## INTERNATIONAL STANDARD

ISO/IEC 27035-2

First edition 2016-11-01

# Information technology — Security techniques — Information security incident management —

#### Part 2:

### **Guidelines to plan and prepare for incident response**

Technologies de l'information — Techniques de sécurité — Gestion des incidents de sécurité de l'information —

Partie 2: Lignes directrices pour planifier et préparer une réponse aux incidents





#### **COPYRIGHT PROTECTED DOCUMENT**

 $@\:$  ISO/IEC 2016, Published in Switzerland

All rights reserved. Unless otherwise specified, 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 Ch. de Blandonnet 8 • CP 401 CH-1214 Vernier, Geneva, Switzerland Tel. +41 22 749 01 11 Fax +41 22 749 09 47 copyright@iso.org www.iso.org

Contents			Page
Fore	word		v
Intro	oductio	n	vi
1	Scop	е	1
2	_	native references	
3	Terms, definitions and abbreviated terms		
3	3.1	Terms and definitions	
	3.2	Abbreviated terms	
4	Information security incident management policy		3
	4.1	General	
	4.2 4.3	Involved partiesInformation security incident management policy content	
5	<b>υρα</b> a 5.1	ting of information security policies  General	
	5.2	Linking of policy documents	
6	Creating information security incident management plan		6
	6.1	General	6
	6.2	Information security incident management plan built on consensus	
	6.3 6.4	Involved partiesInformation security incident management plan content	
	6.5	Incident classification scale	
	6.6	Incident forms	12
	6.7	Processes and procedures	
	6.8 6.9	Trust and confidence Handling confidential or sensitive information	
_			
7	7.1	olishing an incident response team (IRT)  General	14
	7.2	IRT types and roles	
	7.3	IRT staff	16
8	Estab	olishing relationships with other organizations	
	8.1	General	
	8.2 8.3	Relationship with other parts of the organizationRelationship with external interested parties	
9		•	
	9.1	ning technical and other support  General	
	9.2	Examples of technical support	
	9.3	Examples of other support	22
10	Creat	ting information security incident awareness and training	22
11	Testi	ng the information security incident management planplan	24
	11.1		
	11.2	Exercise	
		11.2.2 Defining the scope of an exercise	
		11.2.3 Conducting an exercise	
	11.3	Incident response capability monitoring	
		11.3.1 Implementing an incident response capability monitoring program	
12	T =		
12	12.1	ons learned General	
		Identifying the lessons learned	27