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AUDITING AND GOVERNANCE RISK AND COMPLIANCE | AGRC-055

Auditing Cloud Services and Outsourced Operations

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Course content

Why Attend

Organisations increasingly rely on cloud platforms, software services and outsourced providers for critical processes and data. While these arrangements bring flexibility and efficiency, they also shift risks outside the organisation's direct control, raising questions about security, resilience, data location, regulatory compliance and contractual protection.

This Auditing Cloud Services and Outsourced Operations training course prepares auditors to provide assurance over third-party delivered services. Participants learn about cloud service and deployment models, the shared responsibility model, governance of outsourcing, contract and service level review, reliance on independent assurance reports and testing of the controls retained by the organisation.

Course Methodology

• The course uses sample contracts, assurance reports, cloud configuration evidence and outsourcing case studies. Participants scope a cloud audit, review an assurance report for gaps, assess contract clauses and design tests of retained controls. Discussion covers regulatory expectations in different sectors.

Course Objectives

• Explain cloud service and deployment models and their risks

• Apply the shared responsibility model to audit scoping

• Evaluate governance and risk assessment of outsourcing decisions

• Review contracts and service levels for key protections

• Assess security, identity and data protection in cloud environments

• Use independent assurance reports appropriately

Target Audience

• Internal auditors and IT auditors

• Information security professionals

• Vendor and outsourcing managers

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Course content

- Risk and compliance professionals

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Course outline

Detailed course outline

Day-by-day outline for Auditing Cloud Services and Outsourced Operations.

Day 1 - Cloud and Outsourcing Fundamentals

- 09:00-09:34 | Infrastructure, platform and software as a service explained
- 09:34-10:08 | Public, private and hybrid deployment models
- 10:08-10:42 | Business drivers and risks of cloud and outsourcing
- 10:42-11:00 | The shared responsibility model and its audit implications
- 11:00-11:30 | Coffee break
- 11:30-11:46 | The shared responsibility model and its audit implications (continued)
- 11:46-12:20 | Regulatory expectations for outsourcing and cloud
- 12:20-12:53 | Mapping critical outsourced services and data flows
- 12:53-14:00 | Exercise: scoping an audit of a cloud service

Day 2 - Governance, Contracts and Service Levels

- 09:00-09:34 | Outsourcing policies, approvals and risk assessment
- 09:34-10:08 | Due diligence on cloud and outsourcing providers
- 10:08-10:42 | Contract clauses for audit rights, data and security
- 10:42-11:00 | Service level agreements and performance reporting
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Service level agreements and performance reporting (continued)
- 11:46-12:20 | Subcontracting and fourth-party risk
- 12:20-12:53 | Ongoing oversight and relationship management
- 12:53-14:00 | Exercise: reviewing a cloud services contract

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Day 3 - Security and Data Protection in the Cloud

- 09:00-09:34 | Identity and access management in cloud environments
- 09:34-10:08 | Configuration management and security baselines
- 10:08-10:42 | Encryption, key management and data location
- 10:42-11:00 | Logging, monitoring and incident response
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Logging, monitoring and incident response (continued)
- 11:46-12:20 | Data protection obligations for outsourced processing
- 12:20-12:53 | Testing cloud security configurations with evidence
- 12:53-14:00 | Exercise: assessing sample cloud configuration evidence

Day 4 - Using Independent Assurance Reports

- 09:00-09:34 | Types of service organisation assurance reports
- 09:34-10:08 | Understanding scope, period and exceptions in reports
- 10:08-10:42 | Complementary user entity controls and their testing
- 10:42-11:00 | Identifying gaps when reports do not cover key risks
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Identifying gaps when reports do not cover key risks (continued)
- 11:46-12:20 | Bridging letters and period gaps
- 12:20-12:53 | Other certifications and their limitations
- 12:53-14:00 | Exercise: evaluating a service organisation report

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Day 5 - Resilience, Exit and Reporting

- 09:00-09:34 | Business continuity and disaster recovery for outsourced services
- 09:34-10:08 | Concentration risk and dependence on a few providers
- 10:08-10:42 | Exit planning and data portability
- 10:42-11:00 | Cost management and financial controls in cloud
- 11:00-11:30 | Coffee break
- 11:30-11:46 | Cost management and financial controls in cloud (continued)
- 11:46-12:20 | Writing findings for cloud and outsourcing audits
- 12:20-13:27 | Building a continuous assurance approach for third parties
- 13:27-14:00 | Personal action plan for auditing cloud and outsourcing

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Seminar dates

Available seminar dates

Live dates and pricing for Auditing Cloud Services and Outsourced Operations generated from the course details page.

Date	Location	Format	Fee
7 - 11 December 2026	London	Classroom	**€2,915**
14 - 18 December 2026	Barcelona	Classroom	**€2,275**
21 - 25 December 2026	Frankfurt	Classroom	**€2,175**
11 - 15 January 2027	London	Classroom	**€2,915**
18 - 22 January 2027	Barcelona	Classroom	**€2,275**
25 - 29 January 2027	Frankfurt	Classroom	**€2,175**
4 - 8 January 2027	Madrid	Classroom	**€3,400**
15 - 19 February 2027	London	Classroom	**€2,915**
22 - 26 February 2027	Barcelona	Classroom	**€2,275**
1 - 5 February 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

Available seminar dates

Live dates and pricing for Auditing Cloud Services and Outsourced Operations generated from the course details page.

Date	Location	Format	Fee
8 - 12 February 2027	Munich	Classroom	**€2,425**
22 - 26 March 2027	London	Classroom	**€2,915**
1 - 5 March 2027	Barcelona	Classroom	**€2,275**
8 - 12 March 2027	Frankfurt	Classroom	**€2,175**
15 - 19 March 2027	Paris	Classroom	**€2,810**
5 - 9 April 2027	London	Classroom	**€2,915**
12 - 16 April 2027	Barcelona	Classroom	**€2,275**
19 - 23 April 2027	Frankfurt	Classroom	**€2,175**
26 - 30 April 2027	Rome	Classroom	**€2,830**
10 - 14 May 2027	London	Classroom	**€2,915**

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Seminar dates

Available seminar dates

Live dates and pricing for Auditing Cloud Services and Outsourced Operations generated from the course details page.

Date	Location	Format	Fee
17 - 21 May 2027	Barcelona	Classroom	**€2,275**
24 - 28 May 2027	Frankfurt	Classroom	**€2,175**
3 - 7 May 2027	Vienna	Classroom	**€3,425**
7 - 11 June 2027	London	Classroom	**€2,915**
14 - 18 June 2027	Barcelona	Classroom	**€2,275**
21 - 25 June 2027	Frankfurt	Classroom	**€2,175**
26 - 30 July 2027	London	Classroom	**€2,915**
5 - 9 July 2027	Barcelona	Classroom	**€2,275**
12 - 16 July 2027	Frankfurt	Classroom	**€2,175**
19 - 23 July 2027	Cape Town	Classroom	**€1,825**

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Seminar dates

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Live dates and pricing for Auditing Cloud Services and Outsourced Operations generated from the course details page.

Date	Location	Format	Fee
2 - 6 August 2027	London	Classroom	**€2,915**
9 - 13 August 2027	Barcelona	Classroom	**€2,275**
16 - 20 August 2027	Frankfurt	Classroom	**€2,175**
23 - 27 August 2027	Dubai	Classroom	**€2,845**
6 - 10 September 2027	London	Classroom	**€2,915**
13 - 17 September 2027	Barcelona	Classroom	**€2,275**
20 - 24 September 2027	Frankfurt	Classroom	**€2,175**
18 - 22 October 2027	London	Classroom	**€2,915**
25 - 29 October 2027	Barcelona	Classroom	**€2,275**
4 - 8 October 2027	Frankfurt	Classroom	**€2,175**

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Seminar dates

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Date	Location	Format	Fee
11 - 15 October 2027	Istanbul	Classroom	**€2,825**
22 - 26 November 2027	London	Classroom	**€2,915**
1 - 5 November 2027	Barcelona	Classroom	**€2,275**
8 - 12 November 2027	Frankfurt	Classroom	**€2,175**
15 - 19 November 2027	Kuala lumpur	Classroom	**€2,425**
6 - 10 December 2027	London	Classroom	**€2,915**
13 - 17 December 2027	Barcelona	Classroom	**€2,275**
20 - 24 December 2027	Frankfurt	Classroom	**€2,175**
27 - 31 December 2027	Madrid	Classroom	**€3,400**
7 - 11 December 2026	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
14 - 18 December 2026	Online / Live	Online / Live	**€1,625**
21 - 25 December 2026	Online / Live	Online / Live	**€1,625**
11 - 15 January 2027	Online / Live	Online / Live	**€1,625**
18 - 22 January 2027	Online / Live	Online / Live	**€1,625**
25 - 29 January 2027	Online / Live	Online / Live	**€1,625**
4 - 8 January 2027	Online / Live	Online / Live	**€1,625**
15 - 19 February 2027	Online / Live	Online / Live	**€1,625**
22 - 26 February 2027	Online / Live	Online / Live	**€1,625**
1 - 5 February 2027	Online / Live	Online / Live	**€1,625**
8 - 12 February 2027	Online / Live	Online / Live	**€1,625**

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Date	Location	Format	Fee
22 - 26 March 2027	Online / Live	Online / Live	**€1,625**
1 - 5 March 2027	Online / Live	Online / Live	**€1,625**
8 - 12 March 2027	Online / Live	Online / Live	**€1,625**
15 - 19 March 2027	Online / Live	Online / Live	**€1,625**
5 - 9 April 2027	Online / Live	Online / Live	**€1,625**
12 - 16 April 2027	Online / Live	Online / Live	**€1,625**
19 - 23 April 2027	Online / Live	Online / Live	**€1,625**
26 - 30 April 2027	Online / Live	Online / Live	**€1,625**
10 - 14 May 2027	Online / Live	Online / Live	**€1,625**
17 - 21 May 2027	Online / Live	Online / Live	**€1,625**

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24 - 28 May 2027	Online / Live	Online / Live	**€1,625**
3 - 7 May 2027	Online / Live	Online / Live	**€1,625**
7 - 11 June 2027	Online / Live	Online / Live	**€1,625**
14 - 18 June 2027	Online / Live	Online / Live	**€1,625**
21 - 25 June 2027	Online / Live	Online / Live	**€1,625**
26 - 30 July 2027	Online / Live	Online / Live	**€1,625**
5 - 9 July 2027	Online / Live	Online / Live	**€1,625**
12 - 16 July 2027	Online / Live	Online / Live	**€1,625**
19 - 23 July 2027	Online / Live	Online / Live	**€1,625**
2 - 6 August 2027	Online / Live	Online / Live	**€1,625**

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9 - 13 August 2027	Online / Live	Online / Live	**€1,625**
16 - 20 August 2027	Online / Live	Online / Live	**€1,625**
23 - 27 August 2027	Online / Live	Online / Live	**€1,625**
6 - 10 September 2027	Online / Live	Online / Live	**€1,625**
13 - 17 September 2027	Online / Live	Online / Live	**€1,625**
20 - 24 September 2027	Online / Live	Online / Live	**€1,625**
18 - 22 October 2027	Online / Live	Online / Live	**€1,625**
25 - 29 October 2027	Online / Live	Online / Live	**€1,625**
4 - 8 October 2027	Online / Live	Online / Live	**€1,625**
11 - 15 October 2027	Online / Live	Online / Live	**€1,625**

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22 - 26 November 2027	Online / Live	Online / Live	**€1,625**
1 - 5 November 2027	Online / Live	Online / Live	**€1,625**
8 - 12 November 2027	Online / Live	Online / Live	**€1,625**
15 - 19 November 2027	Online / Live	Online / Live	**€1,625**
6 - 10 December 2027	Online / Live	Online / Live	**€1,625**
13 - 17 December 2027	Online / Live	Online / Live	**€1,625**
20 - 24 December 2027	Online / Live	Online / Live	**€1,625**
27 - 31 December 2027	Online / Live	Online / Live	**€1,625**