria for technical assessors who may be appointed as assessment team leader (lead assessor) by ILNAS are also specified in Section 5.1.

Section 5.2 specifies general criteria for experts that may accompany an assessment team, providing expert knowledge for covering the assessment of a specific subject.

5.1 Qualifications required by technical assessors


Technical assessors must provide evidence of having

- (a) acquired knowledge and skills in the areas of management systems, assessment and assessment team leading,
- (b) acquired at least four years of full time practical work experience in information technology, of which at least two years in a role or function relating to Information Security Management,
- (c) appropriate understanding of the international standards ISO/IEC 27001, ISO/IEC 27002, and of the Technical Regulation for PSDCs [3],
- (d) appropriate understanding of the concepts relating to management systems in general,
- (e) acquired knowledge and skills in the areas of digitization, electronic archiving, information security management, and organizational reliability,
- (f) appropriate understanding of the principles and processes related to risk assessment and risk management,
- (g) successfully attended a training course of at least five days on the subjects of management system auditing and the management of audit processes,
- (h) necessary skills to manage the assessment process, and
- (i) continually maintained or improved knowledge and skills relating to information security management, and to the assessment of management systems.

Furthermore, technical assessors must be

- (j) objective, mature, perceptive, analytical, persistent, pragmatic,
- (k) be able to put complex operations in a broad perspective, and
- (l) be able to understand the role of individual units in larger organizations.

All the relevant experience must have been acquired recently.

	Digital Trust Process	
	ILNAS/PSDC/Pr004 - Qualification of technical assessors	
Approved by : Alain Wahl	Version 1.0 – 14.2.2020	Page 5 of 5

ILNAS may appoint a technical assessor as an assessment team leader (lead assessor) when he/she provides evidence of having:

- (m) acted as qualified technical assessor in at least one complete assessment of a PSDC,
- (n) acquired adequate knowledge and skills to manage the assessment process.

Assessment team leaders must also be able to

- (o) communicate effectively, both orally and in writing.

5.1 Qualifications required by experts

In order to ensure that assessment teams have all the necessary expertise at their disposal, experts with specific knowledge in the subject areas listed hereunder, but who do not satisfy all the qualification requirements for technical assessors, may be used to assist assessment teams. Experts act, at all times, under the responsibility of the lead assessor and they do not operate independently of the technical assessors in the team.

Experts providing evidence of specific knowledge and experience in one or more of the following subject areas may apply at ILNAS for registration:

- legislative and regulatory requirements and legal compliance relating to PSDCs;
- technical state-of-art knowledge regarding digitization services and electronic archiving;
- risk assessment related to information security;
- threats and vulnerabilities relating to PSDC providers, including their mitigation and control;
- organizational reliability issues.

6. Registration as a technical assessor or expert for PSDCs

The registration as a technical assessor or expert for PSDCs must be updated yearly and before an assessment mission for ILNAS takes place.

For remaining in the register of technical assessors, technical assessors and experts shall send to the Digital Trust Department yearly, or before a mission for ILNAS takes place, their updated curriculum vitae, together with their latest professional qualifications and up-to-date details concerning their professional experience.

7. Complaints against an assessor

If a serious incident is revealed following a complaint or following non-compliance with the ILNAS procedures for assessment and functioning, the head of the Digital Trust Department will review technical assessor's file.

The head of the Digital Trust Department may formulate a warning, remove the assessor from the register or decide to dismiss the complaint.

Proven non-compliance with the professional code of conduct constitutes serious misconduct.

The assessor can lodge an appeal against the decisions of ILNAS with the administrative tribunal.