
**Information technology — Guidance
on information security management
system processes**

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Contents

Page

Foreword	iv
Introduction	v
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Structure and usage of this document	2
5 Overview	3
6 Management processes	6
6.1 General	6
6.2 Information security governance/management interface process	7
7 Core processes	9
7.1 General	9
7.2 Security policy management process	9
7.3 Requirements management process	10
7.4 Information security risk assessment process	13
7.5 Information security risk treatment process	14
7.6 Security implementation management process	17
7.7 Process to control outsourced services	19
7.8 Process to assure necessary awareness and competence	21
7.9 Information security incident management process	22
7.10 Information security change management process	25
7.11 Internal audit process	27
7.12 Performance evaluation process	29
7.13 Information security improvement process	31
8 Support processes	33
8.1 General	33
8.2 Records control process	33
8.3 Resource management process	35
8.4 Communication process	37
8.5 Information security customer relationship management process	39
Annex A (informative) Statement of conformity to ISO/IEC 33004	41
Bibliography	43

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.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of document should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO and IEC shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents) or the IEC list of patent declarations received (see patents.iec.ch).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT), see www.iso.org/iso/foreword.html.

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

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.

Introduction

An information security management system (ISMS) includes a collection of interacting processes and is operated by performing those processes. This document provides a process reference model (PRM) for information security management, which differentiates between ISMS processes and measures/controls initiated by them.

A PRM is a model comprising definitions of processes described in terms of process purpose and results, together with an architecture describing the relationships between the processes. Using the PRM in a practical application can require additional elements suited to the environment and circumstances.

The PRM specified in this document describes the ISMS processes implied by ISO/IEC 27001. The PRM is intended to be used as a process implementation and operation guide.

Any organization can define processes with additional elements in order to tailor it to its specific environment and circumstances. Some processes cover general management aspects of an organization. These processes have been identified in order to support organizations in addressing the requirements of ISO/IEC 27001.

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1 Scope

This document defines a process reference model (PRM) for the domain of information security management, which is meeting the criteria defined in ISO/IEC 33004 for process reference models (see [Annex A](#)). It is intended to guide users of ISO/IEC 27001 to:

- incorporate the process approach as described by ISO/IEC 27000:2018, 4.3, within the ISMS;
- be aligned to all the work done within other standards of the ISO/IEC 27000 family from the perspective of the operation of ISMS processes
- support users in the operation of an ISMS – this document is complementing the requirements-oriented perspective of ISO/IEC 27003 with an operational, process-oriented point of view.

2 Normative references

The following documents are referred to in the text in such a way that some or all of their content constitutes requirements of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO/IEC 27000, *Information technology — Security techniques — Information security management systems — Overview and vocabulary*

3 Terms and definitions

For the purposes of this document, the terms and definitions given in ISO/IEC 27000 and the following apply.

ISO and IEC maintain terminological databases for use in standardization at the following addresses:

- ISO Online browsing platform: available at <https://www.iso.org/obp>
- IEC Electropedia: available at <http://www.electropedia.org/>

3.1

core process

process that delivers apparent and direct customer value and is derived from the *core competencies* (3.1) of the management systems

Note 1 to entry: This definition relies on and extends the definitions in ISO 9000:2015 and ISO 38500:2015.

Note 2 to entry: In this definition, "core competency" is understood as the set of skills and know-how present within a management system, directly aligned with the objectives of the management system, supporting the achievement of the objectives and not elsewhere present within the organization at a competitive level.

3.2

integrated management system IMS

management system that integrates all of an organization's systems – like information security management and business continuity management – and processes in to one complete framework, enabling an organization to work as a single unit with unified objectives