
**Security and resilience — Business
continuity management systems —
Requirements**

*Sécurité et résilience — Systèmes de management de la continuité
d'activité — Exigences*





COPYRIGHT PROTECTED DOCUMENT

© ISO 2019

All rights reserved. Unless otherwise specified, or required in the context of its implementation, no part of this publication may be reproduced or utilized otherwise in any form or by any means, electronic or mechanical, including photocopying, or posting on the internet or an intranet, without prior written permission. Permission can be requested from either ISO at the address below or ISO's member body in the country of the requester.

ISO copyright office
CP 401 • Ch. de Blandonnet 8
CH-1214 Vernier, Geneva
Phone: +41 22 749 01 11
Fax: +41 22 749 09 47
Email: copyright@iso.org
Website: www.iso.org

Published in Switzerland

Contents

	Page
Foreword	v
Introduction	vi
1 Scope	1
2 Normative references	1
3 Terms and definitions	1
4 Context of the organization	7
4.1 Understanding the organization and its context.....	7
4.2 Understanding the needs and expectations of interested parties.....	7
4.2.1 General.....	7
4.2.2 Legal and regulatory requirements.....	7
4.3 Determining the scope of the business continuity management system.....	7
4.3.1 General.....	7
4.3.2 Scope of the business continuity management system.....	8
4.4 Business continuity management system.....	8
5 Leadership	8
5.1 Leadership and commitment.....	8
5.2 Policy.....	8
5.2.1 Establishing the business continuity policy.....	8
5.2.2 Communicating the business continuity policy.....	9
5.3 Roles, responsibilities and authorities.....	9
6 Planning	9
6.1 Actions to address risks and opportunities.....	9
6.1.1 Determining risks and opportunities.....	9
6.1.2 Addressing risks and opportunities.....	9
6.2 Business continuity objectives and planning to achieve them.....	9
6.2.1 Establishing business continuity objectives.....	9
6.2.2 Determining business continuity objectives.....	10
6.3 Planning changes to the business continuity management system.....	10
7 Support	10
7.1 Resources.....	10
7.2 Competence.....	10
7.3 Awareness.....	11
7.4 Communication.....	11
7.5 Documented information.....	11
7.5.1 General.....	11
7.5.2 Creating and updating.....	11
7.5.3 Control of documented information.....	12
8 Operation	12
8.1 Operational planning and control.....	12
8.2 Business impact analysis and risk assessment.....	12
8.2.1 General.....	12
8.2.2 Business impact analysis.....	13
8.2.3 Risk assessment.....	13
8.3 Business continuity strategies and solutions.....	13
8.3.1 General.....	13
8.3.2 Identification of strategies and solutions.....	13
8.3.3 Selection of strategies and solutions.....	14
8.3.4 Resource requirements.....	14
8.3.5 Implementation of solutions.....	14
8.4 Business continuity plans and procedures.....	14
8.4.1 General.....	14