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**Cybersecurity — Information  
and communication technology  
readiness for business continuity**

*Cybersécurité — Préparation des technologies de l'information et  
de la communication pour la continuité d'activité*

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## Foreword

ISO (the International Organization for Standardization) and IEC (the International Electrotechnical Commission) form the specialized system for worldwide standardization. National bodies that are members of ISO or IEC participate in the development of International Standards through technical committees established by the respective organization to deal with particular fields of technical activity. ISO and IEC technical committees collaborate in fields of mutual interest. Other international organizations, governmental and non-governmental, in liaison with ISO and IEC, also take part in the work.

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This document was prepared by Joint Technical Committee ISO/IEC JTC 1, *Information technology*, Subcommittee SC 27, *Information security, cybersecurity and privacy protection*.

This second edition cancels and replaces the first edition (ISO/IEC 27031:2011), which has been technically revised.

The main changes are as follows:

- the structure of the document has been changed;
- the scope has been changed for clarification;
- technical content has been added in [6.4](#), [6.5](#), [6.6](#), [9.2](#) and [10.1.5](#).

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at [www.iso.org/members.html](http://www.iso.org/members.html) and [www.iec.ch/national-committees](http://www.iec.ch/national-committees).

## Introduction

Over the years, information and communication technology (ICT) has become an integral part of many of the activities within the critical infrastructures in all organizational sectors, whether public or private. The proliferation of the internet and other electronic networking services, as well as the capabilities of systems and applications, has also resulted in organizations becoming more reliant on reliable, safe and secure ICT infrastructures.

Meanwhile, the need for business continuity management (BCM), including incident preparedness, disaster recovery planning, and emergency response and management, has been recognized and supported with the development and endorsement of specific domains of knowledge, expertise, and standards, including ISO 22313.

Failures of ICT services, including those caused by security issues such as systems intrusion and malware infections, impact the continuity of business operations. Thus, managing ICT and related continuity, as well as other security aspects, form a key part of business continuity requirements. Furthermore, in the majority of cases, the critical processes and activities that require business continuity are usually dependent upon ICT. This dependence means that disruptions to ICT can constitute strategic risks to the reputation of the organization and its ability to operate.

The advent and increasing dominance of Internet-based ICT services (cloud ICT services) has caused the nature of preparedness to change from relying on internal processes to a reliance on the quality and robustness of services from other organizations and the associated business relationships with such organizations.

ICT readiness is an essential component for many organizations in the implementation of business continuity management and information security management.

As a result, effective BCM is frequently dependent upon effective ICT readiness to ensure that the organization's objectives can continue to be met during disruptions. This is particularly important as the consequences of disruptions to ICT often have the added complication of being invisible or difficult to detect.

For an organization to achieve ICT readiness for business continuity (IRBC), it should put in place a systematic process to prevent, predict and manage ICT disruptions and incidents which have the potential to disrupt ICT services. This can be achieved by coordinating IRBC with the information security and BCM processes. In this way, IRBC supports BCM by ensuring that the ICT services can be recovered to pre-determined levels within timescales required and agreed by the organization.

If an organization is using relevant information security and business continuity standards, the establishment of IRBC should preferably take into consideration existing or intended processes linked to these standards. This linkage can support the establishment of IRBC and also avoid any dual processes for the organization.

This document describes the concepts and principles of ICT readiness for business continuity (IRBC) and provides a framework of methods and processes to identify and specify aspects for improving an organization's ICT readiness to ensure business continuity.

This document complements the information security controls relating to business continuity in ISO/IEC 27002. It also supports the information security risk management process specified in ISO/IEC 27005.

Based upon ICT readiness objectives, this document also extends the practices of information security incident management into ICT readiness planning, training and operation.